

Appendix D: Telephone nudge call script

Text fills

Textfill	If AgeNow >=16	If AgeNow <16
Parent/guardian	/blank/	the parent/guardian of
you/nameCATI	you	<i>^Participant name from issued sample</i>
Onbehalf	/blank/	on behalf of <i>^Participant name from issued sample</i>
You/name2CATI	You	<i>^Participant name from issued sample</i>
Have/has	have	has
You/theyCATI	you	they
Your/nameCATI	your	<i>^ Participant name from issued sample's</i>
rpaq	You will also receive an additional £5 if you complete the recent physical activity questionnaire (PAQ). Please note that PAQ can only be completed on a computer or a tablet (large screen).	/leave blank/
SupportCATI	/blank/	Please note, the parent/guardian of participants under 11 years will need to complete the questionnaire/recalls on the child's behalf. Children aged 11-15 years can complete their questionnaire/recalls in their own right with the support of their parent/guardian (after obtaining parental permission and with parent/guardian being present throughout the entire duration of the call).
Parentemail	/blank/	COLLECT PARENT/GUARDIAN'S EMAIL ADDRESS.

Call script

s1

"Hello. My name is

I am phoning from NatCen Social Research on behalf of Public Health England.

Please could I speak to [parent/guardian] [*participant full name from issued sample*]?

RespAnswers "Respondent/Proxy answers phone"

TransToResp "Transferred to respondent"

NoAnswer "No answer"

WrongNo "Wrong number"

Appt "APPOINTMENT"

Refused "Refused"

NotAvail "Not Available During Fieldwork"

LangBarr "Language Barrier"

Deceased "Deceased" => **Ncoutcome = 781. END**

Incapable "Physically/mentally incapable of taking part" => **Ncoutcome=> 530. END**

LateOptOut "Late Opt-outs" => **Ncoutcome=410. END**

{ If S1=NoAnswer }

s1a

"SELECT THE CODES THAT APPLIES"

RingsOut "Rings out" => **Ncoutcome = temporary outcome 12**

Engaged "Engaged" => **Ncoutcome = temporary outcome 14**

AnswerPh "Answer phone" => **Ncoutcome = temporary outcome 13**

Fax "Fax/Modem/Data line" => **Ncoutcome = 625. END**

CallBlock "Call blocking" => **Ncoutcome = 627. END**

DeadLine "Dead Line" => **Ncoutcome = 690. END**

{ IF S1=wrong number }

s1b

"SELECT THE CODES THAT APPLIES"

NewDetGiven "New details given"

NewDetNtAvail "New details not available" => **Ncoutcome = 650. END**

{ If s1b= NewDetGiven (new details given) }

s1btel

"Take new Phone Number"

Text [1..64]

- Phone number on sample updated. => **TU_PhoneNumFF**

- **Go to S1.**

{ IF S1 = appt (appointment) }

S1c

"SELECT THE CODES THAT APPLIES"

SpokeNrSoft "Spoken to NR - soft appointment"

SpokeNrHard "Spoken to NR - hard appointment"
SpokeOthSoft "Spoken to another resident - soft appointment booked"

Makeappinfo

"INTERVIEWER USE THE OPTIONS ON THE LEFT HAND MENU TO ARRANGE A CALLBACK"

{ If s1=Refused }

S1d

"SELECT THE CODES THAT APPLIES"

RespRef "Respondent refused" => **Ncoutcome = 430. RefThankyou**

ProxyRef "Proxy refused" => **Ncoutcome = 432. RefThankyou**

Tooill "Too ill to take part" => **Ncoutcome = 510. END**

Away "Away during fieldwork (incl. in hospital)" => **Ncoutcome= 520. END**

{ If s1=notavail (Not Available During Fieldwork) }

S1e

"SELECT THE CODES THAT APPLIES"

Away "Away during fieldwork" => **Ncoutcome = 520. END**

Tooill "Too ill to take part" => **Ncoutcome = 510. END**

Oth "Other (SPECIFY)" => **Ncoutcome = 640. END**

{ IF s1=Langbarr (Language Barrier) }

S1g

"SELECT THE CODES THAT APPLIES"

LangBarrSpoke "Language barrier - spoken to respondent" => **Ncoutcome = 634.**

END

LangBarrUnab "Language barrier - unable to get put through to respondent" =>

Ncoutcome = 633. END

{ IF S1 = RespAnswers, TransToResp (Respondent/Proxy answers phone OR Transferred to respondent) }

S2

INTERVIEWER: PLEASE INTRODUCE THE SURVEY IN YOUR OWN WORDS
THERE IS A SUGGESTED SCRIPT BELOW IF YOU NEED IT

Good morning / afternoon / evening, my name is [name] and I am calling from NatCen Social Research, the UK's leading social research institute. Calls may be recorded for training and quality purposes.

Public Health England have recently commissioned NatCen Social Research and the Medical Research Council Epidemiology Unit at the University of Cambridge to conduct the Diet, Nutrition and Activity during Covid-19 study.

We are following up from the advance letter we sent to you to ask for your help with the study. By taking part, you'll be helping us understand the impact of the Covid-19 pandemic on the diet, nutrition and activity of the UK population.

[You/name2CATI] [have/has] been invited because [you/theyCATI] took part in the National Diet and Nutrition Survey (NDNS) in [NDNSY] and agreed to be contacted again about future research.

