Figure 1 – Key aspects of the service model

- Service charitably funded for one year
- GP partners consulted on service requirements
- Need at GP practice for MSK services, in terms of services on offer and shorter waiting times than were available for the physiotherapy service
- Lead GP on Steering Group
- Recruitment of experienced CAM practitioners
- GPs completed referral forms stored on main Practice server
- Regular meetings between CAM practitioners
- CAM practitioners recorded clinical session notes on computerised EMIS system used by the whole Practice team
- Action research elements of the evaluation fed back into service delivery