

Nurse telephone triage in general practice

Submission date 30/09/2004	Recruitment status No longer recruiting	<input type="checkbox"/> Prospectively registered <input type="checkbox"/> Protocol
Registration date 30/09/2004	Overall study status Completed	<input type="checkbox"/> Statistical analysis plan <input checked="" type="checkbox"/> Results
Last Edited 05/07/2018	Condition category 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
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

Secondary study design

Randomised controlled trial

Study setting(s)

Not specified

Study type(s)

Not Specified

Participant information sheet

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 measure

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.

Secondary outcome measures

Not provided at time of registration

Overall study start date

01/08/1999

Completion date

31/01/2004

Eligibility**Key inclusion criteria**

Not provided at time of registration

Participant type(s)

Patient

Age group

Not Specified

Sex

Not Specified

Target number of participants

385

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**

England

United Kingdom

Study participating centre

Regal Chambers Surgery

Hitchin

United Kingdom

SG5 1LL

Sponsor information

Organisation

Department of Health

Sponsor details

Richmond House

79 Whitehall

London

United Kingdom

SW1A 2NL

Sponsor type

Government

Website

<http://www.dh.gov.uk/Home/fs/en>

Funder(s)

Funder type

Not defined

Funder Name

HertNet/CRIPACC

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?
Results article	results	02/10/2004		Yes	No