

“Have I suddenly become a naughty child?” How ego states may affect the way patients’ and their families’ engage with kidney dietitians.

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Abstract:

Interpersonal communication is an essential skill for dietitians being the main method by which important dietary information is disseminated. Advice aims to reduce the risk of kidney disease morbidity and mortality. However, non-attendance at dietetic clinics has financial implications. Of the £360 million non-attendance costs the NHS each year (Mitchell & Selmes, 2007), it is not known how much can be attributed to patients’ negative perceptions of and responses to, health professionals practice. This study, informed by Francis (2010) report recommendations, explored the relationship between dietetic service and service users so potential changes to service delivery will be deemed accessible and acceptable by patients and their families.

To explore experiences and perceptions of service users and their families of the current dietetic service for peritoneal dialysis. Ten individuals opted into semi-structured in-depth telephone interviews. The interviews explored the patients/ families current renal dietetic service experience and engagement with dietitians. Interviews were recorded and transcribed verbatim. NVivo 10 was used for data management. Framework Analysis was used to inform analyses. All participants gave informed written consent. Ethical approval was obtained.