Table 2:Mean resource use by category and randomised allocation

Table 2a: Hospital Services – Mean Resource Use

|  |  |  |
| --- | --- | --- |
|  | **LISTEN Intervention****N=270** | **Usual Care****N=274** |
|  | **Time** | **Time** |
|  | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** |
|  | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** |
| Long Covid Clinic (number of visits) | 0.38(0.31, 0.46)[267] | 0.07(0.04, 0.11)[208] | 0.12(0.07, 0.18)[196] | 0.38(0.31, 0.46)[272] | 0.23(0.17, 0.31)[222] | 0.29(0.22, 0.38)[183] |
| Outpatient (number of visits) | 0.88(0.77, 1.00)[259] | 0.37(0.30, 0.47)[209] | 0.40(0.31, 0.50)[181] | 0.76(0.66, 0.87)[270] | 0.36(0.28, 0.44)[222] | 0.54(0.43, 0.66)[166] |
| Inpatient (number of stays) | 0.00(0.00, 0.02)[264] | 0.00(0.00, 0.03)[210] | 0.01(0.00, 0.03)[191] | 0.00(0.00, 0.02)[269] | 0.00(0.00, 0.03)[221] | 0.02(0.01, 0.06)[182] |
| Day cases (number of procedures) | 0.04(0.02, 0.07)[264] | 0.00(0.00, 0.03)[209] | 0.04(0.02, 0.08)[181] | 0.04(0.02, 0.07)[271] | 0.03(0.01, 0.06)[222] | 0.02(0.00, 0.05)[167] |
| Emergency department (number of visits) | 0.09(0.06, 0.13)[265] | 0.01(0.00, 0.04)[210] | 0.02(0.01, 0.05)[188] | 0.08(0.05, 0.12)[272] | 0.03(0.01, 0.07)[221] | 0.05(0.02, 0.09)[171] |
| Hospital doctor phone calls (number of calls) | 0.08(0.05, 0.12)[264] | 0.01(0.00, 0.04)[209] | 0.09(0.05, 0.14)[191] | 0.15(0.11, 0.20)[268] | 0.08(0.05, 0.12)[220] | 0.09(0.05, 0.15)[176] |
| Hospital nurse phone calls (number of calls) | 0.07(0.04, 0.11)[264] | 0.01(0.00, 0.04)[209] | 0.01(0.00, 0.04)[192] | 0.05(0.03, 0.08)[267] | 0.04(0.02, 0.07)[219] | 0.02(0.00, 0.05)[176] |

Table 2b: GP and Practice Nurse Resource Use

|  |  |  |
| --- | --- | --- |
|  | **LISTEN Intervention****N=270** | **Usual Care****N=274** |
|  | **Time** | **Time** |
|  | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** |
|  | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** |
| GP appointments at practice (number of appointments) | 0.37(0.30, 0.45)[261] | 0.09(0.05, 0.14)[207] | 0.09(0.06, 0.15)[192] | 0.28(0.22, 0.35)[269] | 0.12(0.08, 0.17)[218] | 0.15(0.10, 0.22)[177] |
| Home visits from GP (number of visits) | 0.00(0.00, 0.02)[264] | 0.00(0.00, 0.00)[209] | 0.00(0.00, 0.00)[192] | 0.00(0.00, 0.00)[270] | 0.02(0.01, 0.05)[218] | 0.02(0.00, 0.05)[176] |
| Telephone/video call with a GP (number of calls) | 0.33(0.26, 0.41)[264] | 0.08(0.05, 0.13)[208] | 0.06(0.03, 0.11)[190] | 0.35(0.28, 0.43)[268] | 0.12(0.08, 0.18)[217] | 0.13(0.08, 0.19)[176] |
| Appointment with nurse at the GP practice (number of visits) | 0.14(0.10, 0.19)[263] | 0.07(0.04, 0.11)[207] | 0.03(0.01, 0.07)[191] | 0.13(0.09, 0.18)[270] | 0.06(0.03, 0.10)[218] | 0.03(0.01, 0.07)[175] |
| Telephone/video call with a GP practice nurse (number of calls) | 0.05(0.03, 0.09)[263] | 0.00(0.00, 0.00)[209] | 0.01(0.00, 0.03)[191] | 0.03(0.01, 0.06)[270] | 0.00(0.00, 0.00)[214] | 0.02(0.00, 0.05)[177] |
| Home visit from a district or community nurse (number of visits) | 0.00(0.00, 0.00)[264] | 0.00(0.00, 0.03)[209] | 0.00(0.00, 0.00)[192] | 0.00(0.00, 0.00)[270] | 0.02(0.01, 0.05)[220] | 0.01(0.00, 0.03)[177] |
| Telephone calls to NHS 111 or NHS Direct Wales (number of calls) | 0.02(0.01, 0.05)[264] | 0.00(0.00, 0.00)[209] | 0.00(0.00, 0.00)[192] | 0.01(0.00, 0.03)[271] | 0.00(0.00, 0.00)[220] | 0.02(0.01, 0.06)[177] |

