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## EXPLORING THE VIEWS OF PARENTS OF CHILDREN AGED TWO YEARS AND UNDER FOLLOWING TELEPHONE ADVICE FROM NURSES WORKING IN A GENERAL PRACTITIONER OUT-OF-HOURS SERVICE IN IRELAND

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This paper focuses on parents' use and experiences of general practitioner (GP) out-of-hours (OOHs) services in Ireland. The progress in the establishment of GP OOHs services is considered by the Health Service Executive (HSE) to be a highly significant quality initiative for patient care, and the health service as a whole. Outside of normal GP surgery hours, parents of children can call a dedicated telephone number, to have their urgent health concerns assessed and to be advised about the appropriate level of care. Experienced nurses, who are often based in a GP OOHs centre, assess the call over the telephone and provide advice to the callers. The overall aim of the study is to explore and understand the views of parents of children, aged two years and under, following telephone advice received from nurses in the context of a GP out-of-hours service. A qualitative, exploratory, descriptive design was used to examine the views and experiences of parents of children aged two years and under, who used a GP out-of-hours service provider in Ireland. Nine parents who had received phone advice from a nurse were purposively sampled to take part in the study. Data were collected using semi-structured interviews by telephone. Data were transcribed and analysed thematically. Themes included parents' perceptions of illness in children with the need to be heard, parents' views about accessibility to GP OOHs, parents' expectations that the service would offer guidance and reassurance, parents' satisfaction with the nurse's advice, and parents' experiences of hospital emergency departments (EDs). The study revealed that parents are satisfied with the GP OOHs service and the parental decision-making model has the potential to provide an opportunity to continue the progress of the establishment of GP OOHs services in Ireland.

### BIOGRAPHY

Abdallah Kasem is an assistant professor and head of maternal child health nursing at Jordan University of Science and Technology. He completed his bachelor's degree in general nursing, 1994 in Jordan University. He participated in activities related to nursing accreditation process. He involved in different academic work and presentations such as, health education and health teaching program for patients with dehydration, pain therapy, bereavement and its implication on nursing practice, making things better ideas for change, principles of quality initiatives and its impact on nursing practice. head injury and impact on patients, families and nursing.

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