

A randomised controlled trial of nursing-led triage service in primary care

Submission date 23/01/2004	Recruitment status No longer recruiting	☐ Prospectively registered ☐ Protocol
Registration date 23/01/2004	Overall study status Completed	☐ Statistical analysis plan ☒ Results
Last Edited 21/01/2010	Condition category Other	☐ Individual participant data

Plain English summary of protocol
Not provided at time of registration

Contact information

Type(s)
Scientific

Contact name
Dr Stephen George

Contact details
University of Southampton
Health Care Research Unit
Mailpoint 805
Southampton General Hospital
Tremona Road
Southampton
United Kingdom
SO16 6YD
+44 (0)23 809 6533
pluto@soton.ac.uk

Additional identifiers

Protocol serial number
R/26/12.95/George

Study information

Scientific Title

Acronym

SWOOP

Study objectives

This study has shown that nurse-led out of hours care can work, in the sense that triage reduces GP work-load without harming patients. The setting was a 55 member general practice co-operative in a predominantly rural area. The experimental intervention was applied on randomly allocated evenings.

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)

Other

Health condition(s) or problem(s) studied

Nurse-led triage

Interventions

1. Nurse led triage care - callers were routed to a trained nurse, who managed the call, with the assistance of TAS software. The nurse had several management options, including management with nurse advice alone, contact with the GP (by telephone, at the surgery, or at home), or direct contact with the ambulance services.
2. Standard care

Intervention Type

Other

Phase

Not Applicable

Primary outcome(s)

Results showed that about 50% of the calls in the nurse-led group were managed by the nurse alone. The volume of out of hours callers managed at primary care centres and by home visits were also significantly reduced.

Key secondary outcome(s)

Not provided at time of registration

Completion date

20/01/1998

Eligibility

Key inclusion criteria

All callers to a Wiltshire GP co-operative during defined hours over the period of a year.

Participant type(s)

Patient

Healthy volunteers allowed

No

Age group

Other

Sex

All

Key exclusion criteria

Children aged <1 year were automatically routed to a GP, as were callers insisting on speaking to a nurse.

Date of first enrolment

23/01/1997

Date of final enrolment

20/01/1998

Locations

Countries of recruitment

United Kingdom

England

Study participating centre

University of Southampton

Southampton

United Kingdom

SO16 6YD

Sponsor information

Organisation

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?
Results article	results	17/10/1998		Yes	No