

## Appendix 40. Procedures in Montpelier.

The majority of packs were delivered to patients of the Montpelier practice using the courier method. However because of threats to delivery drivers, and on the advice of the police, we reverted to a postal delivery method as follows:

- Patients for whom this system was used are identified by 1 (postal delivery) in *e1deliv\_method* field, along with the code for Montpelier in the field which identifies practice.
- Patients were sent packs by recorded postal delivery
- If packs were not returned by the post office the delivery status was recorded as 1 (pack accepted)
- If packs were returned by the post office the delivery status was recorded as follows:

Addressee gone away	3
No answer	4
Address incomplete	3
Address inaccessible	4
Addressee unknown	3
Refused	2
Not called for	4
Box not ticked	4

Where 2 = refused; 3=ghost; 4= pack not received.

Non-responding patients were followed up by reminder letter and by telephone, as for other practices. However further telephoning and home visiting of all non-responders, non-receivers and ghosts, (which had been carried out in the other practices in whom packs were sent by post) was not carried out.

A combined methodology was employed for the identification of non-responders in the Montpelier practice. This utilised the normal non responder logic for those who had courier delivery and added to this the descriptive out come in the variable '*e1deliv\_method*', to identify those who received packs by post who in the variable *e1deliv\_status* were identified as receivers or undetermined and required further follow-up.