LETTERS TO THE EDITOR

The economics of appliance—a study of appliance loan in accident and emergency departments

Editor,—It is common experience for all staff who work in accident and emergency (A&E) that appliances such as crutches, walking sticks, knee splints and frames can be in short supply. One of the results of this is that patients can be denied appliances out of hours. Also loss of these appliances may lead to increasing hospital costs.

With this in mind, we sent a questionnaire to all A&E departments in England and Wales asking if they had procedures in place to manage the purchase, loan and recovery of appliances. We also sought to determine the estimated costs to the departments.

There was a 56% response rate and 90% of the respondents loaned appliances to the population they served. Only 43% of the respondents kept an inventory (usually book records), of which, only 58% followed up the patients who did not return the loaned appliances. Some 63% of the respondents agree there is need for a tracking system.

We also know that supermarkets have had to act as a result of the constant loss of trolleys.

We estimate that a busy department that loses five elbow crutches a day at a cost of £10 per crutch will lose £50 per day and £18 250 per annum. A&E computer systems should be able to simplify this. A combination of this and a more automatic generated letters will further simplify this. A combination of this and an automated system will help reduce costs and provide better equipment management.


Can nurse practitioners offer a quality service?

Editor,—Following our previous paper published in March 1998,1 it is now five years since the unit became operational as a nurse led minor injury unit. The unit is open Monday to Friday, from 0900 to 1700. During the five year period a total of 43 142 patients were attended to in the unit. Of these 32 755 were new patients, of which 14 638 were children. A total of 3 483 patients had fractures reviewed by the accident and emergency consultant during his weekly sessions in the unit. The consultant continues to review all radiographs requested by the emergency nurse practitioner (ENP) and from the second year onwards only inspected one in every five patients’ notes. Of the 9 905 radiographs requested by the ENPs there have been 30 missed or false positive readings. Two written complaints were received, however neither of these pertained to the treatment given in the unit. One of the complaints concerned a child protection issue and the other concerned a mentally challenged child who was referred to Crawley Hospital for further assessment. In 1999 West Sussex Health Authority carried out a financial analysis of the service and it gave a cost per patient as £16.70 (this includes staffing costs but not overheads, for example, radiology). Thus the past five years gave further evidence that, with support, ENPs can provide a community with an effective and worthwhile service.


BOOK REVIEW


Gastroenterology has never been really considered a Cinderella specialty. Any emergencies associated with this specialty usually conjure vivid images of either haemorrhage or faeces, either separately or combined. This book, however, educates the uninformed that there are many emergencies associated with the gastro-intestinal tract and that these may present to either physicians or surgeons. Thus, the multidisciplinary approach to gastroenterology is a plus point for this book and is an important point that future potential authors should note.

The book has been divided into three, convenient sections. The approach to specific presentations, complications of gastrointestinal procedures and specific conditions is very comprehensive with clearly defined headings. It is however, unfortunate, that the same headings are not used consistently and I found this irritating and not conducive to easy reading. The book comprises of short succinct sections that could have been even shorter by more appropriate use of the English language. Although each chapter is thought provoking and will provide a focus for discussion there are certain omissions and factual inaccuracies. Of these my major concern is the failure to mention airway management and oxygen therapy in the patient who is shocked, in particular, from a gastrointestinal haemorrhage. I was also surprised by the failure to see, or reference to the British Society of Gastroenterology guidelines.

Overall I think that the authors have responded to a difficult challenge, to write a textbook about gastrointestinal emergencies. They have succeeded in part and I am sure that a future edition will be significantly improved. This will make it more attractive to the proposed market of junior doctors, emergency nurse practitioners and medical students as it will be not only a useful clinical aide memoire but also help with revision.

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