

# **Adherence to acamprosate medication to prevent relapse following alcohol detoxification treatment**

**Welcome call:**

**Medication Management and Contingency  
Management intervention structure for trial  
website**

## Welcome Call

### GUIDANCE ON DELIVERING THE TELEPHONE INTERVENTION

- **Communication style:**

Try to keep participants engaged with the telephone intervention, and aim to complete all calls with them (welcome call and 11 further intervention calls). The intervention should be delivered in an empathetic and motivating style. Always gain participants' permission before offering advice.

- **Record keeping:**

Immediately after each telephone call make sure the required information is entered onto the trial web pages. You will need to refer to this information during each subsequent call and therefore keep track of each session. The topics to be discussed should be decided by the participant. Therefore avoid extensive planning for the next session.

- **Structure of each session:**

The topics to be discussed will be decided by the participant. However, the structure of each call, after the welcome call, should fall into five main themes:

- **Catch-up**
- **Focusing together**
- **Agenda setting**
- **Forward plan**
- **Closing**

INTERVENTION COMPONENTS	Questions to ask participant	Response options
<b>1. INTRODUCTION</b>		
<ul style="list-style-type: none"> <li>Start with introductions and explain you are a telephone support pharmacist. Build rapport and encourage informal conversation. Ask how they would prefer to be called, first name/surname?</li> <li>Confirm their identity. <i>"What's the first line of your address and the post-code?"</i></li> <li>Thank them for agreeing to take part in the study.</li> <li>Inform them the call will take about 30 minutes, and if this is still convenient for them. If not convenient rearrange for another day.</li> <li>Explain the purpose of the call.</li> </ul>	<p>Confirmed their identity?<sup>1</sup></p> <p>Call still convenient?<sup>2</sup></p> <p>-Where did alcohol detox treatment<sup>3.1</sup></p>	<p>-Select from a drop down menu<sup>1</sup></p> <p>-Yes/No -If not convenient, record date and time of next call (STOP)<sup>2</sup></p> <p>-Select option from drop down menu<sup>3.1</sup></p>