Table 2c: Health and care resource use – Other Community Health Services

|  |  |  |
| --- | --- | --- |
|  | **LISTEN Intervention****N=270** | **Usual Care****N=274** |
|  | **Time** | **Time** |
|  | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** |
|  | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** |
| Attendance at home by paramedic (999 call) not requiring transfer to emergency (number of visits) | 0.00(0.00, 0.00)[265] | 0.00(0.00, 0.00)[209] | 0.00(0.00, 0.00)[192] | 0.00(0.00, 0.00)[270] | 0.00(0.00, 0.00)[220] | 0.00(0.00, 0.00)[177] |
| Community pharmacist (number of visits) | 0.07(0.04, 0.11)[264] | 0.03(0.01, 0.06)[210] | 0.02(0.00, 0.05)[192] | 0.12(0.08, 0.17)[271] | 0.07(0.04, 0.11)[220] | 0.01(0.00, 0.03)[177] |
| Appointment with an NHS physiotherapist at a health centre/GP practice (number of visits) | 0.09(0.06, 0.14)[263] | 0.00(0.00, 0.00)[206] | 0.04(0.01, 0.08)[192] | 0.07(0.05, 0.11)[271] | 0.00(0.00, 0.00)[218] | 0.09(0.05, 0.15)[177] |
| Appointment with an NHS physiotherapist at your own home (number of contacts) | 0.05(0.02, 0.08)[265] | 0.01(0.00, 0.03)[208] | 0.02(0.01, 0.05)[192] | 0.02(0.01, 0.04)[270] | 0.00(0.00, 0.00)[220] | 0.01(0.00, 0.03)[177] |
| Remote consultation with an NHS physiotherapist via computer or phone (number of contacts) | 0.08(0.05, 0.12)[265] | 0.00(0.00, 0.00)[206] | 0.02(0.00, 0.05)[181] | 0.01(0.00, 0.04)[271] | 0.00(0.00, 0.00)[217] | 0.04(0.01, 0.08)[164] |
| Appointment with a private physiotherapist (number of contacts) | 0.02(0.01, 0.04)[265] | 0.02(0.01, 0.06)[210] | 0.01(0.00, 0.04)[192] | 0.06(0.03, 0.09)[271] | 0.13(0.09, 0.19)[220] | 0.05(0.02, 0.09)[176] |
| Appointment with an NHS occupational therapist at a health centre/GP practice (number of visits) | 0.04(0.02, 0.07)[265] | 0.00(0.00, 0.00)[209] | 0.01(0.00, 0.03)[192] | 0.07(0.05, 0.11)[271] | 0.04(0.02, 0.07)[220] | 0.00(0.00, 0.00)[177] |
| Appointment with an NHS occupational therapist at your own home (number of contacts) | 0.03(0.01, 0.06)[265] | 0.00(0.00, 0.00)[207] | 0.01(0.00, 0.03)[192] | 0.02(0.01, 0.04)[270] | 0.00(0.00, 0.00)[219] | 0.00(0.00, 0.00)[176] |
| Remote consultation with an NHS occupational therapist via computer or phone (number of contacts) | 0.05(0.02, 0.08)[265] | 0.04(0.02, 0.08)[210] | 0.02(0.01, 0.05)[192] | 0.06(0.03, 0.10)[271] | 0.02(0.00, 0.05)[220] | 0.03(0.01, 0.07)[177] |
| Appointment with a private occupational therapist (number of contacts) | 0.02(0.01, 0.04)[263] | 0.00(0.00, 0.00)[210] | 0.01(0.00, 0.04)[192] | 0.03(0.01, 0.05)[271] | 0.00(0.00, 0.03)[220] | 0.00(0.00, 0.00)[177] |
| Appointment with an NHS psychologist (number of contacts) | 0.07(0.04, 0.11)[265] | 0.00(0.00, 0.03)[210] | 0.05(0.02, 0.10)[192] | 0.08(0.05, 0.12)[271] | 0.02(0.01, 0.05)[219] | 0.02(0.01, 0.06)[176] |
| Other community-based care (number of contacts) | 0.00(0.00, 0.00)[254] | 0.00(0.00, 0.00)[207] | 0.03(0.01, 0.07)[188] | 0.07(0.04, 0.10)[261] | 0.00(0.00, 0.00)[210] | 0.00(0.00, 0.00)[171] |
| Long COVID rehabilitation programme (number of sessions) | 1.08(0.96, 1.22)[265] | 0.44(0.36, 0.54)[210] | 0.30(0.23, 0.39)[195] | 1.14(1.02, 1.28)[270] | 1.00(0.87, 1.14)[222] | 0.97(0.83, 1.13)[182] |
| Private, alternative or complementary health services (number of visits/contacts) | 1.83(1.67, 2.00)[260] | 0.53(0.43, 0.64)[210] | 0.53(0.43, 0.64)[194] | 2.67(2.48, 2.87)[270] | 1.76(1.59, 1.95)[218] | 1.09(0.95, 1.26)[179] |
| Medications (number of prescribed medications) | 1.01(0.85, 1.17)[263] | 0.73(0.58, 0.88)[205] | 0.78(0.56, 1.00)[119] | 0.98(0.82, 1.13)[264] | 0.59(0.45, 0.73)[212] | 0.66(0.51, 0.82)[176] |

