

# A Qualitative Audit of Paediatric Patients and Carer's Experiences of Urgent and Emergency Care

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## Aim:

A qualitative study to explore what children and families value most about ED experiences.

## Background:

ED visit is **potentially stressful** and **distressing**.

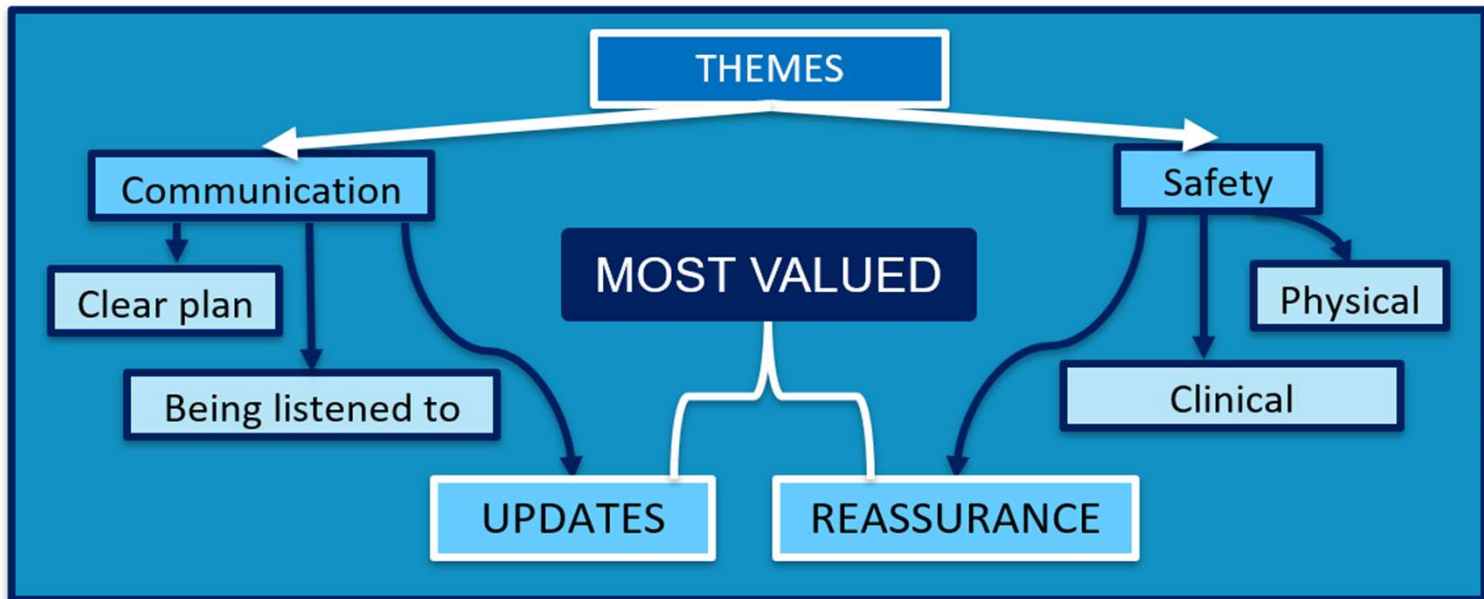
Targeted changes can make a **positive, long-term impact** by prioritising **factors patients value most**(1).

Research to-date is **primarily quantitative** via closed-ended questionnaires and mostly focuses on **adult ED experiences**(2).

## Methods:

- In the paediatric assessment unit (PAU) of a major teaching hospital in North-East England, the validated RCPCH Patient Reported Experience Measure questionnaire was completed by **51 families** (in 18 cases by children).
- **12 participants** (4 of whom were children) were opportunistically selected for semi-structured 1:1 interviews which lasted 20-30 minutes.
- Data was analysed using **thematic analysis**

**Limitations:** 3 week study period, afternoons only.



## Parents said:

*"There were six doctors there and one could have told me what was going on"*  
*"I don't mind waiting, but I had lots of unanswered questions which wasn't great"*  
*"It's the staff. Definitely the staff; the level of care you get is second to none"*

## Conclusions:

- The majority of experiences were positive.
- Key strengths from the PREM data included addressing pain in a timely manner and safety netting.
- Good communication skills were highly valued.
- Families would value more frequent updates to improve information sharing and provide reassurance.
- This is congruent with previous research (3).

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