

The introduction and evaluation of patient-clinician email communication in Merseyside clinical genetics service

Submission date 29/09/2006	Recruitment status No longer recruiting	<input type="checkbox"/> Prospectively registered
		<input type="checkbox"/> Protocol
Registration date 29/09/2006	Overall study status Completed	<input type="checkbox"/> Statistical analysis plan
		<input type="checkbox"/> Results
Last Edited 08/09/2015	Condition category Other	<input type="checkbox"/> Individual participant data
		<input type="checkbox"/> Record updated in last year

Plain English summary of protocol
Not provided at time of registration

Contact information

Type(s)
Scientific

Contact name
Dr Emma McCann

Contact details
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Additional identifiers

Protocol serial number
N0128162659

Study information

Scientific Title
The introduction and evaluation of patient-clinician email communication in Merseyside clinical genetics service

Study objectives

Does email communication have a role in the patient-clinician relationship in clinical genetics? Would patients, who present to the clinical genetics team, use email to communicate with the department?

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

Study type(s)

Other

Health condition(s) or problem(s) studied

Email communication in patient-clinician relationship

Interventions

Randomised controlled trial. Intervention group: email address and telephone number. Control group: telephone number only.

Patients will be identified and invited to take part in the study at two separate points in the referral pathway:

1. At the home visit by a genetic counsellor.
2. At the clinic visit by a clinical geneticist and/or Dr Emma McCann.

Intervention Type

Other

Phase

Not Specified

Primary outcome(s)

Comparison of "email and telephone" group with "telephone" group only. Is there a difference in the proportions contacting the department? Assess number of contacts per person.

Key secondary outcome(s)

Not provided at time of registration

Completion date

20/10/2006

Eligibility

Key inclusion criteria

1. Referral to clinical genetics
2. Over 16 years of age or the parent/guardian of children under 16 years of age
3. With access to email

Participant type(s)

Patient

Healthy volunteers allowed

No

Age group

Adult

Sex

All

Key exclusion criteria

Patients attending for prenatal counselling or predictive testing.

Date of first enrolment

20/04/2005

Date of final enrolment

20/10/2006

Locations**Countries of recruitment**

United Kingdom

England

Study participating centre

c/o Royal Liverpool Children's Hospital

Liverpool

United Kingdom

L12 2AP

Sponsor information**Organisation**

Record Provided by the NHSTCT Register - 2006 Update - Department of Health

Funder(s)

Funder type

Hospital/treatment centre

Funder Name

Liverpool Women's Hospital NHS Trust (UK)

Funder Name

NHS R&D Support Funding (UK)

Results and Publications

Individual participant data (IPD) sharing plan

IPD sharing plan summary

Not provided at time of registration