<p><i>"We will talk today about your health, alcohol treatment and your ideas about how to take acamprosate."</i></p> <ul style="list-style-type: none"> <li>Clarify the telephone conversation will be confidential and will only be shared with members of the research team.</li> </ul> <p><i>"What you tell me is confidential. What you say will only be shared with members of the research team. Please feel free to be open as you want."</i></p> <ul style="list-style-type: none"> <li>Discuss how their alcohol detox went? Did they self-detox? Be aware that some participants may have self-detoxed and maybe accessing health service to help prevent lapse or relapse to dependent drinking. Establish this early on during the initial conversation. Also be aware the participant may have undergone other alcohol detox treatments in the past.</li> <li>Congratulate them on completing their alcohol detox treatment (as appropriate if it was successful). Talk briefly about their experience of the treatment and people involved in their care, for example a doctor, nurse, family member, friend and/or someone else. Identify if there was someone who was important and helped them during the treatment.</li> <li>Are they planning to abstain from drinking or not? <b>(See notes on alcohol use during treatment)</b></li> </ul> <p><i>"Now that you have completed your detox, what have you decided to do about your drinking?"</i></p> <ul style="list-style-type: none"> <li>Be aware that the participant may have started drinking again. Modify the conversation based on the participant's situation. If the participant reports they have started drinking heavily, advise them to see their key worker or GP.</li> <li>Ask them if they have collected their first month's supply of acamprosate and their experience of the pharmacy visit.</li> </ul>	<p>-Approximate date alcohol detox treatment was completed? <sup>3.2</sup></p> <p>-Participant named an individual(s) who was important during their alcohol detoxification treatment? <sup>3.3</sup></p> <p>-Participant expressed their current situation with regards to alcohol? <sup>3.4</sup></p>	<p>-Enter approximate date</p> <p>-Include additional notes about alcohol detox treatment <sup>3.2</sup></p> <p>-Yes/No</p> <p>-If yes, record the person's name(s)</p> <p>-Who are they? (relative, friend, key-worker, doctor) Select from a drop down menu <sup>3.3</sup></p> <p>-Yes/No</p> <p>-If yes, record notes on participant's current situation with regards to their alcohol use i.e. abstinent or low risk drinking? (how much) or have started drinking heavily and record advice provided? <sup>3.4</sup></p>
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<p><i>"Did you manage to get to the pharmacy okay and collect your medication?"</i></p> <p><i>"Have you started taking acamprosate?"</i></p> <p><b>1.2 Summary of the study:</b></p> <ul style="list-style-type: none"> <li>Provide a summary: <p><i>"I'll now summarise what will happen next. After this call you'll receive 11 further calls from me. The first five calls will be weekly, the next three fortnightly and the last three monthly (pause and ask if they understand, clarify if necessary). Each call will last about 15 minutes. During these calls we'll discuss how you're getting on with the acamprosate medication, and I'll answer any questions you may have. The purpose of these calls is to help you take acamprosate as prescribed by your doctor." "Do you have any questions?"</i></p> </li> <li>Personal achievement award <p>Inform them they have been selected to receive the <b>Personal Achievement Award.</b></p> <p><i>"In this research, some participants will be receiving an incentive for completing the telephone calls. You we're randomly selected to receive this, the Personal Achievement Award."</i></p> <p><i>"Is there anything you would like me to explain about this?"</i></p> </li> <li>Provide any clarification as required about the Personal Achievement Award. <p><i>"Did you receive information about the Personal Achievement Award from the researcher?"</i></p> <p><i>"Do you have any questions about this?"</i></p> <p><i>"This means every time you complete a call you will receive £5 gift voucher."</i></p> <p><i>"In addition, if you complete first four calls in a row, without missing any, you will receive</i></p> </li> </ul>	<p>-Has the participant collected the first month's supply of acamprosate? <sup>4.1</sup></p> <p>-Have they started taking acamprosate? <sup>4.2</sup></p> <p>-Provided explanation about the Personal Achievement Award? <sup>1</sup></p> <p>-Clarified about possible situations when the regular pharmacist is not available? <sup>5</sup></p>	<p>-Yes/No <sup>4.1</sup></p> <p>-Yes/No <sup>4.2</sup></p> <p>-Yes/No <sup>1</sup></p> <p>-Yes/No <sup>5</sup></p>
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<p>another £10 voucher. For completing the next four calls in a row you will receive another £20, and last four calls in a row £30.”</p> <p>“Therefore if you complete all 12 calls for the study, without missing any, you will receive a total of £120.”</p> <p>“You will receive the total award you have accumulated at the end of the study, in six months. The researcher will give this to you.”</p> <p>“Is there anything else you would like me to explain?”</p> <ul style="list-style-type: none"> <li>Summarise the type of voucher they will receive. “You will receive Lovetoshop vouchers.”</li> <li>Clarify you (the regular pharmacist) will always call them. Explain there may be occasions when the regular pharmacist may not be available due to holidays or ill health. Explain you can both discuss nearer the time if the participant prefers to talk to another pharmacist or to rearrange the session when the regular pharmacist is back.</li> </ul>		
2. IDENTIFY PARTICIPANT’S GOALS		
<p><b>2.1 Participant’s goals</b></p> <ul style="list-style-type: none"> <li>Sample questions:  <i>“Now that you have successfully finished your alcohol detox treatment (or use appropriate description based on participant’s situation) what would you like to aim for in the near future?” “What hopes do you have for the near future?” “What are they?” “How is that important for you?”</i> </li> </ul> <p><b>2.2 Personal Achievement Award</b></p> <ul style="list-style-type: none"> <li>Explore participant’s thoughts about their Personal Achievement Award.</li> </ul>	<p>-Identified participant’s goal(s)? <sup>6</sup></p> <p>Asked about their initial thoughts on how they would like to use their Personal Achievement Award? <sup>2</sup></p> <p>-Participant expressed their current</p>	<p>-Yes/No -If yes, outline goal(s) expressed by participant<sup>6</sup></p> <p>Yes/No? If yes, outline participant’s initial thoughts. Or record if participant prefers to discuss this later <sup>2</sup></p> <p>-Yes/No -If yes, record</p>

