

RB

Please call Peter  
Goldblatt after 3pm.

He is in meetings all  
morning.

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**Code A**

Call taken 10:00 am.

Vicki

## **Study Process**

Patients were approached by researchers whilst on medical wards. Ward nurses were approached to ask for new patients being admitted. Patients were excluded if they were cognitively impaired, had a length of stay less than 48 hours, did not speak English, and were severely ill. The study was explained to patients and an information leaflet left. The researcher revisited the patient the following day and re-explained the study, if the patient were still happy to participate consent was gained. Twenty-four to forty-eight hours before discharge the administered questionnaire was undertaken. Whilst the questionnaire was designed to be self-administered, the research team decided to administer the questionnaire to avoid difficulty with patient sight and dexterity and authors have used this methodology when using the questionnaire (Galloway et al 1993, 1997). The questionnaire took approximately twenty minutes to administer. Two weeks post discharge, the administered questionnaire was repeated via the telephone. Tierney et al (1993), in a study of discharge planning, used telephone to collect data from 351 older people previously recruited and interviewed in hospital. This study method was chosen for cost and time-effectiveness and yielded comprehensive data (Worth and Tierney 1993).

Patients were recruited consecutively, two hundred patients were recruited consecutively.