ISRCTN18421278 https://doi.org/10.1186/ISRCTN18421278

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

Submission date 29/09/2006	**Recruitment status** No longer recruiting	☐ Prospectively registered ☐ Protocol
Registration date 29/09/2006	**Overall study status** Completed	☐ Statistical analysis plan ☐ Results
Last Edited 08/09/2015	**Condition category** Other	☐ Individual participant data ☐ 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
c/o Royal Liverpool Children's Hospital
Eaton Road
Liverpool
United Kingdom
L12 2AP

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

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
Participant information sheet	Participant information sheet	11/11/2025	11/11/2025	No	Yes