



Satisfaction with the GP Liaison Service in the Emergency Department



J Conneely RGN.RM, Dr N Salter, Prof J Ryan, Dr I Callanan

Emergency Department, St Vincent's University Hospital, Elm Park, Dublin 4

Introduction

The College of Emergency Medicine and the HIQA National Standard of Patient Discharge Summary Information 2012 established standards for enhancing quality, safety, value and clinical governance for communication between EDs and general practitioners (GP's).

Based on these, a "GP Discharge Communication from Emergency Departments" document provides National Emergency Medicine Programme guidance to EDs and Local Injuries units (LIU's) regarding datasets that should be included in patient discharge information.

The GP Liaison Nurse in SVUH works as part of a multidisciplinary team developing, implementing and evaluating monitoring systems to ensure on-going quality of patient care.

This service ensures excellent communication at the interface between the ED and GP's and other Primary Health Care Providers, as well as patients, their families and the Coroners Office.

"GP Liaison Nurse has been an immensely positive development improving patient safety"

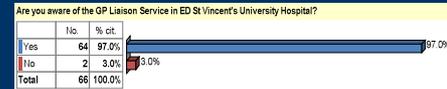
Aim

The aim of this study is to establish the level of GP satisfaction with the quality of ED communication and the GP Liaison service.

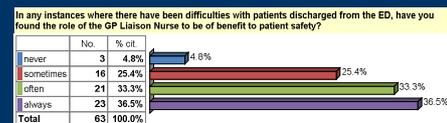
Methods

The ED of St Vincent's University Hospital, an academic teaching centre, sees over 52,000 new attendances a year.

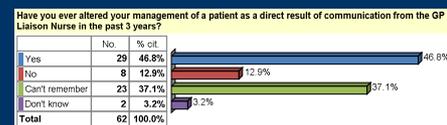
A list of the most frequent GP referral sources was generated from the EDIS: MAXIMS. One hundred questionnaires were distributed to these top-referring GP's. There was a 69% response rate.



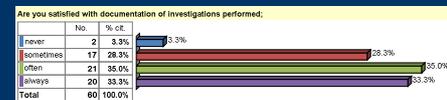
"One of the few contactable reliable and helpful people"



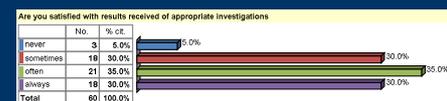
"I think the service should be developed more. There is no cover when she is on holidays"



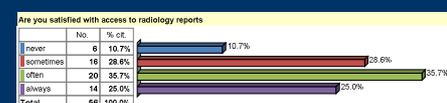
"Any large organisation should have a liaison nurse. There will always be gaps in communication"



"greatly appreciated by all the staff in the surgery"



"GP liaison Nurse is an asset to the Hospital"



Results and Discussion

Awareness and Accessibility

There was an excellent level of awareness, with 97% of respondents being aware of the GP Liaison service in the ED, and 85% reported having had contact from the Liaison service within the last 2 months.

Quality of Information

68% were satisfied with the documentation of investigations performed in the ED, and 65% were happy that results of appropriate investigations were communicated to them. However 43% reported having limited access to copies (or results) of an ECG from the ED.

Safety and Quality of Care

70% reported finding the role of the GP Liaison Nurse to often be of benefit to patient safety.

47% reported having changed a patient's management as a direct result of communication from the GP Liaison Nurse.