



## Service Priorities and Programmes Electronic Presentations

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### **Satisfaction survey of Psychogeriatric Team (PGT) Outreaching Service to Private Residential Care Home for the Elderly (RCHE) in Hong Kong East Cluster in 2017**

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#### **Keywords:**

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Results

Useful

#### **Introduction**

Psychogeriatric outreach service that provide mental health assessment and treatment to older adults in old age home are widely promoted as improving access and outcomes for older adults. This survey set out to evaluate the effectiveness of Hong Kong East PGT service in RCHEs.

#### **Objectives**

- (1) Propose whether and how current services should be modified or replaced by new service mode to meet the needs of the elderly and,
- (2) Propose ways in which the services identified could be provided in a cost-effective manner.

#### **Methodology**

Distributed 1350 questionnaires to 27 RCHEs covered by Hong Kong East PGT. Target sample were RCHE health care staff and residents' family members. Questionnaire composed of two parts. Part I drawn information on the respondents' satisfaction level on PGT service rated from not useful to very useful. Part II asked respondents to give comments concerning PGT service improvement. The usefulness of PGT outreach service was evaluated independently by family carers and by RCHE staff.

#### **Result**

We received 289 questionnaires. There were 67% of RCHE staff and 79% of family members were satisfied with Hong Kong East PGT service. On part II, the most common recommendations made involved was the new case referral arrangement could be assessed by PGT staff as soon as possible, and keen on PGT team provide

frequent visit to RCHE residents. Both of the respondents showed sincere support to HKE PGT service as they found it could help them reduced travelling and waiting times escort patients to hospital attend follow up. Hope we can form effective partnerships with the RCHEs and family members to improve quality of care for elderly people residing in RCHEs. Every effort should be made to develop new systeme of health care delivery.