

Appendix 8: Script to support ongoing client telephone calls

- a. Is it still ok to have a brief chat today about your NRT use indoors? 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]
- b. How is it working for you, using your NRT indoors instead of smoking in the home?
- c. Are you still happy with the product you have chosen? Is there anything you're not sure about? (i.e. whether you're using the product as well as you could be, or whether it's meeting your needs)
- d. How much of your product are you using per day? [to ascertain whether it is being used effectively] Are you using NRT indoors at every opportunity, or are you smoking indoors sometimes? [Praise any achievements made so far, see whether these achievements can be built on (for example by using NRT more often indoors) and review personalised smoke-free homes plan as needed]
- e. 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]
- f. Are you running low on NRT yet – would we like me to send you some more by post?
- g. Do you have any questions I can help you with?
- h. Is it ok to call you two weeks from now just to check in again?
[Arrange date of next call and thank the individual for their time]

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

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