<p><i>"Have you thought about your Personal Achievement Award?" "What would you like to have for completing these telephone calls?"</i></p> <ul style="list-style-type: none"> <li>• Be aware the participant may not have thought about how they would like to use the incentive. Explain there will be opportunities to discuss this during the next calls.</li> </ul> <p><i>"I understand you're not sure right now. Over the next few weeks we can discuss your thoughts of how you would like to use the Personal Achievement Award." "Is that okay, do you have any questions?"</i></p> <p><b>2.3 Participant's situation</b></p> <p>Participant may bring up information about their work (unemployed/working/off-work due to alcohol treatment), living situation (living in their own home/house-share/hostel) and relationship situation (family/friends/children). Make notes of these, as these may feature in follow-up calls with the participant.</p> <p><b>2.4 Communication style when discussing goals</b></p> <ul style="list-style-type: none"> <li>• Only offer advice or information if it has been requested by the participant or to clarify information during the conversation.</li> <li>• Acknowledge and praise them for voicing their goals. The purpose is to make it clear to the participant of what they hope to achieve during the study. Encourage participant to limit the number of goals to three i.e. those identified by the participant to be important and not too many which may be difficult to achieve.</li> </ul> <p><i>"That's great you have a goal(s) of what you would like to aim for in the near future. So when we speak on the phone, we'll keep revisiting these goals, so we can discuss how you're getting on with them?" "Is that okay?"</i></p>	<p>situation with regards to their work, living and relationship situation? <sup>7</sup></p>	<p>participant's current situation with regards to their living, family and relationship situation? <sup>7</sup></p>
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<ul style="list-style-type: none"> <li>• Always ask for permission in relation to how the participant wishes to manage and evaluate their own goal(s). <i>“Before we discuss your goals, we’re going to go through some practical aspects of how acamprosate works, is that okay?”</i></li> <li>• If a participant cannot think of a goal(s), praise them for completing the alcohol detox and explain there will be opportunities to discuss what they would like to aim for during the next few calls.</li> </ul> <p><b>2.5 NOTES on alcohol use during treatment:</b></p> <ul style="list-style-type: none"> <li>• Encourage participant to express their wish to become abstinent or to reduce alcohol consumption to low risk levels as one of their goals.</li> <li>• Participants from different clinics may follow an abstinent or a low risk drinking treatment guidelines. With the participant’s permission clarify what was discussed with clinic staff with regards to their drinking. Be aware the participant may have alcohol related liver disease and usual Government guidelines on low risk drinking may not be appropriate. Was it recommended that they abstain from drinking all together or consume alcohol in quantities that pose low risk harm to their health? <b>Advise participant to see their doctor and/or key-worker if they are unsure if they can consume alcohol or not and how much.</b></li> <li>• Identify and establish participant’s understanding ‘low risk drinking.’ <i>“What do you understand by the term low risk drinking?” “What does that look like for you?”</i> <i>“What do you mean by that?”</i> (or use the same terminology expressed by participant).</li> <li>• If they ask for clarification on the meaning of ‘low risk drinking’, refer to the Government alcohol consumption guidelines. Also explain Government</li> </ul>		
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<p>guidelines on low risk drinking maybe harmful to those with alcoholic liver disease. When describing units of alcohol, use examples of drinks they would typically consume/or be familiar with to illustrate units of alcohol contained in drinks:</p> <ul style="list-style-type: none"> <li>▪ Men are advised not to consume more than 4 units of alcohol/day</li> <li>▪ Women are advised not to consume more than 3units alcohol/day</li> <li>▪ In addition to above, to keep two days drink free.</li> </ul> <ul style="list-style-type: none"> <li>• Only if participant wishes to know more about the benefits of staying abstinent or low-risk drinking explain the following. <p><i>We have found that people report really good things happening to them when they stay off drink. Such as improvement in the ability to think, complete tasks, get along with others, and even resolve problems related to past drinking. People have also said they've discovered new things about themselves that they had forgotten."</i></p> </li> <li>• If they were motivated to save money. <p><i>"You'll also be saving money from not buying alcohol."</i></p> </li> <li>• If they're planning to lose weight. <p><i>"Not drinking alcohol also means you'll reduce you daily calorie intake, so will help you to lose weight."</i></p> </li> </ul>		
<b>3. PROVIDE RATIONALE FOR TAKING ACAMPROSATE</b>		
<ul style="list-style-type: none"> <li>• Sample phrases/questions: <p><i>"We're now going to talk about acamprosate."</i></p> <p><i>"You may already know things about acamprosate, please tell me what you already know?"</i></p> </li> </ul>		



