

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

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Additional identifiers

EudraCT/CTIS number

IRAS number

ClinicalTrials.gov number

Secondary identifying numbers

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

Secondary study design

Randomised controlled trial

Study setting(s)

Hospital

Study type(s)

Treatment

Participant information sheet

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 measure

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

Secondary outcome measures

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

Overall study start date

01/02/1997

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

Age group

Adult

Sex

Both

Target number of participants

1077

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**

England

United Kingdom

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)

Sponsor details

The Department of Health
Richmond House
79 Whitehall
London
United Kingdom
SW1A 2NL
+44 (0)20 7307 2622
dhmail@doh.gsi.org.uk

Sponsor type

Government

Website

<http://www.doh.gov.uk>

Funder(s)

Funder type

Government

Funder Name

NHS Executive London (UK)

Results and Publications

Publication and dissemination plan
Not provided at time of registration

Intention to publish date

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