MEN’S DISSATISFACTION WITH ENCOUNTERS IN HEALTHCARE - A QUALITATIVE STUDY
L. Skär*, S. Söderberg

Abstract Content: Introduction: Encounters within healthcare create many times suffering among people with illness, as a consequence of professionals’ treatment and behaviour. Studies on quality of care focusing on dissatisfaction with encounters within healthcare between people with illness and professionals are still sparsely studied.

Objectives: The aim of this study was therefore to describe men’s dissatisfaction with encounters in healthcare.

Method: Qualitative data were collected in semi-structured interviews with a purposive sample of nine men who have filed a complaint to the Patients’ Advisory Committee.

Result: The results indicates that dissatisfaction was related to lack of communication with professionals which made the men sensitive to negative attitudes on the part of professionals. The men were given no opportunities to influence the encounters and the professionals had a different view about the best course of treatment. The results also show that healthcare was characterised by stress and that less time was given for communication and conveying information.

Conclusion: In conclusion the results indicate the importance of meeting patients and their relatives with respect and dignity, listening to their experiences and proceeding with the treatment without violate anybody as a person.

Disclosure of Interest: None Declared

Keywords: Patient-professional relationship, dissatisfaction, encounter, quality of care