

Patient barriers

- Entrenched views of symptom causation
- Learned behaviours
- Secondary gain from unexplained symptoms

Doctor barriers

- Variations in skills in managing patients with MUS
- Prior expectations of patients
- Concern about dependence
- Emotional state during consultation

Consultation barriers

- Patients choosing lack of continuity
- Communicating difficult experiences
- Doctors' responses to patients with MUS

Diagnostic barriers

- Complex presentations
- Nebulous definitions of MUS

Barriers in the healthcare context

- Time
- Quality Outcomes Framework
- Impact of secondary care
- Medico-legal framework of primary care