

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

<b>Submission date</b> 23/01/2004	<b>Recruitment status</b> No longer recruiting	<input type="checkbox"/> Prospectively registered
		<input type="checkbox"/> Protocol
<b>Registration date</b> 23/01/2004	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan
		<input checked="" type="checkbox"/> Results
<b>Last Edited</b> 20/09/2010	<b>Condition category</b> 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?
<a href="#">Results article</a>	results	01/09/1999		Yes	No