

Introduction

This autumn, the Royal Hospital for Sick Children, Edinburgh (RHSC) will relocate to Little France, and the age limit will increase from 13 to 16 years old³. This study investigates the views of **parents**, **children <13** and **staff** regarding the move, and considers what people want from the new emergency department (ED).



Methods

A **questionnaire** was offered to all parents of children presenting to the current ED between 04/09/17 and 23/10/17 (n=250). Questionnaires were also distributed to ED staff during this period (n=36). The questionnaire demographics are summarised below.

Staff role	Frequency	Age of child (yrs)	Frequency*
Doctor	16	<1	29
Nurse practitioner	5	1-4	106
Nurse	10	5-12	154
Other	5	13-15	26

*n=315 due to parents presenting with multiple children

Semistructured qualitative **interviews** were then conducted with a random sample of 50 parents in the ED waiting room. Where appropriate, presenting children aged <13 were also asked for their views.

Findings

The **move was regarded positively overall** by parents (n=172/248, 69%) and staff (n=33/36, 92%), with a strong association between negative views and living further from the new site (p<0.001, n=196) (*Figure 1*).

Parents were overwhelmingly **positive about the new age limit** (n=189/205, 92%, 95% CI (0.876, 0.955)), whereas staff felt that more **adolescent-specific training** is needed in areas such as mental health, toxicology and sexual health.