<ul style="list-style-type: none"> <li>• If required, clarify any misinformation and misunderstanding:  <i>“This medication is non-addicting and is different from the medication you took during the alcohol detox treatment you’ve just completed.”</i> (if they had detoxed using standard chlordiazepoxide treatment).</li> <li>• If they bring up past experiences of taking disulfiram, only then provide information and compare the two medications:  <i>“Acamprosate is different from another alcohol detox medication called disulfiram (Antabuse). This has an unpleasant side effect if you drink alcohol.” “Acamprosate does not give you an unpleasant side effect from taking it.”</i></li> <li>• Explain how acamprosate works:  <i>“Acamprosate helps reduce strong urges to drink or thoughts of alcohol that are hard to stop, as long as you keep taking the medicine. It can take several days for the right amount of the medicine to stay constant in your blood. After this, it can take more time for the medicine to have its full effect, to reduce your craving for alcohol. Therefore you need to continue to take acamprosate and not stop because you think it might not be working.”</i>   <i>“Also this medication works differently to something like a paracetamol or aspirin, which you take only when you need it. This medicine will only help to reduce your craving if you take it regularly every day, to get the full benefit of the treatment. We advise you to continue to take acamprosate even if you don’t think you are likely to start drinking alcohol again. How do you feel about taking acamprosate every day?”</i></li> </ul>		
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<p><i>Do you have any questions about acamprosate?"</i></p> <ul style="list-style-type: none"> <li>• They may have had experience of taking disulfiram or acamprosate in the past and may tell you about this. Explain there will be an opportunity to discuss this in more detail later during the call (when developing their medication adherence plan).</li> </ul>		
<p><b>4. PROVIDE INFORMATION ABOUT ACAMPROSATE AND DIRECTIONS FOR DOSING</b></p>		
<p><b><u>NOTES on Acamprosate dosing:</u></b></p> <p>The usual oral dose is 666 mg of acamprosate given three times daily. In patients weighing less than 60 kg a suitable dose is 666 mg at breakfast followed by 333 mg at midday and 333 mg at night.</p> <ul style="list-style-type: none"> <li>• Confirm with the participant what dose was prescribed for them by asking them to read out the instructions on the bottle with MEMs cap (if they have the bottle with them). <i>"How many tablets and how often do you have to take acamprosate?"</i></li> <li>• Sample phrases: <i>"You need to take two tablets three times a day"</i> or if prescribed a lower dose. <i>"You need to take two tablets in the morning, one in the afternoon and one at night"</i> <i>"You can take it with or without food three times a day."</i></li> <li>• Establish when they will be taking acamprosate. <i>"When will you be taking acamprosate?" "What time of the day?"</i></li> <li>• Explain what to do if they miss a dose. <i>"If you forget to take your dose, you should take the two tablets as soon as you remember. But you must not take more than <b>six tablets in 24 hours.</b>"</i> or if prescribed the lower dose:</li> </ul>	<p>-Provided information about directions and dosing of acamprosate ? <sup>8</sup></p> <p>-Did participant report experiencing side-effects with acamprosate ? <sup>9</sup></p>	<p>-Yes/No - If yes, what dose was prescribed ? (select from pull-down menu) <sup>8</sup></p> <p>-Yes/No? -If yes, outline side-effects reported by participant and advice offered by pharmacist <sup>9</sup></p>

