Script for phone calls: COVID-19 Questionnaire

1. Introducing yourself

Hello, my name is (……), I am calling from Born in Bradford at the Bradford Teaching Hospitals NHS Foundation Trust, could I speak to (name)

Answer: speaking (if it is not the person, clarify who we want to speak to)

2. Reason for calling

We're calling you as you are part of Born in Bradford, and since the outbreak of coronavirus in the UK we have been living in extraordinary times with many changes to our daily lives.

BiB are proud to be working with the local NHS, education and council services during this time. We have been asked to help them to find out really crucial information about the difficulties that families in Bradford are now facing. They will use the information we are collecting to help make decisions about services and how they can best direct support to families during this crisis.

To do this, we need to hear from you so we can find out how you and your family are at the moment.

We would be very grateful if you could complete a questionnaire over the phone. It should take around 20-30 minutes, but all this information is really vital to us, the NHS, and our partners. Would you be willing to take part?

FAQs:

How much time does it take?	*About 20-30 minutes*
Do I have to this?	*No, it is voluntary.*
What type of questions will you be asking?	*The questions are very specific to the current situation and how it affects your and your family's everyday life. We are asking the same questions to everyone, but if you feel that you do not want to answer a question, that's completely fine.*
How will it help?	*By collecting this information we will be able to demonstrate where support is needed in the city to inform decision making*
What happens to the information I give you?	*Like all information we collect it is stored confidentially and you will not be identifiable, your personal details are removed.*