

# 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

### Protocol serial number

N031114507

## 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

**Study type(s)**

Screening

**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(s)**

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

**Key secondary outcome(s)**

Not provided at time of registration

**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

**Healthy volunteers allowed**

No

**Age group**

Not Specified

**Sex**

Not Specified

**Key exclusion criteria**

Not provided at time of registration

**Date of first enrolment**

01/06/2002

**Date of final enrolment**

30/06/2003

## **Locations**

**Countries of recruitment**

United Kingdom

England

**Study participating centre**

**Bolton Primary Care Trust**

Bolton

United Kingdom

BL1 1PP

## **Sponsor information**

**Organisation**

Department of Health

## **Funder(s)**

**Funder type**

Government

**Funder Name**

Bolton Primary Care Trust (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?
<a href="#">Results article</a>	Results	10/11/2004		Yes	No