ISRCTN56213064 https://doi.org/10.1186/ISRCTN56213064

A randomised controlled trial of nursing-led triage service in primary care

Submission date 23/01/2004	**Recruitment status** No longer recruiting	[_] Prospectively registered [_] Protocol [_] Statistical analysis plan [X] Results [_] Individual participant data
Registration date 23/01/2004	**Overall study status** Completed	
Last Edited 21/01/2010	**Condition category** Other	

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

R/26/12.95/George

Study information

Scientific Title

Acronym
SWOOP

Study objectives
This study has shown that nurse-led out of hours care can work, in the sense that triage reduces GP work-load without harming patients. The setting was a 55 member general practice co-operative in a predominantly rural area. The experimental intervention was applied on randomly allocated evenings.

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)
GP practice

Study type(s)
Other

Participant information sheet

Health condition(s) or problem(s) studied
Nurse-led triage

Interventions
1. Nurse led triage care - callers were routed to a trained nurse, who managed the call, with the assistance of TAS software. The nurse had several management options, including management with nurse advice alone, contact with the GP (by telephone, at the surgery, or at home), or direct contact with the ambulance services.
2. Standard care

Intervention Type

Other

Phase
Not Applicable

Primary outcome measure
Results showed that about 50% of the calls in the nurse-led group were managed by the nurse alone. The volume of out of hours callers managed at primary care centres and by home visits were also significantly reduced.

Secondary outcome measures
Not provided at time of registration

Overall study start date
23/01/1997

Completion date
20/01/1998

Eligibility

Key inclusion criteria
All callers to a Wiltshire GP co-operative during defined hours over the period of a year.

Participant type(s)
Patient

Age group
Other

Sex
Both

Target number of participants
Not provided at time of registration

Key exclusion criteria
Children aged <1 year were automatically routed to a GP, as were callers insisting on speaking to a nurse.

Date of first enrolment
23/01/1997

Date of final enrolment
20/01/1998

Locations

Countries of recruitment

England

United Kingdom

Study participating centre
University of Southampton
Southampton
United Kingdom
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Sponsor information

Organisation
NHS R&D Regional Programme Register - Department of Health (UK)

Sponsor details
The Department of Health
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dhmail@doh.gsi.org.uk

Sponsor type
Government

Website
http://www.doh.gov.uk

Funder(s)

Funder type
Government

Funder Name
NHS Executive South West (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?
Results article	results	17/10/1998		Yes	No