3-4 weeks before deadline: patients sent questionnaires

- Questionnaire sent back
  - Re-send questionnaire
  - Schedule visit with patient
    - Complete ques. with patient

- Questionnaire not sent back
  - wait 2 weeks
  - Call patient
    - Response
      - Re-send questionnaire
    - No response*
      - Contact family member to obtain contact details of patient
        - Re-send questionnaire

* Patient will be called three times over a 1 week period at different times before family members will be contacted