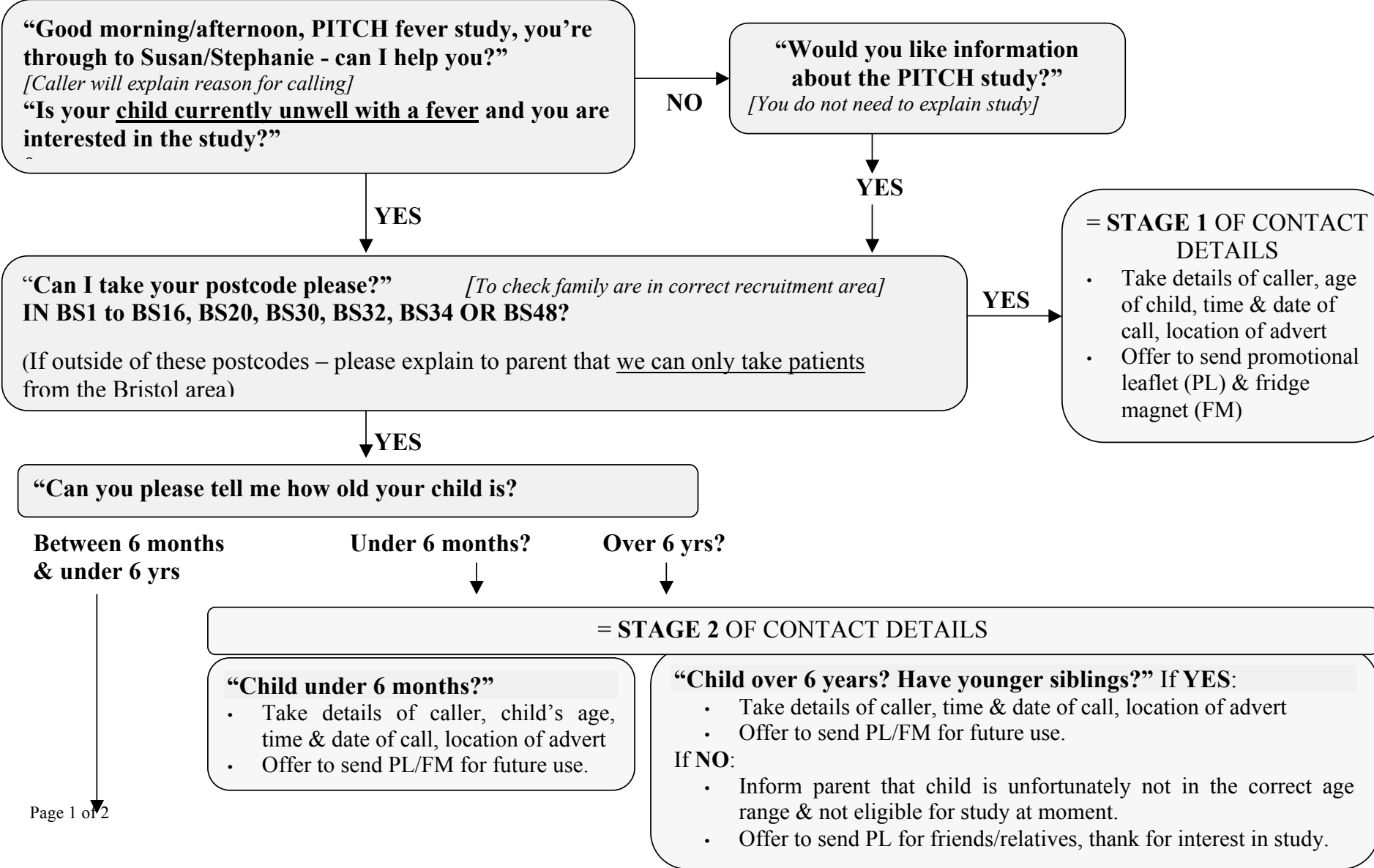


# **PITCH Community Recruitment Telephone Answering (Susan/Stephanie)**



**“I’d just like to let you know that phoning the study team isn’t a replacement to seeing your GP or calling NHS Direct if you are at all worried about your child. If you are concerned, please seek advice through your usual routes. Is that O.K?”**

*NB: This is a research team and not a medical assessment service*

**YES**



**“Are you happy for me to take some contact details from you to pass on to one of the study nurses? Your details will be kept strictly confidential.”**

**YES**



**“Are you the parent or legal guardian of the child?”**

**NO**



**YES**



**=STAGE 3 CONTACT DETAILS**  
Enter all details into computer.

**NO**



**“If you are concerned about your child, please contact:**

- **Your GP or GP out of hours service or**
- **NHS Direct, which is 0845 4647 or**
- **dial 999 if it is an emergency.**

**Once you are happy, you are welcome to call PITCH back at a later date. Thank you for your interest in the study.”**

**“I’m really sorry but for legal reasons only a child’s parent or guardian can give permission for them to take part in the study. Is it possible for them to phone us?”**

**“Thank you, your details will now be passed to the PITCH study nurse who will contact you within the next 4 hours to discuss the study with you. Is that convenient?”**

**In the meantime, please treat your child’s illness as you normally would, and seek medical advice if you become concerned or worried. Thank you for your interest in the PITCH study and for calling the PITCH study team.”**