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

Submission date 29/07/2022	**Recruitment status** No longer recruiting	[_] Prospectively registered [_] Protocol
Registration date 05/08/2022	**Overall study status** Completed	[_] Statistical analysis plan [_] Results
Last Edited 28/10/2024	**Condition category** Other	[_] Individual participant data [X] 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)
chrysanthi.papoutsi@phc.ox.ac.uk

Study website
https://www.phc.ox.ac.uk/research/interdisciplinary-research-in-health-sciences/together-2

Contact information

Type(s)
Principal Investigator

Contact name
Dr Chrysanthi Papoutsi

Contact details
Nuffield Department of Primary Care Health Sciences
Radcliffe Observatory Quarter
Woodstock Road
Oxford
United Kingdom
OX26GG
+44 (0)1865617831
chrysanthi.papoutsi@phc.ox.ac.uk

Additional identifiers

EudraCT/CTIS number
Nil known

IRAS number
308516

ClinicalTrials.gov number
Nil known

Secondary identifying numbers
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

Secondary study design
Mixed-methods

Study setting(s)
GP practice

Study type(s)
Other

Participant information sheet
Not available in web format, please use contact details to request a participant information sheet

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 measure
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

Secondary outcome measures
There are no secondary outcome measures

Overall study start date
01/03/2022

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

Age group
Adult

Lower age limit

18 Years

Sex
Both

Target number of participants
Qualitative research: 64-98 patients and carers in interviews and focus group, 20-30 clinical and non-clinical NHS staff in interviews, 5-10 national decision-makers and 5-7 commissioners, plus ethnographic observation in up to 25 video and hybrid group consultations. Quantitative and health economics research: 50 patients in each of the 10 study sites – 500 patients in total.

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
England

United Kingdom

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

Sponsor details
Joint Research Office 1st Floor
Boundary Brook House
Churchill Drive
Headington
Oxford
England
United Kingdom
OX3 7GB
+44 (0)1865 616480
ctrg@admin.ox.ac.uk

Sponsor type

University/education

Website
https://researchsupport.admin.ox.ac.uk/contacts/rgea

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

Publication and dissemination plan
1. Planned publication in a high-impact peer-reviewed journal
2. Lay project summaries and guidance for patients and healthcare professionals
3. Policy briefings and presentations
4. Final project report and conference presentations

Intention to publish date
30/11/2025

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?
HRA research summary			28/06/2023	No	No