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Exploring the current use of remote assessment questionnaires in outpatient services to assess the feasibility of standardisation

Submission date
23/09/2025

Recruitment status
Recruiting

Registration date
23/10/2025

Overall study status
Ongoing

Last Edited
23/11/2026

Condition category
Other

[ ] Prospectively registered
[ ] Protocol
[ ] Statistical analysis plan
[ ] Results
[ ] Individual participant data
[X] Record updated in last year

Plain English summary of protocol

Background and study aims
Remote assessment questionnaires are increasingly being used by outpatient services in the NHS. They are questionnaires that are completed by patients at home in between their normal hospital appointments. They mainly ask about patient health and will often include one or more patient-reported outcomes (PROMs). However, they may also include other questions or information, such as questions about patient experiences or care needs or information about the outpatient service.

These remote assessment questionnaires (RAQs) aim to help doctors make decisions about whether, when and how to provide patients with their care, and they may cover a wide range of different topics. At present, the questions that are included in the RAQs are often chosen by each outpatient service. The problem with each service choosing its own questions for the RAQs is that they may not choose the “best” questions, which have been properly tried and tested. If questions have not been carefully designed, they may lead to patients providing incorrect information, leading to poor decisions about their care or treatment needs. The GENESIS study wants to know more about the different ways in which RAQs are being used in outpatient care. The study will also investigate how RAQs can be used to best support patient care and whether a common approach would be possible and beneficial.

Who can participate?
Adults over 18 years who are healthy volunteers, patients, carers, members of the public, healthcare staff working in outpatient care, and staff working in health information governance.

What does the study involve?
GENESIS is running different research activities online to collect the views of patients and members of the public, outpatient staff and people who manage health information. Participants can choose to take part in all or some of the following activities:
1. An online questionnaire to understand different views on remote assessment questionnaires and people’s experiences of using or completing them.
2. Online interviews/focus group to discuss in more detail people’s views on remote assessment

questionnaires and what should be included in them.
3. An online Delphi survey to agree on how best to use these questionnaires in the future and what sort of content should be included as standard.

What are the possible benefits and risks of participating?
For most GENESIS research activities, there are no direct benefits to taking part, although it is hoped that the study will provide information on how to develop and use RAQs to better support patient care in the future. Interview participants will have the option of receiving a £15 voucher (Love2shop or Amazon) by email to thank them for their time.

This is a low-risk study that is collecting people's views on the use of remote assessment questionnaires.

Where is the study run from?
The University of Liverpool, UK.

When is the study starting and how long is it expected to run for?
December 2024 to May 2027.

Who is funding the study?
National Institute for Health and Care Research (NIHR) Research for Patient Benefit (RfPB) Programme, UK

Who is the main contact?
Study coordinator: Anna Kearney: A.kearney@liverpool.ac.uk

Contact information

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Public, Scientific

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Additional identifiers

Integrated Research Application System (IRAS)
356413

Central Portfolio Management System (CPMS)
69675

National Institute for Health and Care Research (NIHR)
206835

Study information

Scientific Title
A GENEric Standardised Item Set for remote assessment questionnaires in outpatient services

Acronym
GENESIS

Study objectives
To explore the current use of remote assessment questionnaires (RAQs) in outpatient services, to assess the feasibility of standardising RAQs and to develop guidance around RAQ development and use to better support patient care.

Ethics approval required
Ethics approval required

Ethics approval(s)
Approved 10/09/2025, West Midlands - South Birmingham Research Ethics Committee (2 Redman Place, Stratford, London, E20 1JQ, United Kingdom; +44 (0)207 104 8029; southbirmingham.rec@hra.nhs.uk), ref: 25/WM/0176

Primary study design
Observational

Study design
Mixed-methods observational study

Study type(s)
Treatment

Health condition(s) or problem(s) studied
Generic health relevance

Interventions
Qualitative research methods will be used to explore current practices around remote assessment questionnaires (RAQs) and views on when a standardised approach may be of benefit. Three key stakeholder groups (patients/public, healthcare professionals working in outpatient services and those working in health informatics/ health data governance) will be invited to take part in the following research activities. They can choose to take part in one, some or all.

- Online questionnaire to explore current practices around the use of RAQs in outpatient care (including the experiences of patients and public completing RAQs).

- Semi-structured qualitative interviews to explore areas for standardisation in RAQs content and best practices for RAQS.

-A modified Delphi (two-part survey) to gain agreement across stakeholders on what areas of RAQ content should be standardised across and within specialities. It will also gain agreement on statements around best practices for RAQ development and implementation. The Delphi survey

will use results from the online questionnaire and interviews in order to develop a long list of items for participants to vote on in the first part of the survey.

Blank examples of RAQs will be collected to review content and the types of questions included in RAQs (e.g. topics, validated questions). This will be used to develop a classification system for different RAQs according to their content/reason for use. Blank examples of RAQs will be collected via the questionnaire, through professional networks and word of mouth.

Intervention Type
Other

Primary outcome(s)
Remote assessment questionnaires (RAQs) practices and the potential for a standardised approach to their development and implementation will be measured using data collected during the online questionnaire, semi-structured qualitative interviews and Delphi survey during the study

Key secondary outcome(s)
1. Current approaches to RAQs within the NHS, including variations in use cases, content, and development methods
2. Taxonomy for RAQ classification based on use case and content
3. Consensus on aspects of RAQs that may benefit from a standardised approach
4. Guidance for RAQ development and use, such as a toolkit
5. Template RAQ for outpatient services to support new questionnaire development or refinement of existing ones

Completion date
31/05/2027

Eligibility

Key inclusion criteria
1. Adult patients, carers and members of the public who have experience of outpatient care within the NHS
2. Clinical staff (incl. allied health professionals) working in NHS outpatient services
3. Those with a professional role in health information governance, either within an NHS trust (e. g. Chief Clinical Officers), or within a supporting organisation such as NHS England or Health Data Research UK

Participant type(s)
Carer, Health professional, Healthy volunteer, Patient

Healthy volunteers allowed
Yes

Age group
Mixed

Lower age limit
18 Years

Upper age limit
110 Years

Sex
All

Total final enrolment
0

Key exclusion criteria
1. People under the age of 18
2. People without capacity to consent
3. People with insufficient written and verbal English language to complete consent and data collection

Date of first enrolment
15/10/2025

Date of final enrolment
31/05/2027

Locations

Countries of recruitment
United Kingdom

England

Study participating centre
Royal Liverpool University Hospital
Prescot Street
Liverpool
England
L7 8XP

Study participating centre
Aintree University Hospital
Lower Lane
Liverpool
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L9 7AL

Study participating centre
Northampton General Hospital
Cliftonville

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NN1 5BD

Sponsor information

Organisation
University of Liverpool

ROR
https://ror.org/04xs57h96

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

IPD sharing plan summary
Not expected to be made available

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
Study website	Study website	11/11/2025	11/11/2025	No	Yes