Table 2d: Health and care resource use – Personal and Social Services

|  |  |  |
| --- | --- | --- |
|  | **LISTEN Intervention****N=270** | **Usual Care****N=274** |
|  | **Time** | **Time** |
|  | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** |
|  | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** |
| Appointment with a social worker at a centre/GP practice (number of contacts) | 0.00(0.00, 0.00)[265] | 0.00(0.00, 0.00)[210] | 0.00(0.00, 0.00)[192] | 0.00(0.00, 0.00)[271] | 0.00(0.00, 0.00)[220] | 0.03(0.01, 0.07)[177] |
| Home visit with a social worker (number of contacts) | 0.01(0.00, 0.03)[265] | 0.00(0.00, 0.03)[209] | 0.00(0.00, 0.00)[192] | 0.00(0.00, 0.00)[271] | 0.01(0.00, 0.03)[221] | 0.00(0.00, 0.00)[177] |
| Telephone/video call with a social worker (number of calls) | 0.01(0.00, 0.03)[265] | 0.00(0.00, 0.00)[210] | 0.00(0.00, 0.00)[192] | 0.00(0.00, 0.00)[270] | 0.00(0.00, 0.00)[220] | 0.01(0.00, 0.03)[177] |
| Home care worker visits (minutes per week) | 0.00(0.00, 0.00)[264] | 0.00(0.00, 0.00)[210] | 0.16(0.11, 0.23)[184] | 0.17(0.12, 0.22)[272] | 0.13(0.09, 0.19)[223] | 0.00(0.00, 0.00)[210] |

Table 2e: Health and care resource use – Mental Health Services

|  |  |  |
| --- | --- | --- |
|  | **LISTEN Intervention****N=270** | **Usual Care****N=274** |
|  | **Time** | **Time** |
|  | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** |
|  | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** |
| Mental health counsellor (number of contacts) | 0.30(0.24, 0.38)[266] | 0.10(0.06, 0.15)[210] | 0.07(0.04, 0.12)[192] | 0.33(0.26, 0.40)[268] | 0.15(0.11, 0.22)[220] | 0.21(0.15, 0.29)[183] |
| Mental health community psychiatrist (number of contacts) | 0.02(0.01, 0.04)[265] | 0.00(0.00, 0.03)[209] | 0.00(0.00, 0.00)[192] | 0.03(0.01, 0.05)[268] | 0.01(0.00, 0.04)[220] | 0.03(0.01, 0.07)[182] |
| Mental health psychologist (number of contacts) | 0.09(0.06, 0.14)[265] | 0.01(0.00, 0.03)[210] | 0.01(0.00, 0.04)[192] | 0.07(0.05, 0.12)[267] | 0.07(0.04, 0.11)[219] | 0.05(0.03, 0.10)[182] |
| Mental health community psychiatric nurse (number of contacts) | 0.00(0.00, 0.02)[266] | 0.00(0.00, 0.03)[210] | 0.00(0.00, 0.00)[192] | 0.01(0.00, 0.03)[267] | 0.01(0.00, 0.03)[220] | 0.04(0.02, 0.09)[182] |
| Community mental health team member (number of contacts) | 0.09(0.06, 0.14)[265] | 0.00(0.00, 0.00)[205] | 0.07(0.04, 0.12)[192] | 0.05(0.03, 0.09)[268] | 0.00(0.00, 0.00)[213] | 0.03(0.01, 0.06)[182] |
| NHS mental health helpline (number of calls) | 0.02(0.01, 0.04)[266] | 0.02(0.01, 0.06)[210] | 0.01(0.00, 0.03)[192] | 0.01(0.00, 0.03)[268] | 0.02(0.00, 0.05)[220] | 0.03(0.01, 0.07)[182] |
| Mental health memory services (number of contacts) | 0.01(0.00, 0.03)[266] | 0.00(0.00, 0.00)[210] | 0.00(0.00, 0.00)[192] | 0.00(0.00, 0.00)[268] | 0.00(0.00, 0.00)[219] | 0.00(0.00, 0.00)[182] |
| Other mental health service (number of contacts) | 0.00(0.00, 0.00)[261] | 0.01(0.00, 0.04)[203] | 0.00(0.00, 0.00)[190] | 0.00(0.00, 0.00)[264] | 0.00(0.00, 0.00)[217] | 0.00(0.00, 0.00)[180] |
| Private mental health contacts (number of contacts) | 0.34(0.27, 0.42)[263] | 0.12(0.08, 0.17)[211] | 0.10(0.06, 0.15)[193] | 0.43(0.36, 0.52)[269] | 0.18(0.13, 0.25)[219] | 0.36(0.27, 0.46)[177] |

