

Instructions for remote use of ReQoL-10 and ReQoL-20 during routine clinical contact

The following instructions are for the use of ReQoL-10 and ReQoL-20 questionnaires during remote routine clinical contact (i.e. routine clinical contact via telephone or video). These instructions are intended for use by healthcare professionals.

Please read these instructions before your contact call. If possible, please ensure that the patient or service user you are speaking with has a copy of ReQoL (either ReQoL-10 or ReQoL-20) in front of them during the contact call. This could be a paper copy that has been posted out prior to the contact call, or a screen-based ReQoL e.g. a PDF version that has been emailed prior to the contact call.

- 1) Please start the interview by reading the following script out loud to the patient or service user who you are speaking with:

“Would it be OK for us to complete a questionnaire now? It’s called ReQoL and you may have done one before, it has 11 (or 21 if using ReQoL-20) statements that relate to your quality of life. I will read each statement out followed by 5 possible responses. Each time, please let me know which is the best match for how you have been feeling over the last week. If you would like me to repeat any of the statements or responses, just let me know. Do you have any questions for me before we begin?”

- 2) Next, read each statement exactly as it is written on the ReQoL form (see below), and after a short pause read the response options with a short pause between one e.g.:

“So, over the last week would your response to that statement be: none of the time, only occasionally, sometimes, often, or most or all of the time?”

After reading out the first few statements and responses in this way it may be acceptable to simply read the statement followed by the response options if you think the person you are speaking with has fully understood the task. If the person you are speaking with has a copy of ReQoL to refer to then you may not need to read out the response options for each statement, you can simply ask them to pick the most relevant response using the copy of ReQoL in front of them. Alternatively, they may choose to make a note of the five possible response options so they have them readily available to refer to.

- 3) If the person you are speaking with is not forthcoming with an answer, ask them if they would like the question repeated. If they do not want to provide an answer for one or more of the questions, you can leave the response options blank. However, do let the person you are speaking with know that if they skip more than one question in ReQoL-10 (or two questions in ReQoL-20) then their overall score cannot be calculated.
- 4) If the person you are speaking with provides an answer which is not one of the response options, remind them that they need to choose one of the responses provided and, if needed, repeat the question and responses again.
- 5) Once an answer has been provided, please ensure that you record the response before proceeding to the next question.