INTRODUCTION

In the National Health Service (UK), there are ever increasing demands to streamline care and develop patient pathways and guidelines as justification for any test or procedure. This is to ensure optimisation in patient care and experience.

The role of a specialist nurse focuses on ensuring appropriateness and swiftness of investigations, including providing a high level of clinical care which is founded on communication and education for the patient/carer.

METHODS

Our aim was to determine if patients who had their Short Synacthen Test (SST) done by someone other than the Endocrine Specialist Nurse (ESN), encountered a negative impact on their experience and/or potentially standard of care and results.

Over the six month period July 2013 – December 2013 we obtained all the SST results from the biochemistry laboratory. There were 65 SSTs carried out. Patients were contacted, had telephone interviews and a comprehensive review of their notes by the endocrine team.

Of the 65 patients who had an SST completed during the 6 month period, 33 (51%) of patients were contactable and 8 (24%) of them had their tests carried out by the ESN.

RESULTS

87% of the patients seen by the ESN had results documented in their notes, 63% had recorded actions taken.

52% of the patients not seen by the ESN had results documented in their notes, 60% had recorded actions taken.

Following phone interviews 87% of those seen by the ESN stated that the test had been explained to them and 87% of them were satisfied with the care they had received.

Of those not seen by the ESN, 42% of them stated that their test had been explained to them and 63% of them were satisfied with the care they had received.

Results showed that patients who were seen and treated by the ESN were significantly more likely to have their test explained to them and more likely to have their results documented in notes (p<0.05)

There was also an increase (but not significant) in patient satisfaction (p<0.35)

CONCLUSIONS

It was therefore concluded that it is advisable for the Short Synacthen Test to be carried out by the ESN.

References