

Appendix 7: Script – one week follow up telephone call

Hi, I'm just calling to see how you've been getting on with your initial supply of NRT [name product]. Is it still a convenient time to have a brief chat about this?

If yes, do you have your personalised smoke-free plan in front of you? [Have a copy to hand, to review and revise as need be during the call]

- a. Are you happy with the product you have chosen? Do you feel it is working ok for you, or not? Is there anything you're not sure about? (Ascertain whether they want to continue using this product, or whether they might want to switch product)
- b. Are you using the product as suggested in your NRT information sheet? How much are you using per day? (i.e. check whether the product is being used effectively, and if not provide guidance as per the sheet. Check whether they want to try using the product for another week on this basis)

IF THE INDIVIDUAL WOULD LIKE TO SWITCH PRODUCT:

- a. Go through other NRT options on the NRT information sheet with them and support them to choose an alternative product. Clarify that they should dispose carefully of any unused NRT product in their outdoor waste bin, away from children and pets.
- b. Make arrangements for sending and follow up: I'll arrange for a 1-week supply of your new NRT product to be posted to you. Can I call you again a week from now to see how you're getting on with it? [Arrange date of next call, following these same questions during that call, and thank the individual for their time]

IF THE INDIVIDUAL PLANS TO CONTINUE USING THEIR CURRENT NRT PRODUCT:

- a. Are you using NRT indoors at every opportunity, or are you smoking indoors sometimes? [Praise any achievements made so far and review personalised smoke-free homes plan as needed. Remind client to use NRT indoors at every opportunity to reduce exposure levels in the home]
- b. Have you encountered any specific difficulties with using NRT indoors/smoking outdoors only since we last spoke? If yes, can you tell me about them? [work together to try and find solutions, add these to the if/then section of the personalised smoke-free homes plan together]
- c. Are you running low on NRT yet – would you like me to send you some more by post?
- d. Do you have any questions I can help you with? Can I call you two weeks from now to see how you're getting on? [Arrange date of next call and thank the individual for their time]

FINAL QUESTION: Is there anything else that you would like to say that you haven't had a chance to tell us about? (important to ask from the client's point of view, to wrap up the interview) Thank client for their time and willingness to participate, close the interview, turn off recorder.

Supporting individuals to use Nicotine Replacement Therapy (NRT) to create a smoke free home

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