

# RESEARCH DIRECTIONS

## Are you happy with your Practice Nurse?

**Dr Elizabeth Halcomb and Associate Professor Yenna Salamonson from the Family and Community Health Research Group will be evaluating patient satisfaction with general practice nurses across New Zealand. This project has been funded by The New Zealand College of Practice Nurses.**

'Nurses are often the most significant part of a patients experience within a hospital or general practice setting,' says Dr Halcomb. 'Ensuring that patients are comfortable with their nurse, and satisfied with the care they offer is essential to providing quality health care. In 2009, we performed an Australia-wide multi-method study to analyse the quality of care provided by general practice nurses. These nurses are an important component of primary health care, for example, relieving work pressure in general practices and improving the management of chronic disease. The study was a great success, and has now been modified to be performed within the parameters of New Zealand general practice nursing.'

The study will comprise surveys and interviews with patients who are seen by general practice nurses. We developed the survey tool in a collaborative project between UWS and the Australian Practice Nurses Association. The New Zealand College of Practice Nurses will recruit 30 nurses to participate in the study. Patients who consult with these nurses will be asked to complete surveys about their experiences and a number will be selected to participate in telephone interviews about their consultation and their relationship with the practice nurse. Using both surveys and interviews allows the research team to gain a greater insight into the interactions, expectations and relationships between practice nurses and patients.



This research will provide information that will help practice nurses to develop stronger relationships with their patients, in turn providing better health and patient care. As nurses become more important to the sustainability of the health care system, it is imperative that we understand and address any weaknesses in patient care in order for the health care system to be as efficient and helpful as possible.

**Project Title:** Consumer Satisfaction with General Practice Nurses

**Funding has been set at:** \$10,000

**Contact Details:** [e.halcomb@uws.edu.au](mailto:e.halcomb@uws.edu.au)  
<http://www.uws.edu.au/fach>

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