PO22 – Children's satisfaction with the diabetes nursing consultation

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Theme: Nursing education, management and leadership.

Keywords: Children, consultation, diabetes, nursing, satisfaction.

Introduction: Therapeutic education and the monitoring of child/family with diabetes to allow an exchange of knowledge, the maximum control and the best management in this new condition.

Objective: To determine the children's satisfaction level with the diabetes nursing consultation.

Methods: Cross-sectional and descriptive study. Non-probability sample comprising 135 children aged 8-18 years old (Average: 13.45; SD=2.83) who attend the diabetes consultation in six Portuguese public hospitals. An adapted version of the Escala de Satisfação dos Utentes (Users' Satisfaction Scale) with the Diabetes Nursing Consultation (Chaves *et al* 2012) was used.

Results: The 135 children showed a global satisfaction average rate of 87.4%, that was from 91.06%, in the 'Initial assessment' dimension, 93.56% regarding the 'guidelines' and 79.55% in 'relationship/communication'.

Conclusion: The adequacy of strategies in diabetes consultation promotes a greater involvement of children, independence in health care, better adherence and management in therapeutic procedures, thus resulting in higher satisfaction.

PO23 – Behavioural therapy via a video conference

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Theme: Therapy and technology

Keywords: Behavioural therapy, telemedicine, tics, Tourette syndrome.

Methods: Since December 2014, 10 patients have participated and finished the therapy. The first and last session took place at the Tourette clinic and sessions 2-11 were offered via video conference. Before and after BT, Yale Global Tics Severity Scale and PedsQL (Quality of Life) were used to assess the effectiveness of BT. We compared these patients with 10 patients with traditional BT.

Results: Both in the group with video conference BT and in the group with traditional BT, we found a decrease in motor, vocal, and total tics and global severity score. The quality of life increased in both groups. These effects were not statistically significant different between the groups.

Conclusion: The effectiveness of BT via video conference seems to be as effective as traditional BT. If further analyses confirm these results, we will offer video conference treatment to all the patients who find it difficult to meet physically.

PO24 – Paediatric nurse reception (PNR) at the children's emergency department in Gothenburg

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Theme: Accreditation and quality improvement.

Keywords: Paediatric nurse reception.

Background: The children's ER receives 50,000 patients yearly. The majority of the patients have mild discomforts. Can these patients be treated by a paediatric nurse?

Aim: How satisfied are the families? What is the revisiting frequency?

Methods: The pilot study was performed under two weeks in October 2015. A paediatric nurse performed a clinical evaluation and took appropriate action based on condition. The nurse filled in the study protocol. Interviews were made by telephone.

Result: The PNR had 131 patients during the time of the study. 12% of the patients were transferred to the emergency department. Two out of the 131 patients returned to the ER within 14 days. Parents of children who were treated at the PNR were very satisfied.

Conclusion: The revisiting frequency was very low.

PO25 – Catastrophe simulation through an interactive board game

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Theme: Multidisciplinary team working.

Keywords: Catastrophe simulation, catastrophe training.

Aim: Catastrophes are rare, which means that the habit of dealing with them is small and all while there are high demands on well-functioning work routines. The purpose is to increase