Evaluation of Referrer Satisfaction to Liaison Psychiatry in the Emergency Department

Samuel Dickson, Gopinath Ranjith, Priyo Ghosh.

St. Thomas’ Hospital, Liaison Psychiatry, South London and Maudsley NHS Foundation Trust

Background:
The Psychiatric Liaison Accreditation Network (PLAN) utilises the views of referrers as one of the criteria for judging the quality of a liaison service[1]. Recent reports and studies have also advocated user satisfaction as a critical component of measuring the performance and outcomes of liaison services[2,3,4,5]. The paucity of published work on referrer satisfaction relating to Emergency Department (ED) liaison psychiatry teams in the UK led us to plan this study in St. Thomas’ Hospital ED which has a multidisciplinary liaison psychiatry team.

Aims:
Our aims were to analyse referrer satisfaction in regards to the timeliness of response; management plans; communication and training provided by Liaison Psychiatry to the ED, consequently aiding the direction of service improvement.

Methods:
Questionnaires were distributed among all ED clinical staff. The questions centred on staff demographics and 5 key questions, each with a Likert scale and space for additional comments. The completed questionnaires were returned anonymously. The results were then analysed by the group to identify any key recurrent themes.

Results:
We received a total of 57 replies (26 nurses and 31 doctors: including 5 consultants and 14 senior nurses – giving a fair representation of the work force). 9/128 answers were excluded for failure to complete the Likert scale.

Conclusion:
From the data collected and analysis of comments, we were able to identify 5 key themes:

1) Overall the majority of staff are satisfied or strongly satisfied with the service that we provide within St Thomas’ A&E.
2) With medical and senior nursing staff expressing a more positive opinion the prevailing dissatisfaction from Staff Nurses needs to be principally addressed.
3) There is a clear want and need from all A&E staff for improved education regarding the assessment and management of patients with mental health problems, including those patients who staff find difficult to manage.
4) A&E staff are not fully aware of the role of liaison psychiatry within the A&E department nor substance of our work load.
5) There needs to be an improvement in both the level of verbal and written communication between staff across departments.

References:

Question 1:
Are you satisfied with the time between a referral being made and the patient seen by psychiatry?

Question 2:
Are you satisfied with the level of verbal and written communication provided by the Liaison team?

Question 3:
Are you satisfied with our advice and the management plan given for patients seen by psychiatric liaison?

Question 4:
Are you satisfied with our transfer arrangements for patients requiring admission to Psychiatric Inpatient Units?

Question 5:
Are you satisfied with the provision of mental health education to the Accident and Emergency Team?

Overall Satisfaction by Job Title

Number of Responses

Staff Nurse  Senior Nurse  FY2/SHO  Neither  Satisfied  Strongly Satisfied

Very Dissatisfied 2%  Dissatisfied 4%  Neither 21%  Satisfied 38%  Strongly Satisfied 15%

Very Dissatisfied 3%  Dissatisfied 8%  Neither 26%  Satisfied 53%  Strongly Satisfied 10%

Very Dissatisfied 2%  Dissatisfied 4%  Neither 21%  Satisfied 39%  Strongly Satisfied 14%

Very Dissatisfied 5%  Dissatisfied 4%  Neither 23%  Satisfied 39%  Strongly Satisfied 11%