

An example script, from North Tyneside

	Question	Responses	What to do
1	<p>If post - Have you received your information yet?</p> <p>If email – Have you managed to access the information yet?</p>	Yes	-Go to next question
		No	-Why? They should have received their information by now. If computer problems, suggest sending by post. No further questions.
		Can't remember	1. Remind them what the information was about. 2. Ask whether they think it would be beneficial to send the information again. Yes – send again No – finish phone call
2	<p>Have you read the information?</p> <p><i>Make a note of their answer for use in the evaluation</i></p>	Yes	-Go to next question
		Read partly	-Go to next question
		No	-“If you manage to read the information and you have any questions about the information, please contact your Parkinson’s disease nurse.” Confirm they know who their Parkinson’s nurse is and have their no. Give details if needed. Go to evaluation.
3	<p>Would you like to speak to someone to further explain the information you have been given?</p>	Yes	- Email PDS helpline. Go to next question.
		No	- “If you have any questions about the information in the future, you can contact your Parkinson’s nurse.” Confirm they know who their Parkinson’s nurse is and have their no. Give details if needed. Go to next question.

4	Would you like any additional information?	Yes	– Assess information needs and send information.
		No	– “If you need any additional information in the future, you can ask your Parkinson’s nurse or doctor and they will be able to get the information sent to you.” Confirm they know who their Parkinson’s nurse is and have their no. Give details if needed. Go to next question.
5	With your information, you were sent a leaflet about the PDS helpline. Did you telephone or email the PDS?	Yes	– What service did you contact? - What reason did you contact this service? Go to evaluation.
		No	Go to evaluation.