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Nurse telephone triage in general practice

Submission date	Recruitment status	[ ] Prospectively registered
30/09/2004	No longer recruiting	[ ] Protocol
Registration date	**Overall study status**	[ ] Statistical analysis plan
30/09/2004	Completed	[X] Results
Last Edited	**Condition category**	[ ] Individual participant data
05/07/2018	Other	

Plain English summary of protocol
Not provided at time of registration

Contact information

Type(s)
Scientific

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Additional identifiers

Protocol serial number
N0096126080

Study information

Scientific Title
Nurse telephone triage in general practice

Study objectives
Is practice based nurse telephone triage for same day patient requests desirable and cost-effective for a general practice?

Objectives: To compare the effect of nurse telephone triage using computerised decision support versus usual receptionist handling of patient requests in terms of GP and nurse time and costs.
Design: Randomised trial with a cost analysis from the perspective of the practice. Patients requesting an appointment the same day were randomised to receive nurse telephone triage or usual care.
Setting: One mixed urban/semi-rural general practice in the South East of England
Subjects: 383 patients were eligible for randomisation, of which 374 agreed to be randomised.
Interventions: Nurse telephone triage involved a practice nurse carrying out a telephone consultation using decision support software. Usual care involved the receptionist granting the patient's request.

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)
Not Specified

Health condition(s) or problem(s) studied
Not Applicable: Service delivery

Interventions
Cost-effectiveness analysis of nurse telephone triage from the perspective of the general practice.
Qualitative interviews with all general practitioners and the triage nurse.
Consenting patients (N= 385) from one GP practice in Hertfordshire who asked for same day requests were randomised to either nurse triage or usual care. Patients were followed-up for 28 days.

Intervention Type
Other

Phase
Not Specified

Primary outcome(s)
1. Time of nurse and GP contact were collected via TAS software and manual timings
2. Prescription costs for each patient
3. Number of other appointments, such as district nurse, midwife, etc.

Key secondary outcome(s))
Not provided at time of registration

Completion date
31/01/2004

Eligibility

Key inclusion criteria
Not provided at time of registration

Participant type(s)
Patient

Healthy volunteers allowed
No

Age group
Not Specified

Sex
Not Specified

Key exclusion criteria
Not provided at time of registration

Date of first enrolment
01/08/1999

Date of final enrolment
31/01/2004

Locations

Countries of recruitment
United Kingdom

England

Study participating centre
Regal Chambers Surgery
Hitchin
United Kingdom
SG5 1LL

Sponsor information

Organisation
Department of Health

Funder(s)

Funder type
Not defined

Funder Name
HertNet/CRIPACC

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?
Results article	results	02/10/2004		Yes	No