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A different communication approach in outpatient physiotherapy

Submission date
21/06/2021

Recruitment status
No longer recruiting

Registration date
21/06/2021

Overall study status
Completed

Last Edited
15/04/2024

Condition category
Musculoskeletal Diseases

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

Plain English summary of protocol

Background and study aims
Physiotherapy services that treat bone and muscle injuries (musculoskeletal services) have by definition traditionally focused on service users with physical ailments. The healthcare environment is, however, changing rapidly with an aging population, increasing numbers of service users with multiple diseases and increased awareness of the impact of mental health-related conditions. These changes have challenged outpatient physiotherapy services to deliver different and more effective types of care.
The Fife home visit physiotherapy service (ICASS) has been training physiotherapists on using different types of conversations with service users with long-term conditions. The approach called a ‘Personal Outcomes Approach' more readily establishes what matters to service users during their healthcare consultation. Despite the positive feedback from service users and staff, there remains scepticism from some, e.g. staff who focus on the service user’s injured body part, rather than on the person as a whole. Similarly, some managers feel healthcare staff do not need additional communication training as staff are already ‘experts’ in conversations with patients. Whilst the use of a 'Personal Outcomes Approach' appears successful, there is a lack of robust evidence to support its wider adoption.
This project aims to study how the adoption of the 'Personal Outcomes Approach' to healthcare conversations can enhance outcomes for service users and understand more fully how these types of service user-physiotherapist conversations work.

Who can participate?
Patients aged over 16 years referred to the Fife Adult Musculoskeletal Physiotherapy Service with a musculoskeletal-related condition

What does the study involve?
The study involves an analysis of the communication between service users and physiotherapists in their normal consultations to evaluate if adopting a personal outcomes communication approach provides additional benefits for service users and physiotherapists.

What are the possible benefits and risks of participating?
The benefits are that a 'different' communication approach may offer an enhanced experience and outcomes for patients and clinicians. The main ethical issue is that patients will provide

voluntary informed consent to have their physiotherapy consultation audibly and digitally recorded. It is deemed that this would be less intrusive than video recording given that some patients may be in a state of partial undress during their consultation depending on their musculoskeletal condition. The recordings would be given a study code and uploaded after each patient consultation to secure NHS servers and be confidential. Verona coding requires the NHS Fife employed research team to access the live recording to code for cues, style and utterances. The recordings will also be accessed by onsite NHS Fife secretarial staff who have experience in typing and transcribing, thus no data will be leaving NHS Fife premises. At this point, the transcriptions will be anonymised to remove any patient-identifiable information.

Where is the study run from?
NHS Fife Victoria Hospital (UK)

When is the study starting and how long is it expected to run for?
March 2019 to December 2024

Who is funding the study?
NHS Fife Research, Development and Innovation Service (UK)

Who is the main contact?
Dr Grant Syme
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Contact information

Type(s)
Scientific

Contact name
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Additional identifiers

Integrated Research Application System (IRAS)
249344

Study information

Scientific Title

The use of a communications-based ‘personal outcomes approach’ in an outpatient musculoskeletal physiotherapy service: a realist evaluation

Acronym
COPE

Study objectives
To evaluate the use of a communication 'Personal Outcomes Approach' in musculoskeletal physiotherapy consultations to advance understanding what works, for whom, to what extent and in what circumstances.

Ethics approval required
Old ethics approval format

Ethics approval(s)
Approved 07/01/2020, East of England - Cambridgeshire and Hertfordshire Research Ethics Committee (The Old Chapel, Royal Standard Place, Nottingham, NG1 6FS, UK; +44 (0)207 1048106; NRESCommittee.EastofEngland-CambsandHerts@nhs.net), REC ref: 19/EE/0356

Primary study design
Observational

Study design
Realist mixed methods qualitative and quantitative methodologies of current and emerging practice

Study type(s)
Treatment

Health condition(s) or problem(s) studied
Musculoskeletal conditions

Interventions
The study will use a 'realist methodology' to explore the use of the Personal Outcomes Approach (POA) within the Fife adult musculoskeletal physiotherapy service. Realist studies explore the particular contexts (C) and the potential way it works (mechanisms) (M) that may combine to produce different patient experiences (outcomes) (O) for a patient's physiotherapy experience.

The study involves analysis of the communication between service users and physiotherapists in their normal consultations to evaluate if adopting a personal outcomes communication approach provides additional benefits for service users and physiotherapists.

Intervention Type
Behavioural

Primary outcome(s)
Communication at the initial physiotherapy consultation evaluated using the Communication Verona Coding Framework at the first consultation

Key secondary outcome(s)
1. Communication styles measured using 4 Habits Communication Coding Scheme at the first consultation and after the conclusion of the physiotherapy treatment episode
2. Care empathy measured using Care Measure at the first consultation and after the conclusion of the physiotherapy treatment episode
3. Quality of life measured using Patient Generated Index (PGI) at the first consultation and after the conclusion of the physiotherapy treatment episode
4. Self-efficacy measured using Two Item Short Form Self Efficacy at the first consultation and after the conclusion of the physiotherapy treatment episode
5. Stage of pain change measured using Pain Stages of Change Questionnaire at the first consultation and after the conclusion of the physiotherapy treatment episode

Completion date
31/12/2024

Eligibility

Key inclusion criteria
All adult patients (greater than 16 years) referred to the Fife Adult Musculoskeletal Physiotherapy Service with a musculoskeletal related condition(s)

Participant type(s)
Patient

Healthy volunteers allowed
No

Age group
Mixed

Lower age limit
16 Years

Sex
All

Key exclusion criteria
1. Patients under 16 years of age
2. Patients unwilling or unable to give informed consent to participate
3. Acute psychiatric conditions
4. Acute mental illness

Date of first enrolment
01/03/2020

Date of final enrolment
30/08/2024

Locations

Countries of recruitment
United Kingdom

Scotland

Study participating centre
Victoria Hospital
Department of Physiotherapy
Hayfield Road
Kirkcaldy
United Kingdom
KY2 5AH

Sponsor information

Organisation
NHS Fife

ROR
https://ror.org/05x1ves75

Funder(s)

Funder type
Hospital/treatment centre

Funder Name
NHS Fife Research, Development and Innovation Department

Results and Publications

Individual participant data (IPD) sharing plan
The datasets generated during and/or analysed during the current study are not expected to be made available as this is a realist study based predominately on personal qualitative information.

IPD sharing plan summary
Not expected to be made available

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?

HRA research summary		28/06/2023	No	No
Participant information sheet	version V1.1	08/07/2021	No	Yes