

# Overnight Calls in Primary Care - Randomized Controlled Trial of Management Using Nurse Telephone Consultation

<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> 17/12/2007	<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**  
N/A

# Study information

## Scientific Title

## Study objectives

Not provided at time of registration

## Ethics approval required

Old ethics approval format

## Ethics approval(s)

Not provided at time of registration

## Study design

Randomised controlled trial

## Primary study design

Interventional

## Secondary study design

Randomised controlled trial

## Study setting(s)

GP practice

## Study type(s)

Not Specified

## Participant information sheet

## Health condition(s) or problem(s) studied

Not applicable

## Interventions

A nurse telephone consultation service integrated within a general practice cooperative. The out of hours period was 6.15pm to 11.15pm from Monday to Friday, 11.00am to 11.15pm on Saturday, and 8.00am to 11.15pm on Sunday. Experienced and specially trained nurses received, assessed, and managed calls from patients or their carers. Management options included telephone advice; referral to the general practitioner on duty (for telephone advice, an appointment at a primary care centre, or a home visit); referral to the emergency service or advice to attend accident and emergency. Calls were managed with the help of decision support software.

## Intervention Type

Other

## Phase

Not Specified

**Primary outcome measure**

Not provided at time of registration

**Secondary outcome measures**

Not provided at time of registration

**Overall study start date**

01/01/1998

**Completion date**

31/12/1998

## Eligibility

**Key inclusion criteria**

All patients contacting the out of hours service or about whom contact was made during specified times over the trial year

**Participant type(s)**

Patient

**Age group**

Not Specified

**Sex**

Not Specified

**Target number of participants**

Not provided at time of registration

**Key exclusion criteria**

Not provided at time of registration

**Date of first enrolment**

01/01/1998

**Date of final enrolment**

31/12/1998

## Locations

**Countries of recruitment**

England

United Kingdom

**Study participating centre**

**Health Care Research Unit**  
Southampton  
United Kingdom  
SO16 5NH

## **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 South West (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	27/11/1999		Yes	No