

# Evaluating video and hybrid group consultations in general practice: Mixed-methods, participatory study

<b>Submission date</b> 29/07/2022	<b>Recruitment status</b> No longer recruiting	<input type="checkbox"/> Prospectively registered <input type="checkbox"/> Protocol
<b>Registration date</b> 05/08/2022	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan <input type="checkbox"/> Results
<b>Last Edited</b> 28/10/2024	<b>Condition category</b> Other	<input type="checkbox"/> Individual participant data <input type="checkbox"/> Record updated in last year

## Plain English summary of protocol

### Background and study aims

Before the Covid-19 pandemic, group consultations were starting to gain ground in the UK as a new way of delivering clinical care to multiple patients at the same time, with potential benefits resulting from peer support and time efficiencies. When in-person care was restricted due to Covid-19, clinicians started delivering group consultations over video, supported by a training programme commissioned by the government. Despite significant interest, we still know little about how group consultations delivered over video or hybrid models combining video and in-person sessions can be best implemented.

The aim of this study is to better understand how group consultations for chronic conditions can benefit patients and the health service when delivered on video and/or in-person sessions in general practice.

### Who can participate?

Adults aged 18 years old and over, including patients, carers, healthcare professionals, policy- and decision-makers and community-based organisations

### What does the study involve?

In five GP practices across England, where video/hybrid-group consultations are already being delivered, we will evaluate how these new approaches to clinical care are implemented, and how they may support an inclusive service that engages patients with different needs and preferences. The evaluation will include interviews with patients, carers, NHS staff, policy-makers and commissioners, as well as group discussions and observations, including research led by patients themselves. We will also collect numerical data on the number and type of patients attending, whether they are more satisfied or confident with their self-management, or less likely to need to go to the hospital. We will explore costs associated with these new ways of delivering care and will develop comparisons to face-to-face individual appointments. We will also work with 5 practices only delivering one-to-one appointments, to collect numerical data on patient attendance, satisfaction and use of health services. With the involvement of our PPI group, we will bring together our data to develop practical knowledge.

What are the possible benefits and risks of participating?

Participants benefit from being involved in informing the design of group consulting services that will meet patient health needs and social requirements. The risks are minimal, apart from the possible inconvenience of attending interviews or filling in survey questionnaires, and care is taken to keep this to a minimum.

Where is the study run from?

This study is a collaboration between the Universities of Oxford, Exeter and York (United Kingdom)

When is the study starting and how long is it expected to run for?

March 2022 to May 2025

Who is funding the study?

National Institute for Health and Care Research (NIHR) Health and Social Care Delivery Research (HS&DR) Programme (NIHR133895) (United Kingdom)

Who is the main contact?

Dr Chrysanthi Papoutsi, Associate Professor (United Kingdom)  
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## Contact information

### Type(s)

Principal investigator

### Contact name

Dr Chrysanthi Papoutsi

### Contact details

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## Additional identifiers

### Clinical Trials Information System (CTIS)

Nil known

### Integrated Research Application System (IRAS)

308516

### ClinicalTrials.gov (NCT)

Nil known

**Protocol serial number**

IRAS 308516, CPMS 52286

## Study information

**Scientific Title**

Evaluating video and hybrid group consultations in general practice: Mixed-methods, participatory study (TOGETHER 2)

**Acronym**

TOGETHER 2

**Study objectives**

To better understand how group consultations for chronic conditions can benefit patients and the health service when delivered on video and/or in-person sessions in general practice

**Ethics approval required**

Old ethics approval format

**Ethics approval(s)**

Approved 19/05/2022, the London - Hampstead Research Ethics Committee (Ground Floor, Temple Quay House, 2 The Square, Bristol, BS1 6PN, United Kingdom; +44 (0)207 1048345; hampstead.rec@hra.nhs.uk) ref: 22/PR/0277

**Study design**

Non-interventional observational mixed-methods multi-site participatory-process qualitative quantitative cost-related study

**Primary study design**

Observational

**Study type(s)**

Other

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

Conditions for which video and hybrid group consultations are delivered (e.g. diabetes, asthma, long Covid)

**Interventions**

We are evaluating the use of video and hybrid group consultations, drawing on methods such as survey questionnaires, interviews, focus groups, observation and analysis of healthcare utilisation data.

