

Making the most of the out-patient consultation: a randomised controlled study to evaluate the use of patient lists

Submission date 23/01/2004	Recruitment status No longer recruiting	<input type="checkbox"/> Prospectively registered <input type="checkbox"/> Protocol
Registration date 23/01/2004	Overall study status Completed	<input type="checkbox"/> Statistical analysis plan <input checked="" type="checkbox"/> Results
Last Edited 20/09/2010	Condition category Other	<input type="checkbox"/> Individual participant data

Plain English summary of protocol
Not provided at time of registration

Contact information

Type(s)
Scientific

Contact name
Mr Brian Glasser

Contact details
Royal Free Hampstead NHS Trust
Royal Free Hospital
Pond Street
London
United Kingdom
NW3 2QG
+44 (0)20 7794 0500
b.glasser@pcps.ucl.ac.uk

Additional identifiers

Protocol serial number
RDC00795; NRR ID: N0256032607

Study information

Scientific Title

Study objectives

The 'new referral' out-patient appointment bridges primary and secondary care and has great significance for patient and health services alike, since its purpose is to determine the management of problems for which General Practitioners (GPs) feel referral is necessary. A critical component of the appointment is the exchange of information. The proposed project aims to improve the quality of the exchange by means of the patient bringing a list of questions (prepared with the GP) to the out-patient appointment; with a view to increasing satisfaction levels relating to the consultation.

Ethics approval required

Old ethics approval format

Ethics approval(s)

Approval obtained from the Trust ethics committee.

Study design

Randomised controlled trial

Primary study design

Interventional

Study type(s)

Treatment

Health condition(s) or problem(s) studied

Service provision; referrals; out-patient consultation

Interventions

Sending a help card and accompanying letter to out-patients before their first appointment.

Intervention Type

Other

Phase

Not Applicable

Primary outcome(s)

The help card and accompanying letter help patients to focus on what they wanted to find out during their first out-patient appointment.

Key secondary outcome(s))

1. The help card and letter give patients 'permission' to ask questions
2. The help card and letter encourage patients to prepare questions in advance
3. The help card helps patients to remember questions during the consultation

Completion date

01/04/1998

Eligibility

Key inclusion criteria

1. Patients over the age of 16
2. New referrals
3. Referred by a participating GP for a gynaecology, dermatology or orthopaedics appointment

Participant type(s)

Patient

Healthy volunteers allowed

No

Age group

Adult

Sex

All

Key exclusion criteria

1. Patients under the age of 16
2. Repeat referrals
3. Patients not referred by a participating GP for a gynaecology, dermatology or orthopaedics appointment

Date of first enrolment

01/02/1997

Date of final enrolment

01/04/1998

Locations

Countries of recruitment

United Kingdom

England

Study participating centre

Royal Free Hampstead NHS Trust

London

United Kingdom

NW3 2QG

Sponsor information

Organisation

NHS R&D Regional Programme Register - Department of Health (UK)

Funder(s)**Funder type**

Government

Funder Name

NHS Executive London (UK)

Results and Publications**Individual participant data (IPD) sharing plan****IPD sharing plan summary**

Not provided at time of registration

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
Results article	results	01/09/1999		Yes	No