ONE

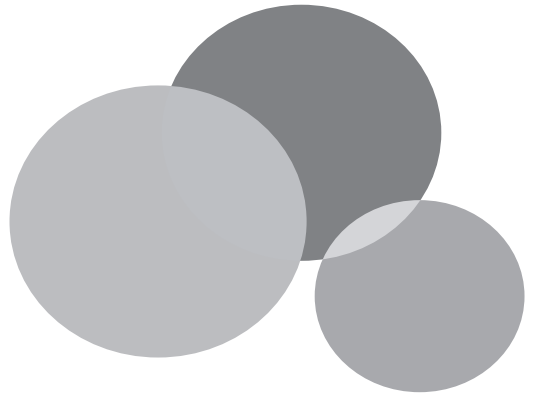## Possible answer

Mixed methods would be the most useful as you could gain both numerical and interview data to strengthen your recommendations. For example, you could monitor the number of phone calls and time their duration over a period of time to clarify usage and then you could interview support staff to get their views of the value of the service and contrast these with the views of those who have used the service.