**Intervention Type**

Other

**Primary outcome(s)**

1. Experiences of staff, patients and national and local policy-makers and commissioners measured using qualitative interviews, focus groups and observation carried out for the duration of the project and there is no specific timepoint for participation

2. Video and hybrid group consultations (VHGCs) delivery and resource use measured using structured proformas once a month
3. Patient experience, satisfaction, activation and health-related quality of life measured using survey questionnaires following participation in VHGC or individual appointments
4. Healthcare utilisation (primary and secondary care) measured using data from general practice records and secondary care data, over 12 months

### **Key secondary outcome(s)**

There are no secondary outcome measures

### **Completion date**

31/05/2025

## **Eligibility**

### **Key inclusion criteria**

1. Aged 18 years old and over
2. Willing and able to give informed consent for participation
3. Patient participants will be included if they have been diagnosed with a relevant condition, receiving care from participating services
4. Carer participants will be included if they care for someone diagnosed with a relevant condition, receiving care from participating services
5. Staff will be included if they are involved in implementing or supporting video and hybrid group consultations (VHGCs) in participating GP practices
6. Commissioning and policy stakeholders will be included if they are involved in planning or commissioning remote services including VHGCs, or wider aspects of general practice commissioning relevant to this study

### **Participant type(s)**

Mixed

### **Healthy volunteers allowed**

No

### **Age group**

Adult

### **Lower age limit**

18 years

### **Sex**

All

### **Key exclusion criteria**

1. Inability to read or speak English unless a relevant translator/translated study materials are available
2. Co-morbidity preventing participation (for patient participants)
3. No specific exclusions for staff and commissioning/policy participants

### **Date of first enrolment**

01/08/2022

**Date of final enrolment**

30/11/2024

## **Locations**

**Countries of recruitment**

United Kingdom

England

**Study participating centre**

**Aughton Surgery**

19 Town Green Lane

Aughton

Ormskirk

United Kingdom

L39 6SE

**Study participating centre**

**The Golborne Medical Centre**

16 Golborne Road

London

United Kingdom

W10 5PE

**Study participating centre**

**Brigstock Medical Practice**

141 Brigstock Road

Thornton Heath

United Kingdom

CR7 7JE

**Study participating centre**

**Granta Medical Practices - Linton**

Linton Health Centre

Coles Lane

Linton

Cambridge

United Kingdom

CB21 4JS

**Study participating centre**  
**Somerset NHS Foundation Trust**  
Trust Management  
Lydeard House  
Musgrove Park Hospital  
Taunton  
United Kingdom  
TA1 5DA

## Sponsor information

**Organisation**  
University of Oxford

**ROR**  
<https://ror.org/052gg0110>

## Funder(s)

**Funder type**  
Government

**Funder Name**  
National Institute for Health and Care Research

**Alternative Name(s)**  
National Institute for Health Research, NIHR Research, NIHRresearch, NIHR - National Institute for Health Research, NIHR (The National Institute for Health and Care Research), NIHR

**Funding Body Type**  
Government organisation

**Funding Body Subtype**  
National government

**Location**  
United Kingdom

## Results and Publications

## Individual participant data (IPD) sharing plan

The data sharing plans for the current study are unknown and will be made available at a later date

## IPD sharing plan summary

Data sharing statement to be made available at a later date

## Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
<a href="#">HRA research summary</a>			28/06/2023	No	No
<a href="#">Study website</a>	Study website	11/11/2025	11/11/2025	No	Yes