<p><i>“If you forget to take your dose, you should take the one/two tablets (depending on which dose was missed) as soon as you remember. But you must not take more than <b>four tablets in 24 hours.</b>”</i></p> <ul style="list-style-type: none"> <li>If the participant wishes to know about the side effects of acamprosate, only then briefly explain about these. <i>“Is there anything else you would like to know about acamprosate?” “Some people may experience stomach upset and/or nausea from taking these tablets. If you experience these effects, this will usually get better with time. If side effects don’t get better, we can discuss this next time we talk and explore what could help you?”</i></li> <li>If they are currently experiencing side-effects from taking the first month’s supply of acamprosate, go through their signs and symptoms and recommend over the counter remedies if appropriate or if they express they are experiencing more serious side effects advise that they see their doctor and clinic health staff for further assessment of their condition.</li> </ul>		
<p><b>5. DEVELOP A MEDICATION ADHERENCE PLAN WITH PARTICIPANT</b></p>		
<ul style="list-style-type: none"> <li>When developing an adherence plan, use a flexible approach and always consider ideas expressed by the participant before suggesting your own. <i>“We’re now going to talk about taking acamprosate.”</i></li> </ul> <p><b>5.1 Explore participant’s strategy to taking medicines:</b></p> <ul style="list-style-type: none"> <li>Examine patients’ history of taking prescribed and over the counter medicines in the past or currently: <i>“Are you taking any other medications or vitamins at the moment on a daily basis?” “Or have you taken medications or vitamins daily in the past?”</i></li> <li>Explore challenges with taking medicines:</li> </ul>	<p>-Examined previous history of taking medicines? 10.1</p> <p>-Examined challenges to taking medications? 10.2</p> <p>-Identified strategies they found successful? 10.3</p>	<p>-Yes/No -If yes, outline previous history<sup>10.1</sup></p> <p>-Yes/No -If yes, outline challenges<sup>10.2</sup></p> <p>-Yes/No -If yes, outline successful strategies<sup>10.3</sup></p>

