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Appointment Booking System on Wound Dressing in General Out-patient Clinic?! Does it work?

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Introduction

In Hong Kong, wound dressing is one of major nursing activities in General Out-patient Clinics (GOPCs). As wound dressing is offered by first come first serve basis, many patients arrive clinics early and make long queues in the early mornings. The clinics are very congested with patients all the times. An appointment booking system has been initiated by phases in Aberdeen GOPC since 2016, where has the highest attendances on wound dressing among all GOPCs in Hong Kong West Cluster (HKWC). Its aims to improve patient flow on wound care, release clinic congestion, reduce patients' waiting time and release nurses workload of wound dressing at peak hours. Finally, appointment booking system on wound dressing has been widely used in all sessions of Aberdeen GOPC including Sundays and Public Holidays on September 2016.

Objectives

To explore opinions and satisfaction of patients and nurses regarding the introduction of the appointment booking system on wound dressing in Aberdeen GOPC

Methodology

30 patients and 21 nurses were randomly selected from GOPCs in HKWC who had been on duty in Aberdeen GOPC and invited to complete a structured questionnaire.

Result

The majority of patients (27/30, 90%) and nurses (19/21 90.5%) showed positive feedback on the introduction of appointment booking system on wound dressing. The patients agreed several advantages in the appointment system such as reduction of waiting time, avoid long queues in the early mornings and guarantee of a time slot. Upon review the clinic operation, around 25-30% of quotas would be required to reserve for new comers for wound dressings. The main disadvantages perceived by nurses were related to no shows and late arrivals, that prior satisfactory communication with the patients could help relieving the condition.