

## **Lay Summary**

### ***Patients' experience of attending emergency departments where primary care services are located.***

Primary care services have been introduced in or alongside Emergency Departments (EDs) to help cope with increased patient attendance in recent years. We need to know more about what the experience of patients is when attending these Emergency Departments. This will help us assess the quality of care and identify ways to make it better.

We interviewed patients and staff members, got feedback from a wide group of stakeholders, and visited and observed at Emergency Departments to find out how patients felt about being directed to see a primary care clinician (e.g. a GP) at the emergency department and the care they received.

We found that patients had no expectations or preferences for which type of clinician they were seen by. Generally, patients found it acceptable to be seen by a GP. Both staff and patients reported that patients generally found being directed to a GP acceptable if

- they felt their problem was dealt with suitably
- they were seen and treated in a timely manner
- staff clearly communicated the need for any investigations
- staff explained how the results of investigations contributed to decision-making and treatment plans

Service providers can expect patients to be generally satisfied with their experience of being streamed to and seen by GPs working in Emergency Departments. If service providers decide that providing primary care services at their ED is the right thing to do in their local circumstances, they need to ensure clear communication between patients and staff and seek feedback from patients on their experiences of the service.