

Nurse telephone triage in general practice

Submission date 30/09/2004	Recruitment status No longer recruiting	☐ Prospectively registered ☐ Protocol
Registration date 30/09/2004	Overall study status Completed	☐ Statistical analysis plan ☒ Results
Last Edited 05/07/2018	Condition category Other	☐ Individual participant data

Plain English summary of protocol
Not provided at time of registration

Contact information

Type(s)
Scientific

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Additional identifiers

Protocol serial number
N0096126080

Study information

Scientific Title
Nurse telephone triage in general practice

Study objectives
Is practice based nurse telephone triage for same day patient requests desirable and cost-effective for a general practice?

Objectives: To compare the effect of nurse telephone triage using computerised decision support versus usual receptionist handling of patient requests in terms of GP and nurse time and costs.

Design: Randomised trial with a cost analysis from the perspective of the practice. Patients requesting an appointment the same day were randomised to receive nurse telephone triage or usual care.

Setting: One mixed urban/semi-rural general practice in the South East of England

Subjects: 383 patients were eligible for randomisation, of which 374 agreed to be randomised.

Interventions: Nurse telephone triage involved a practice nurse carrying out a telephone consultation using decision support software. Usual care involved the receptionist granting the patient's request.

Ethics approval required

Old ethics approval format

Ethics approval(s)

Not provided at time of registration

Primary study design

Interventional

Study design

Randomised controlled trial

Study type(s)

Not Specified

Health condition(s) or problem(s) studied

Not Applicable: Service delivery

Interventions

Cost-effectiveness analysis of nurse telephone triage from the perspective of the general practice.

Qualitative interviews with all general practitioners and the triage nurse.

Consenting patients (N= 385) from one GP practice in Hertfordshire who asked for same day requests were randomised to either nurse triage or usual care. Patients were followed-up for 28 days.

Intervention Type

Other

Phase

Not Specified

Primary outcome(s)

1. Time of nurse and GP contact were collected via TAS software and manual timings
2. Prescription costs for each patient
3. Number of other appointments, such as district nurse, midwife, etc.

Key secondary outcome(s)

Not provided at time of registration

Completion date

31/01/2004

Eligibility

Key inclusion criteria

Not provided at time of registration

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

01/08/1999

Date of final enrolment

31/01/2004

Locations

Countries of recruitment

United Kingdom

England

Study participating centre

Regal Chambers Surgery

Hitchin

United Kingdom

SG5 1LL

Sponsor information

Organisation
Department of Health

Funder(s)

Funder type
Not defined

Funder Name
HertNet/CRIPACC

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?
Results article	results	02/10/2004		Yes	No