NURSE-PATIENT CONSULTATIONS IN PRIMARY CARE – DO PATIENTS DISCLOSE THEIR CONCERNS?

Julie Green

Keele University (Staffordshire, United Kingdom).

Background: Person centred care (PCC) and shared decision making (SDM) are important for the management of long term conditions. Interventions to improve them have been inconclusive which may reflect variable disclosure by patients of their concerns.

Aim: To explore the extent to which patients disclose concerns to their community nurse during wound care consultations.

Methods: Using unstructured interviews, the issues which impacted on the quality of life (QoL) of 9 patient participants with chronic venous leg ulceration (CVLU) were elicited. The interviews were audiotaped, transcribed and, using thematic analysis, the themes and subthemes were identified and constructed into an ‘observation checklist’. This was completed during 4 wound care consultations with their District Nurse for 5 of the interview participants. Each item on the checklist was scored 0 (not raised by the patient or the nurse) to 5 (raised by the patient and fully addressed by the nurse).

Results: 4 themes and 28 subthemes were identified. During the 20 observed consultations, the patient participants had 160 opportunities to raise previously identified pain, exudate and odour symptoms yet did not on 64 (40%) of occasions. They had 28, 32 and 84 opportunities to raise emotional, wound care and daily living issues but did not on 16 (57%), 3 (9%) and 32 (38%) of occasions.

Conclusion: Overall patients did not raise 38% of their concerns. If these data are representative, this has profound implications for PCC and SDM models of care, which are predicated on patients articulating their needs and the training of health carers.