<p><i>“How did you/have you found taking them, please say more?”</i></p> <ul style="list-style-type: none"> <li>Identify strategies they found successful: <i>“In the past did you do anything to help you take your medications?” “Please tell me what you did?” “What did you find worked for you, to help you take them?”</i> <i>“Where do you keep your medications?” “How does that help you remember?”</i></li> </ul> <p><b>5.2 Establish when acamprosate treatment has commenced:</b></p> <ul style="list-style-type: none"> <li>Establish if they have started taking acamprosate. For how long, was this before or after they enrolled onto the study? <i>“Have you started taking acamprosate?” “When did you start taking acamprosate?”</i> <i>“How are you finding it?”</i></li> </ul> <p><b>5.3 Explore participant’s ideas on how to take acamprosate:</b></p> <ul style="list-style-type: none"> <li>Identify what could help them take acamprosate as prescribed during the 6 months study period and the months following this: <i>“We’re going to explore what could help you take acamprosate regularly. You need to take this medication between six months to a year (or a time specified by the prescriber) to help reduce your craving for alcohol.”</i> <i>“How do you feel about this?” “How do you think you could do this?” “What do you think could help you?”</i></li> <li>Identify what has helped them in the past (especially if they are unable to express ideas of how they could take acamprosate as prescribed): <i>“What did you find helpful when you...(highlight a specific example they may have mentioned in the past)?” “Please say more?”</i></li> </ul>	<p>-Approximate date acamprosate treatment commenced? <sup>11</sup></p> <p>-Explored participants ideas on how to take acamprosate as prescribed? <sup>12</sup></p> <p>-Discussed planning for next month’s prescriptions? <sup>13</sup></p>	<p>- Approximate date<sup>11</sup></p> <p>-Yes/No<sup>12</sup></p> <p>-Yes/No<sup>13</sup></p>
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<p><i>“What did you do?” “Do you think you could do something similar to help you take acamprosate?”</i> If they have already mentioned ideas to support their medication adherence earlier, remind them of what they said and suggest if these could be helpful to them now.</p> <p><i>“How will you take acamprosate along with the other tablets your taking?”</i></p> <ul style="list-style-type: none"> <li>• Sample prompt questions: <i>“Where do you normally keep your medicines?”</i> <i>“What could help you remember?”</i></li> <li>• Ask permission to suggest ideas if they are unable to come up with solutions themselves. Possible suggestions: place notes or reminders in prominent places, such as bedside table or bathroom mirror; use an alarm (watch or mobile phone reminder app) which rings when it is time to take the medication; get others to witness taking acamprosate; take morning dose just after getting up, before/after brushing teeth, with breakfast, with tea/coffee, or when a favourite television programme occurs at the same time of day of a medication dose. <i>“To help you remember to take acamprosate, you could take it around the same time every day? For example take two tablets with breakfast, then two at lunch time, and two during dinner may help you to remember all three doses?”</i></li> </ul> <p><b>5.4 Link participant’s strategies on how to take acamprosate with their goals</b></p> <ul style="list-style-type: none"> <li>• Remind the participant of their goals they expressed earlier, and what they could do to achieve this. Keep the conversation positive and focus on how they could achieve their goals. Engage in problem solving conversation with the participant. Help them identify their own solutions.</li> </ul>		
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<p><b>5.5 Planning for next month's prescription and medication</b></p> <ul style="list-style-type: none"> <li>Explain and identify approximate date of when they need to request a repeat prescription for their next month's supply of medication. Also explain and clarify what they have to do with the previous month's bottle.</li> </ul> <p><i>"How will you get your next month's prescription and medication?" "What will you do with the bottle of acamprosate once you finish taking one month's supply?"</i></p> <p><i>"Next time we speak you would have taken your tablets for x number of days." (try to get an accurate number of days). Encourage participant to view this as a goal for next week and ask them to imagine how they would feel if they took the acamprosate for x number of days as planned.</i></p>		
<p><b>6. SET ADHERENCE PLAN</b></p>		
<p><b>6.1 Plan for next week:</b></p> <ul style="list-style-type: none"> <li>Encourage participant to explicitly state what they <b>will do</b> next with regard to taking acamprosate.</li> <li>Ask what their plans are for the next week and if they are meeting friends or going to any social events where alcohol is likely to be available.</li> <li>Review with the participant their goal(s), and any changes in their goals during the course of the conversation. The purpose is to make it clear to the participant that you have understood what they will do next with regard to their treatment.</li> </ul> <p><i>"What will you do next about taking acamprosate?" "Where do you feel you are right now with this?" "Is there any information about acamprosate or anything else about your treatment you'd like to know?"</i></p> <p><b>6.2 Plan for the next telephone conversation:</b></p>	<p>-Asked participant to describe what they plan to do next with regard to taking acamprosate as prescribed?<sup>14</sup></p> <p>-Outlined participants' goals and adherence plan?<sup>15</sup></p>	<p>-Yes/No<sup>14</sup></p> <p>-Yes/No -If yes, text of plan (to populate text into a letter outlining participant's goals and adherence plan)<sup>15</sup></p>

