



### **Telephone interview script**

**Instructions:** When calling the patient only use verified phone numbers documented in the patient electronic records and follow the points below. Do not ask any questions beyond those listed below.

1. *Introduce yourself*
2. *Explain that you are carrying out research to assess how much more environmentally friendly remote clinics are to face to face appointments*
3. *Explain that the only information required is mode of transport used for a specific appointment, if remembered*
4. *Highlight that no personal information that may be linked back to the patient (patient identifiers) are being stored or used at all during this project*
5. *Ask permission to calculate the distance the patient would have travelled from home to hospital using Google Maps as part of the results, ensuring the patient understands that we will be accessing their post code for the calculation but NOT saving it as part of our data collection*
6. *With consent, proceed to ask what mode of transport the patient used for the set appointment*
7. *Thank the patient (whether they have consented or not)*