

Freestanding Paper / Almost finished study**Enablement by the Primary Care consultation: its explained reasons**

Andreia Maria Bandeira, Ana Rita Ferreira, Luiz Miguel Santiago, José Augusto Simões, Joana Penetra

Faculdade de ciências da Saúde - Universidade da Beira Interior, 4425-440 Pedrouços - Maia, Portugal. E-mail: andreiabandeira5@live.com.pt

Background:

The Patient Enablement Instrument (PEI) is a 6 questions indicator of effectiveness of the primary care consultation measuring the patient's feelings about the consultation with his family physician.

The underlying reasons for each answer are yet to be fully comprehended.

Research questions:

Investigate the explanations of PEI answers, especially regarding the "equal or worse" and "equal or less".

Method:

Observational study in triangulation methodology with PEI application complemented with a qualitative questionnaire of pre-established justifications and an open option response. Convenience sample yet size representative in randomized days of consultation in Primary Healthcare Centres, Central Portugal. After consultation patients were invited and gave written consent and doctors were unaware of the study.

Results:

A sample of n=190 was studied, 62,6% female, 14,2% <35 years, 41,1% >65 years, 84,7% consulting in a previously scheduled appointment and 74,7% are under regular medication. 47,9% have low studies and 56,3% no professional activity.

Main reasons for equal or worst: "Because my illness is boring and there is no improvement", n=8 (4,2%), "Because there is no explanation for my illness", n=7 (3,7%), "Because they cannot solve my illness", n=11 (5,8%), "Because I feel my illness is never going to be solved", n=9 (4,7%), "Because I drop off as I came in with no resolution for my problem", n=12 (6,3%), "Because I don't have total confidence on my Doctor", n=3 (1,35%).

Conclusions:

The explanations of PEIs answers clearly are in the domain of the doctor/patient communication skills. Two aspects have been established: the perpetuation of incomprehension and doubts, and the feeling of irresolution and inability to solve the problems. The communication skills have a direct relationship with the capacity that the patients acquire to improve their well-being and increase their quality of life.

Points for discussion:

- General Practice
- Enablement
- Person-centered Medicine