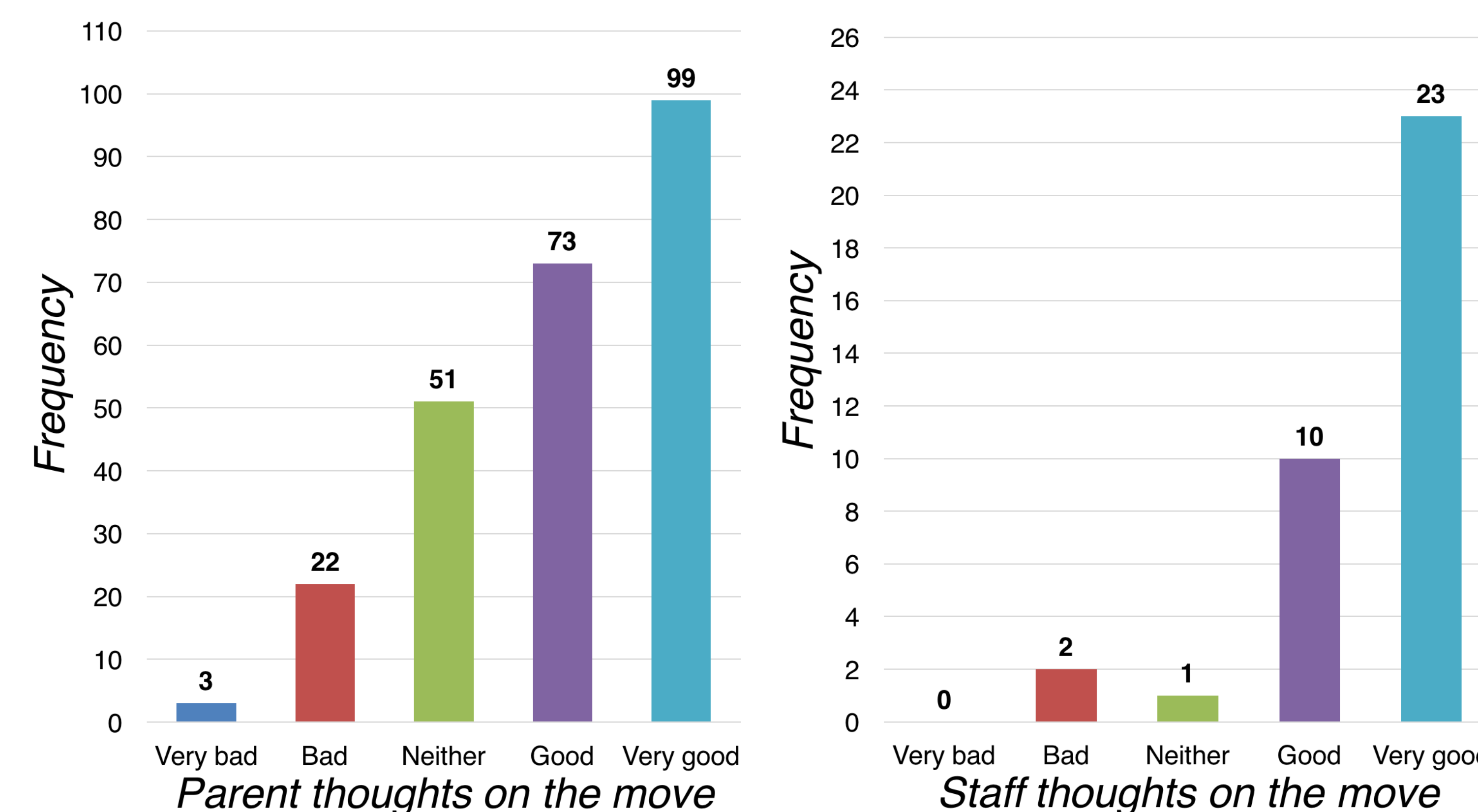
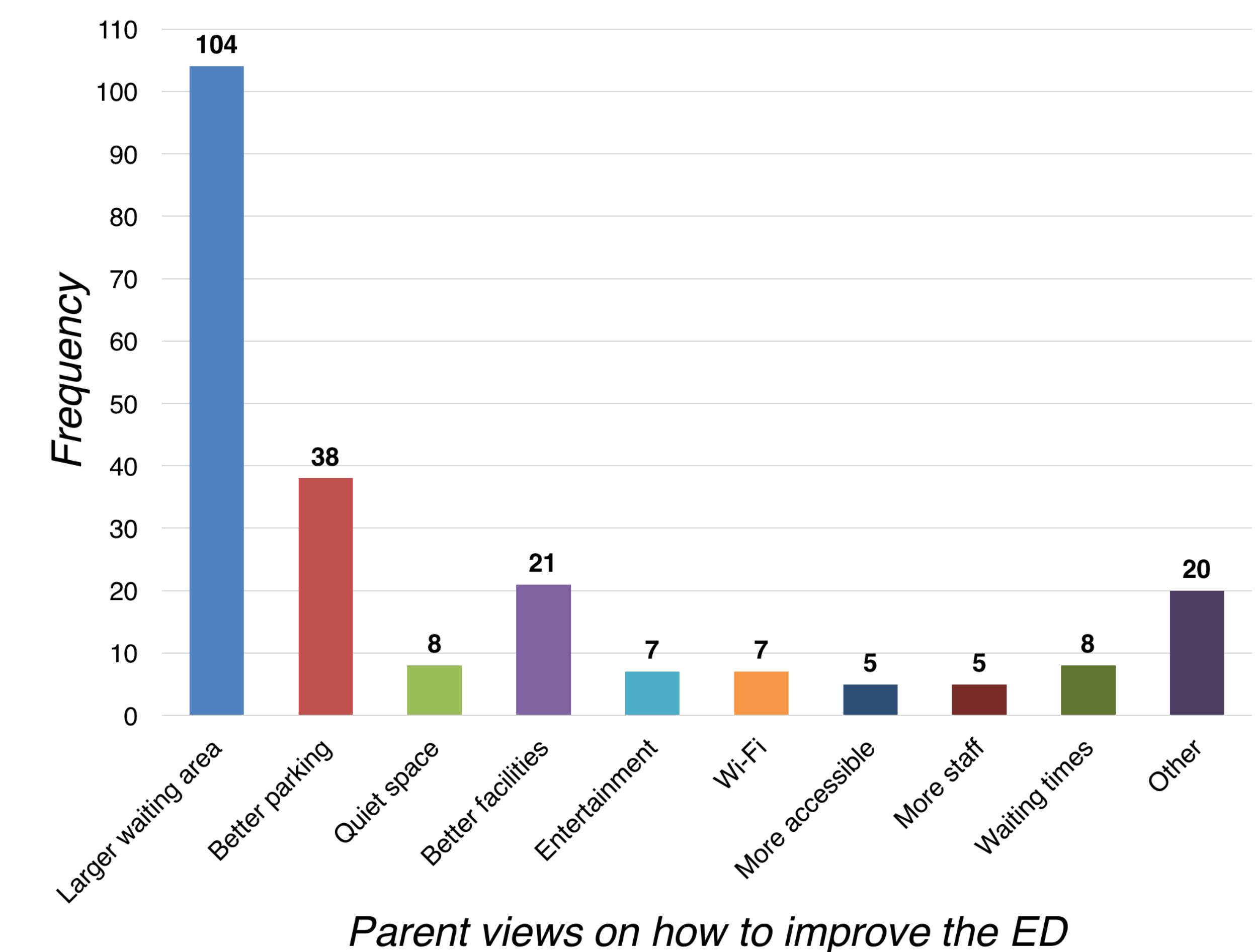


Figure 1

Interviews showed that adequate **entertainment** in the ED waiting room, including Wi-Fi access, is important to children. Parents, however, are more concerned with **parking** and **ED design** – features which have hopefully been improved during construction of the new site (*Figure 2*).

Findings cont.



“When your child is injured or unwell, you don’t want to be spending 20 minutes driving around looking for a parking space.” – Parent #33

Figure 2

Whilst only 8 parents expressed concern about **waiting times** via questionnaire (*Figure 2*), many interviewees considered the ED to be under ‘enough stress as it is’ without the addition of the adolescent population.

However, the majority of parents (n=184/225, 82%, 95% CI (0.761, 0.866)) said they would be happy to be referred to a **co-located GP** to improve patient flow through the ED.

References

1. The University of Edinburgh. 2. Consultant Paediatric Emergency Medicine, RHSC.
3. NHS Lothian (2017). *Proud Histories, New Chapters*. Available at: <http://www.nhslothian.scot.nhs.uk/OurOrganisation/PropertyDevelopments/CurrentProjects/ProudHistoriesNewChapters/Pages/default.aspx>