

ENCOUNTERING PARENTS IN THE PRIMARY HEALTH CARE CENTRE

a balancing act between different perspectives and expectations

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WHAT IS THE FOCUS OF THE STUDY?

To describe health professionals' reflections on encounters with parents seeking care for their children at the Primary Health Care Centre (PHCC).



WHAT IS PHC IN SWEDEN?

Child Health
Care

School Health
Care

Primary
Health Care
Centre

Home Health
Care

WHAT IS KNOWN ABOUT THE SUBJECT?

- The encounter is an asymmetric triad
- Communication is of importance
- Health professionals try to avoid conflicts with parents
- Parents are important for their child's well-being and safety
- Parents need space to express their worries
- Parents are responsible in the health care situation
- The parents decide over the child's involvement
- Parents actions facilitate or obstructs the encounter



WHY?

- Encountering parents in the PHCC occurs on a daily basis
- The encounters are short and complex
- Lack of knowledge



HOW?

- Reflective Forums
- Qualitative content analysis

(Lindholm et al., 2006; Ranheim & Arman, 2014; Elo & Kyngäs 2008)

FINDINGS

To balance between different perspectives and expectations

To have beliefs about
parents' perceptions and
expectations

To encounter parents and
children as a unit and
unique individuals

To guide parents

TO HAVE BELIEFS ABOUT PARENTS' PERCEPTIONS AND EXPECTATIONS

Parents are negative

Parents expect examinations to be conducted

The mother says: but you can take blood-samples. It's ok. You can just go on and do that. And I think yes that is what you think. This is where one can get into conflict...because...we want to get the child involved and you don't want to do anything with coercion unless it's absolutely necessary. Then you end up in conflict with yourself, and you end up in conflict with the parent...

TO ENCOUNTER PARENTS AND CHILDREN AS A UNIT AND UNIQUE INDIVIDUALS

The parent-child relation influences the situation

The parent-child relation can break

The children may have difficulties in dealing with the health care situation, so encountering parents and children, it's a very special situation, it's a special situation for the parents as well. You need to be aware of that. Because in the same way that the child has never been in a health care situation before, and has no experience of such, the parent may not have the experience of visiting the primary health care centre with his ill child either.

TO GUIDE PARENTS

To instruct

To calm, support and confirm

To set boundaries

The health care situation will be much better if the children feel safe. It's very hard for me to convey safety when the parents seem to be unsafe or can't convey safety to their child. I cannot comfort the unsafe parents, that parents are safe is the base and from that I can help the parents and the child to have a good experience of the health care situation. Or as good as possible...

A CARING RELATIONSHIP



S
A
B

CONCLUSION



S
A
B