<p><i>“Next time we speak, is there anything you’d like to talk about?” “Anything you think might be helpful to you?”</i></p> <ul style="list-style-type: none"> <li>Explain the purpose of the next call. <i>“So next time we speak we could discuss how you’re getting on with acamprosate?” “You mentioned earlier x and y were aspects you were concerned with, we could discuss these then?”</i> These should be based on specific issues the participant raised earlier in the conversation.</li> </ul> <p><b>6.3 Summarise the conversation</b></p> <ul style="list-style-type: none"> <li>Provide a summary of how the participant plans to take acamprosate. Be aware: participants goals may have changed during the conversation when developing the medication adherence plan. Highlight any changes or reframing of their goals as necessary. <i>“I will now summarise how you plan to take acamprosate daily?”</i> Check and clarify information expressed with the participant. Reconfirm strategies they expressed earlier that could help them. <i>“Have I got that right? Have I missed anything?” “So from what you said earlier, you think x and y will help you take these tablets?”</i></li> <li>Explain about the summary letter. <i>“You will receive a summary letter by email (or by post if they prefer or both) the ideas discussed today, to help you take acamprosate as prescribed.”</i> <i>“You will also receive three further summary letters, one after the last weekly call, another after the fortnightly call and a final one after the monthly call.”</i></li> </ul>	<p>Date letter emailed/posted to the participant? <sup>16</sup></p> <p>-Asked about topics to discuss for next call? <sup>17</sup></p> <p>-Informed participant they will receive £5 for completing the welcome call? <sup>3</sup></p>	<p>-Select date and how letter was sent (email/post) <sup>16</sup></p> <p>-Yes/No -If yes, outline topics to discuss next call<sup>17</sup></p> <p>-Yes/No <sup>3</sup></p>
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<ul style="list-style-type: none"> <li>• Explain to the participant that you will review these ideas at the beginning of each call to see how they are doing.</li> <li>• Participant may ask for further information about support groups and printed information on alcohol use. Inform participants they can obtain this information from their GP or alcohol service clinic staff.</li> <li>• Inform participant they will receive £5 for completing today's welcome call.  <i>"You will receive £5 towards your Personal Achievement Award for completing this call."</i></li> </ul>		
<b>7. Closing</b>		
<p><i>"We are coming to the end of the call now."</i>  <i>"How did you find this talk?"</i></p> <p><b>7.1 Explain what will happen next</b>  <i>"So I will phone you again next week /fortnight/month around (arrange a day which suits participant)?"</i>  <i>"That call will take about 15 minutes."</i></p> <ul style="list-style-type: none"> <li>• Arrange the best time to call and to send the reminder text message.  <i>"I will send you a reminder text a day before the call, at 10am is that okay?"</i></li> <li>• Explain if they need to change the date and/or time of the next call, the number to call to rearrange the appointment will be in the text message.</li> <li>• Explain they will receive another £5 towards their Personal Achievement Award for completing the next call.  <i>"After completing the next call, you will receive another £5 towards your Personal Achievement Award." "So a total of £10." "Do you have any questions?"</i></li> <li>• Record date and time of the next telephone call.  Confirm the telephone number which will appear on</li> </ul>	<p>When is next call due? <sup>18</sup></p> <p>Explained the participant will receive a text reminder of the call (10am, the day before the call is due)? <sup>19</sup></p> <p>Explained they will receive another £5 for completing the next call? <sup>4</sup></p> <p>Congratulated the participant? <sup>20</sup></p>	<p>Time: <sup>18</sup>  Date: <sup>18</sup></p> <p>Yes/No  Details of reminder text?  (Time: and Date:) <sup>19</sup></p> <p>Yes/No <sup>4</sup></p> <p>Yes/No <sup>20</sup></p>



<p>their mobile phone when the pharmacist will phone them.</p> <p><i>“I’m looking forward to speaking with you on X (specify date).”</i></p> <p><i>“Do you have any questions, or anything you would like to say?”</i></p> <ul style="list-style-type: none"> <li>• Congratulate them on completing the call.</li> </ul>		
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