

# The effect of a personalised letter on response rates to a postal questionnaire: a randomised controlled trial

<b>Submission date</b> 30/09/2004	<b>Recruitment status</b> No longer recruiting	<input type="checkbox"/> Prospectively registered
		<input type="checkbox"/> Protocol
<b>Registration date</b> 30/09/2004	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan
		<input checked="" type="checkbox"/> Results
<b>Last Edited</b> 22/02/2008	<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**

N0311114507

## Study information

### Scientific Title

### Study objectives

Does a personalised addressed letter compared with a standard letter increase response rate to a postal questionnaire on service quality sent to people referred to an exercise referral scheme?

### Ethics approval required

Old ethics approval format

### Ethics approval(s)

Approval for the study was received in advance from the local research ethics committee and the research governance committee.

### Study design

Randomised controlled trial

### Primary study design

Interventional

### Secondary study design

Randomised controlled trial

### Study setting(s)

Not specified

### Study type(s)

Screening

### Participant information sheet

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

Exercise referral

### Interventions

A two-group randomised trial of a personalised letter versus a standard letter.

### Intervention Type

Other

### Phase

Not Specified

### Primary outcome measure

The number of completed questionnaires returned after completing all methods of follow-up.

**Secondary outcome measures**

Not provided at time of registration

**Overall study start date**

01/06/2002

**Completion date**

30/06/2003

## Eligibility

**Key inclusion criteria**

People living in the community of Bolton who had been referred to the exercise referral scheme over a three year period.

**Participant type(s)**

Patient

**Age group**

Not Specified

**Sex**

Not Specified

**Target number of participants**

627

**Key exclusion criteria**

Not provided at time of registration

**Date of first enrolment**

01/06/2002

**Date of final enrolment**

30/06/2003

## Locations

**Countries of recruitment**

England

United Kingdom

**Study participating centre**

**Bolton Primary Care Trust**

Bolton

United Kingdom

BL1 1PP

# 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

Government

## Funder Name

Bolton Primary Care Trust (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?
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[Results article](#)

Results

10/11/2004

Yes

No