Table 2f: Health and care resource use – Work, Informal Care, and Normal Activities

|  |  |  |
| --- | --- | --- |
|  | **LISTEN Intervention****N=270** | **Usual Care****N=274** |
|  | **Time** | **Time** |
|  | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** |
|  | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** | **Mean Resource Use****(95% CI)****[n]** |
| Lost work hours (total hours) | 72.67(71.57, 73.77)[233] | 31.53(30.74, 32.33)[193] | 21.36(20.68, 22.06)[173] | 85.29(84.15, 86.44)[251] | 30.38(29.61, 31.16)[195] | 32.57(31.69, 33.47)[160] |
| Hours of care from family and/or friends (total hours) | 67.13(66.15, 68.13)[262] | 27.62(26.91, 28.35)[207] | 40.47(39.57, 41.39)[188] | 62.33(61.39, 63.28)[268] | 34.54(33.76, 35.34)[214] | 40.47(39.55, 41.42)[179] |
| Hours lost from normal activities (total hours) | 160.89(135.58, 186.19)[266] | 81.53(68.18, 94.88)[209] | 80.46(65.44, 95.49)[194] | 179.79(152.74, 206.85)[271] | 98.01(80.84, 115.18)[215] | 102.63(82.80, 122.45)[183] |

Table 2g: Health and care resource use – Private healthcare and patient incurred costs

|  |  |  |
| --- | --- | --- |
|  | **LISTEN Intervention****N=270** | **Usual Care****N=274** |
|  | **Time** | **Time** |
|  | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** | **3-months up to baseline** | **Baseline to 6-weeks** | **6-weeks to 3-months** |
|  | **Total costs (£)****(95% CI)****[n]** | **Total costs (£)****(95% CI)****[n]** | **Total costs (£)****(95% CI)****[n]** | **Total costs (£)****(95% CI)****[n]** | **Total costs (£)****(95% CI)****[n]** | **Total costs (£)****(95% CI)****[n]** |
| Over the counter medication costs | 78.19(59.49, 96.89)[187] | 43.59(30.52, 56.67)[134] | 34.96(25.37, 44.55)[117] | 76.32(62.05, 90.58)[204] | 47.32(35.66, 58.97)[134] | 63.32(36.91, 89.73)[126] |
| Prescription and pre-payment certificate costs | 5.01(3.83, 6.19)[262] | 4.08(2.92, 5.24)[205] | 4.02(2.36, 5.68)[119] | 3.78(2.77, 4.79)[264] | 3.26(2.18, 4.34)[212] | 3.37(2.20, 4.54)[176] |
| Private home care worker cost | 0.00(0.00, 0.00)[264] | 0.00(0.00, 0.00)[210] | 0.00(0.00, 0.00)[194] | 0.11(-0.11, 0.33)[272] | 0.62(-0.60, 1.84)[223] | 0.57(-0.56, 1.70)[184] |
| Additional childcare costs | 11.32(-1.11, 23.75[265] | 5.38(-0.77, 11.52)[210] | 6.30(-0.07, 12.67)[196] | 9.87(1.74, 18.00)[271] | 4.32(0.53, 8.10)[219] | 3.91(0.47, 7.35)[182] |
| Additional mobile or home phone costs | 0.29(-0.04, 0.63)[257] | 0.18(0.01, 0.35)[186] | 0.08(-0.08, 0.25)[178] | 2.03(0.02, 4.04)[261] | 0.26(-0.07, 0.60)[198] | 0.16(-0.03, 0.34)[160] |
| Private physiotherapy and occupational therapist costs | 2.05(-0.55, 4.65)[263] | 1.57(-0.66, 3.80)[210] | 1.13(-0.48, 2.73)[192] | 4.74(0.67, 8.81)[271] | 8.89(-5.59, 23.38)[220] | 3.00(-0.29, 6.29)[176] |
| Privately incurred tests and investigation costs | 96.48(-68.19, 261.16)[252] | 8.26(-2.54, 19.06)[210] | 10.16(-2.83, 23.15)[182] | 10.71(2.40, 19.02)[254] | 22.07(-3.30, 47.45)[222] | 19.94(1.11, 38.77)[166] |