

Web appendix 2: Reasons why referrals were ineligible for invitation

N=1,424 (21% of all referrals) (NB Some referrals had multiple reasons)

Reason for exclusion	Number (%)
Age under 18 years	180 (13%)
Hearing problems	27 (2%)
Non-English language	27 (2%)
Non-Musculoskeletal problem	166 (12%)
Needs domiciliary physiotherapy	197 (14%)
Very urgent	376 (26%)
Post-operative	105 (7%)
In trial already	178 (13%)
Problem unsuitable for phone consultation	135 (9%)
Problem unsuitable for physiotherapy	12 (1%)
Patient unsuitable for phone consultation	41 (3%)
Other	98 (7%)