

Evaluating video and hybrid group consultations in general practice: Mixed-methods, participatory study

Submission date 29/07/2022	Recruitment status No longer recruiting	☐ Prospectively registered ☐ Protocol
Registration date 05/08/2022	Overall study status Completed	☐ Statistical analysis plan ☐ Results
Last Edited 28/10/2024	Condition category Other	☐ Individual participant data ☐ Record updated in last year

Plain English summary of protocol

Background and study aims

Before the Covid-19 pandemic, group consultations were starting to gain ground in the UK as a new way of delivering clinical care to multiple patients at the same time, with potential benefits resulting from peer support and time efficiencies. When in-person care was restricted due to Covid-19, clinicians started delivering group consultations over video, supported by a training programme commissioned by the government. Despite significant interest, we still know little about how group consultations delivered over video or hybrid models combining video and in-person sessions can be best implemented.

The aim of this study is to better understand how group consultations for chronic conditions can benefit patients and the health service when delivered on video and/or in-person sessions in general practice.

Who can participate?

Adults aged 18 years old and over, including patients, carers, healthcare professionals, policy- and decision-makers and community-based organisations

What does the study involve?

In five GP practices across England, where video/hybrid-group consultations are already being delivered, we will evaluate how these new approaches to clinical care are implemented, and how they may support an inclusive service that engages patients with different needs and preferences. The evaluation will include interviews with patients, carers, NHS staff, policy-makers and commissioners, as well as group discussions and observations, including research led by patients themselves. We will also collect numerical data on the number and type of patients attending, whether they are more satisfied or confident with their self-management, or less likely to need to go to the hospital. We will explore costs associated with these new ways of delivering care and will develop comparisons to face-to-face individual appointments. We will also work with 5 practices only delivering one-to-one appointments, to collect numerical data on patient attendance, satisfaction and use of health services. With the involvement of our PPI group, we will bring together our data to develop practical knowledge.

What are the possible benefits and risks of participating?

Participants benefit from being involved in informing the design of group consulting services that will meet patient health needs and social requirements. The risks are minimal, apart from the possible inconvenience of attending interviews or filling in survey questionnaires, and care is taken to keep this to a minimum.

Where is the study run from?

This study is a collaboration between the Universities of Oxford, Exeter and York (United Kingdom)

When is the study starting and how long is it expected to run for?

March 2022 to May 2025

Who is funding the study?

National Institute for Health and Care Research (NIHR) Health and Social Care Delivery Research (HS&DR) Programme (NIHR133895) (United Kingdom)

Who is the main contact?

Dr Chrysanthi Papoutsi, Associate Professor (United Kingdom)
chrysanthi.papoutsi@phc.ox.ac.uk

Contact information

Type(s)

Principal investigator

Contact name

Dr Chrysanthi Papoutsi

Contact details

Nuffield Department of Primary Care Health Sciences
Radcliffe Observatory Quarter
Woodstock Road
Oxford
United Kingdom
OX26GG
+44 (0)1865617831
chrysanthi.papoutsi@phc.ox.ac.uk

Additional identifiers

Integrated Research Application System (IRAS)

308516

Central Portfolio Management System (CPMS)

52286

Study information

Scientific Title

Evaluating video and hybrid group consultations in general practice: Mixed-methods, participatory study (TOGETHER 2)

Acronym

TOGETHER 2

Study objectives

To better understand how group consultations for chronic conditions can benefit patients and the health service when delivered on video and/or in-person sessions in general practice

Ethics approval required

Old ethics approval format

Ethics approval(s)

Approved 19/05/2022, the London - Hampstead Research Ethics Committee (Ground Floor, Temple Quay House, 2 The Square, Bristol, BS1 6PN, United Kingdom; +44 (0)207 1048345; hampstead.rec@hra.nhs.uk) ref: 22/PR/0277

Primary study design

Observational

Study design

Non-interventional observational mixed-methods multi-site participatory-process qualitative quantitative cost-related study

Study type(s)

Other

Health condition(s) or problem(s) studied

Conditions for which video and hybrid group consultations are delivered (e.g. diabetes, asthma, long Covid)

Interventions

We are evaluating the use of video and hybrid group consultations, drawing on methods such as survey questionnaires, interviews, focus groups, observation and analysis of healthcare utilisation data.

Intervention Type

Other

Primary outcome(s)

1. Experiences of staff, patients and national and local policy-makers and commissioners measured using qualitative interviews, focus groups and observation carried out for the duration of the project and there is no specific timepoint for participation
2. Video and hybrid group consultations (VHGCs) delivery and resource use measured using structured proformas once a month
3. Patient experience, satisfaction, activation and health-related quality of life measured using survey questionnaires following participation in VHGC or individual appointments
4. Healthcare utilisation (primary and secondary care) measured using data from general practice records and secondary care data, over 12 months

Key secondary outcome(s)

There are no secondary outcome measures

Completion date

31/05/2025

Eligibility

Key inclusion criteria

1. Aged 18 years old and over
2. Willing and able to give informed consent for participation
3. Patient participants will be included if they have been diagnosed with a relevant condition, receiving care from participating services
4. Carer participants will be included if they care for someone diagnosed with a relevant condition, receiving care from participating services
5. Staff will be included if they are involved in implementing or supporting video and hybrid group consultations (VHGCs) in participating GP practices
6. Commissioning and policy stakeholders will be included if they are involved in planning or commissioning remote services including VHGCs, or wider aspects of general practice commissioning relevant to this study

Participant type(s)

Mixed

Healthy volunteers allowed

No

Age group

Adult

Lower age limit

18 Years

Sex

All

Key exclusion criteria

1. Inability to read or speak English unless a relevant translator/translated study materials are available
2. Co-morbidity preventing participation (for patient participants)
3. No specific exclusions for staff and commissioning/policy participants

Date of first enrolment

01/08/2022

Date of final enrolment

30/11/2024

Locations

Countries of recruitment

United Kingdom

England

Study participating centre**Aughton Surgery**

19 Town Green Lane

Aughton

Ormskirk

United Kingdom

L39 6SE

Study participating centre**The Golborne Medical Centre**

16 Golborne Road

London

United Kingdom

W10 5PE

Study participating centre**Brigstock Medical Practice**

141 Brigstock Road

Thornton Heath

United Kingdom

CR7 7JE

Study participating centre**Granta Medical Practices - Linton**

Linton Health Centre

Coles Lane

Linton

Cambridge

United Kingdom

CB21 4JS

Study participating centre**Somerset NHS Foundation Trust**

Trust Management

Lydeard House

Musgrove Park Hospital

Taunton
United Kingdom
TA1 5DA

Sponsor information

Organisation

University of Oxford

ROR

<https://ror.org/052gg0110>

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

The data sharing plans for the current study are unknown and will be made available at a later date

IPD sharing plan summary

Data sharing statement to be made available at a later date

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
HRA research summary			28/06/2023	No	No
Study website	Study website	11/11/2025	11/11/2025	No	Yes