Taking part involves completing a short online questionnaire about impacts of the Covid-19 outbreak on [your/nameCATI] diet, nutrition and physical activity. We will then ask you to complete an online food record called Intake24 to tell us everything [you/nameCATI] had to eat and drink on the previous day. We will invite you to complete Intake24 on three more occasions in the next two weeks. If you are aged 16 years or older, we then finally ask you to complete a short physical activity online questionnaire. Upon completion of 4 recalls you will be able to access personalised dietary feedback and a £15 gift card will be sent to you. [rpaq] This is to thank you for your participation in the study.

IF ASKED

The online questionnaire should only take 10 minutes. The dietary recalls are easy to complete and should take between 10 and 20 minutes to complete. At the start of your first dietary recall you will be able to watch a video that shows you how to use the system. Following your first recall, you will be asked to complete 3 more recalls over the space of 2 weeks. You will receive invitations and reminders to these recalls by email and/or text message.

If you would like to take part, we give the survey details at the next set of questions. Are you happy to complete the survey online?

IF UNABLE to do online INTERVIEWER READ OUT:

We can also complete the survey over the phone, if you do not have internet access or require support. Would you be willing to complete the survey over the phone?

INTERVIEWER: PLEASE CODE WHETHER TO PROCEED.

TakePartNow "Yes, will take part now (RESEARCH USE ONLY)"

YMakeApp "Yes, will take part over the phone - make APPOINTMENT"

DoOnline "Wants to take part online"

DefRef "No, definitely does not want to take part" => **Ncoutcome= 430. RefThankYou**

{ If s2 = DoOnline }

PENPAP

"Do you have a pen and paper to hand so I can quickly explain how to take part online?"

Yes "Yes"

No "No"

{ If PENPAP = Yes }

YPENPAP

"To take part online, you need to go to the following web address
https://survey.natcen.ac.uk/DNAC19 (READ OUT, MAKING SURE YOU SAY
FORWARD SLASH AND DOT WHERE APPROPRIATE). You then need to enter your
unique access code, which is [AccessCode]. The questionnaire will appear
automatically and will explain everything you need to do.

INTERVIEWER: Following this question book a soft appointment for a few days' time."
=> **Ncoutcome =temporary outcome 15. => S1c**

{ If PENPAP = No }

Letemail

"Do you still have the letter we sent you to explain how to take part online?"

Yes "Yes"

No "No"

{ If Letemail = Yes }

YLetemail

"If you refer to the letter, it should explain everything you need to know to take part
online. Thank you very much for your time.

INTERVIEWER: Following this question book a soft appointment for a few days' time."
=> **Ncoutcome = temporary outcome 15. => S1c**

{ If (Letemail = No) }

Emailchk

"We can e-mail you the details of how to complete the survey.

WE THINK RESPONDENTS' E-MAIL IS: [EmailFF]. (IF BLANK, WE DO NOT HAVE
AN E-MAIL FOR THEM). PLEASE CHECK WITH RESPONDENT IF THIS E-MAIL IS
STILL CORRECT/IF THEY HAVE ONE.

IF ASKED: YOU PROVIDED US WITH THIS EMAIL DURING YOUR
PARTICIPATION IN THE NATIONAL DIET AND NUTRITION SURVEY"

Correct "Yes, e-mail still correct"

Incorrect "No, e-mail incorrect"

DNHave "Respondent does not have an e-mail address"

{ If Emailchk = Incorrect }

CCEmail

"PLEASE ENTER NEW E-MAIL ADDRESS. [Parentemail].

"

text [1..140]

IF (CCEmail = RESPONSE) =>**Update TU_EmailFF**

{ (IF Emailchk = Correct) OR (CCEmail = RESPONSE) }

sendEmail

CLICK YES TO SEND THE EMAIL NOW TO [Email].

1. Yes

NODK,NOREF

messageOK

INTERVIEWER: Message sent.

DISPLAY

makeappinfo4

You should receive an email from 'info@comms.natcen.ac.uk' within minutes. You might need to check your spam folder. To take part online, you just need to click the 'Please complete the questionnaire now' button. The questionnaire will appear automatically and will explain everything you need to do.

INTERVIEWER: If the 'Please complete the questionnaire now' button does not work, instruct R to type the address survey.natcen.ac.uk/DNAC19 into the browser address bar. R will be asked to enter their unique access code, which is [AccessCode].

INTERVIEWER: The access code is specified in the email. R does not need to write it down/ remember it.

messageNotOK

INTERVIEWER: Message not sent.

DISPLAY

{ASK IF MessageNotOK is displayed}

TryAgain

INTERVIEWER: DO YOU WANT TO TRY AGAIN SENDING THE EMAIL NOW TO {email address}?

1. Yes [If YES GoTo sendEmail]
2. No

IF (messageOK = RESPONSE) or (TryAgain = No) or (Emailchk = Incorrect) or (Emailchk = DNHave)

MakeAppInfo3

Thanks very much for your help.

INTERVIEWER: IF EMAIL GIVEN: {TEXTFILL: Name} will receive an email from info@comms.natcen.ac.uk. => goto S1c

{ If s2 = YMakeApp }

S3SupportConf

A member of the DNAC-19 Research Team will phone you back on this number at a date and time most convenient for you. When would you like this to happen?

{supportCATI}

INTERVIEWER: THIS MUST BE MONDAY- FRIDAY 9am-6pm AND AT LEAST 2 WORKING DAYS FROM TODAY.

=> S1c

{ IF s2 = DefRef OR S1d = RespRef OR ProxyRef }

RefThankyou

Thank you very much for your time. If you change your mind regarding the survey you will still be able to access the questionnaire using the log in details we have sent you.

INTERVIEWER: The questionnaire will terminate after this question. => **END.**