

# Overnight Calls in Primary Care - Randomized Controlled Trial of Management Using Nurse Telephone Consultation

<b>Submission date</b> 23/01/2004	<b>Recruitment status</b> No longer recruiting	<input type="checkbox"/> Prospectively registered
		<input type="checkbox"/> Protocol
<b>Registration date</b> 23/01/2004	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan
		<input checked="" type="checkbox"/> Results
<b>Last Edited</b> 17/12/2007	<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

### Contact name

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### Contact details

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## Additional identifiers

## Study information

### Scientific Title

### Study objectives

Not provided at time of registration

**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

**Study type(s)**

Not Specified

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

Not applicable

**Interventions**

A nurse telephone consultation service integrated within a general practice cooperative. The out of hours period was 6.15pm to 11.15pm from Monday to Friday, 11.00am to 11.15pm on Saturday, and 8.00am to 11.15pm on Sunday. Experienced and specially trained nurses received, assessed, and managed calls from patients or their carers. Management options included telephone advice; referral to the general practitioner on duty (for telephone advice, an appointment at a primary care centre, or a home visit); referral to the emergency service or advice to attend accident and emergency. Calls were managed with the help of decision support software.

**Intervention Type**

Other

**Phase**

Not Specified

**Primary outcome(s)**

Not provided at time of registration

**Key secondary outcome(s)**

Not provided at time of registration

**Completion date**

31/12/1998

**Eligibility****Key inclusion criteria**

All patients contacting the out of hours service or about whom contact was made during specified times over the trial year

**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**

01/01/1998

**Date of final enrolment**

31/12/1998

## Locations

**Countries of recruitment**

United Kingdom

England

**Study participating centre**

**Health Care Research Unit**

Southampton

United Kingdom

SO16 5NH

## Sponsor information

**Organisation**

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

## Funder(s)

**Funder type**

Government

## Funder Name

NHS Executive South West (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	27/11/1999		Yes	No