Service Priorities and Programmes

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Do we accept Family Medicine Specialist Clinic to manage cases triaged from Specialist Outpatient Clinic? A cross-sectional survey from patients and FM doctors.

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Introduction

The Family Medicine Specialist Clinic (FMSC) of Kowloon West Cluster (KWC) was first established in 2006. The reason of establishing the FMSC was because we found that the rapidly increasing demand in referral to SOPC exceed the SOPC capacity resulting in long waiting time in the SOPC. Until end of September 2014, it had triaged more than 67,000 new cases from SOPC from different departments in different hospital in KWC. The FM specialists are good at managing non-specific symptom and approaching to the diagnosis by using their consultation skill and selective investigation. Our FMSC centers are also well equipped with some essential investigation and procedure tools: Bedside abdominal and transrectal ultrasound, rigid sigmoidoscopy, uroflowmetry and cardiac event recorder etc. We performed hemorrhoid band ligation for patients suffering from haemorrhoid and provide 420 band ligation procedures last year. Our FM specialists also perform endoscopy in the hospital for our patients seen in the FMSC centre. In the last year we have performed 150 colonscopy, 300 flexible sigmoidoscopy and 120 OGD. Although we have successfully shortened the waiting time of the KWC SOPC in terms of quantity, we also want to know about the quality of the FMSC service, the feedback from the patient and the FM specialist servicing in the FMSC.

Objectives

1. To explore the patients' satisfaction response and attitude about the FMSC service in KWC 2. To understand the FM specialists' feeling and concern about their job in FMSC

Methodology

We selected the biggest FMSC center in KWC: Ha Kwai Chung FMSC center, with a

population of 2500 active cases followed up in the centre, to perform a cross-sectional patient satisfaction survey in October 2014. The sample size of the survey was calculated to be 332 using 95% confidence level and confidence interval = 5. We perform another survey for our FM specialist doctor working in our FMSC center to explore about their feeling of working in the FMSC center.

Result

More than 60% of our patients rated either good or excellent and more than 80% rated above or equal to satisfactory on the item including arrangement of appointment, referral logistic, staff's assistance, doctor's explanation and doctor's management. Most of them agreed that the FMSC can solve their problem and will recommend the FMSC service to other patients. Another survey from our FM specialist working in the Family Medicine Specialist Clinic was also performed. The response rate was 60%. More than 80% of them reflected that they worked comfortably in the FMSC, felt being recognized as FM specialists, can handle most of the triaged cases, have more consultation time and more investigation access to offer better management. They agreed that it is worthwhile to develop the FMSC in the health care system. We concluded that the survey showed the FMSC service in KWC is well accepted and appreciated by our patients and the FM specialist.