



**Why do primary care  
appropriate patients attend ED?**

# Do primary care patients attend ED?

- Raina Elley et al NZMJ 2007 – of 1,200 Wellington ED presentations, what % do you think a panel comprising ED SMOs, GPs and nurses would say were general practice appropriate?
- More than 10%?
- 20% ?
- (hands please?)

# 37%

One in 3...  
50% if include A&M

# Qualitative study

- GP and nurse visited WN ED
- Variety of shifts over 7 days
- 66 patients interviewed – after receiving service, written consent
- Were identified by ED staff as primary care appropriate



# GP Waiting times: 33%



## Told to go: 32%

- Receptionist
- Mother, brother, boyfriend
- Nurse relative
- GP
- Ambulance
- Specialist
- friend

## ED convenient / great service: 25%

- Work at CDHB
- Live/work/drive nearby
- Very quick service
- Everything in one place

# Diagnostics – especially radiology: 23%

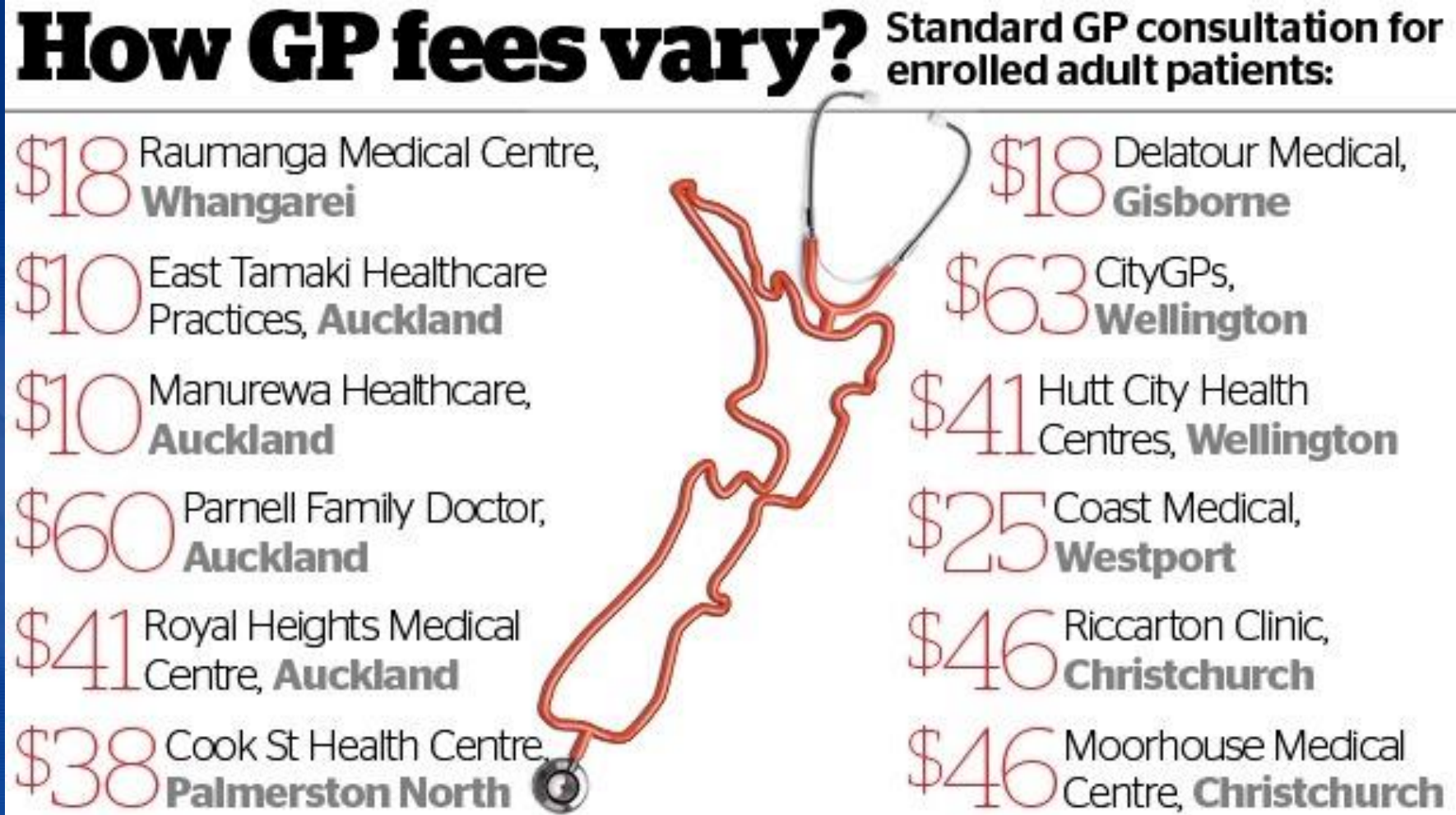




# Hot and cold running specialists: 15%



# Cost barriers: 23%

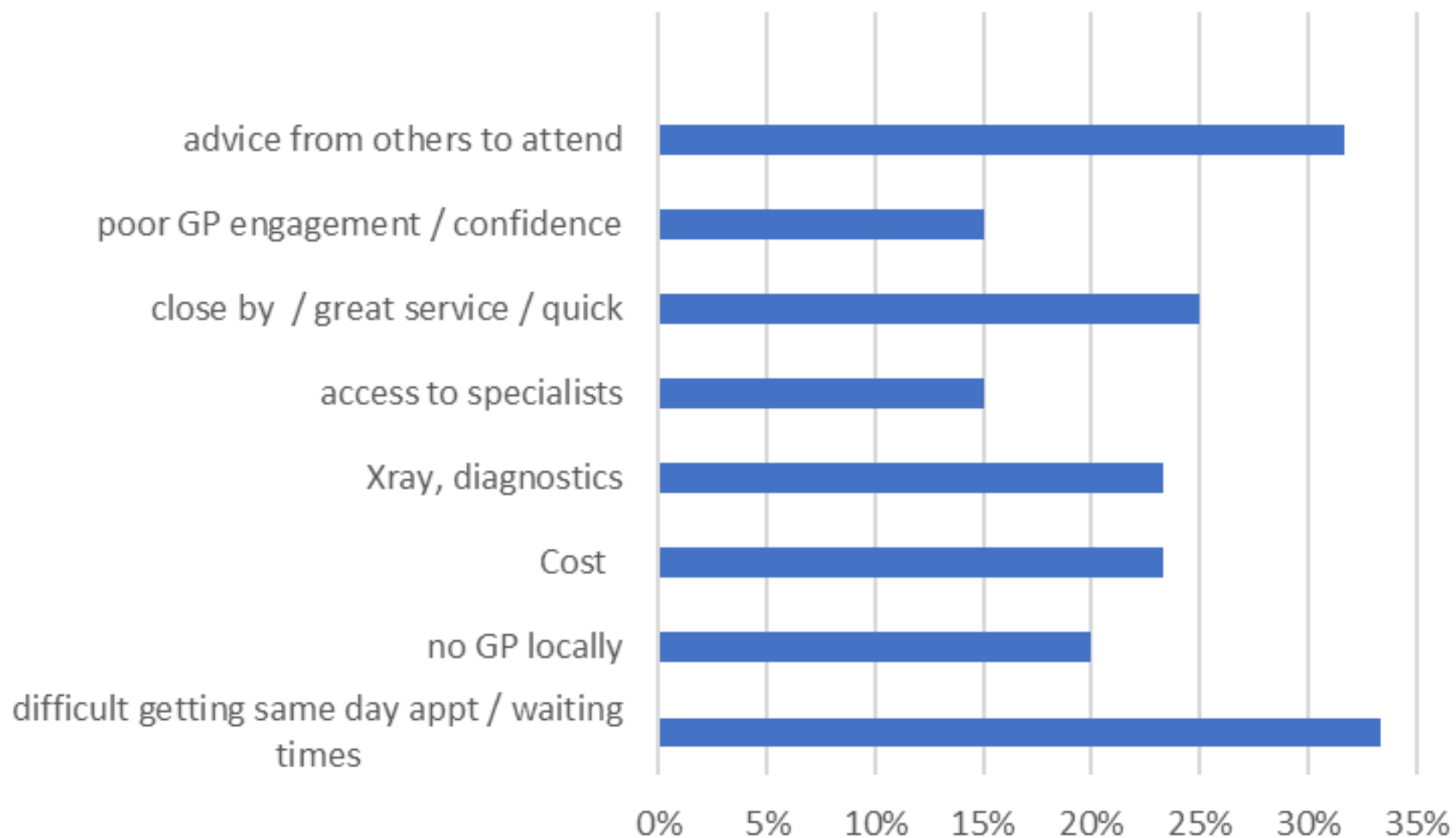


Poor engagement with general practice / low confidence: 15%

No GP locally: 20%

- Not enrolled, recently moved
- Not happy with GP
- Want a 2<sup>nd</sup> opinion





# How does general practice compete with a free, better resourced, 24/7 service?

- Health care home model of care
  - Personal relationship – continuity of care
  - GP triage – same day care guarantee
  - Time to third next available appointment
  - Extended hours
  - E-consults & E-repeat scripts
  - Teleconsults