

Causal Explanation for Patient Engagement with Primary Care Services in Saudi Arabia: Preliminary Results of Realist Review

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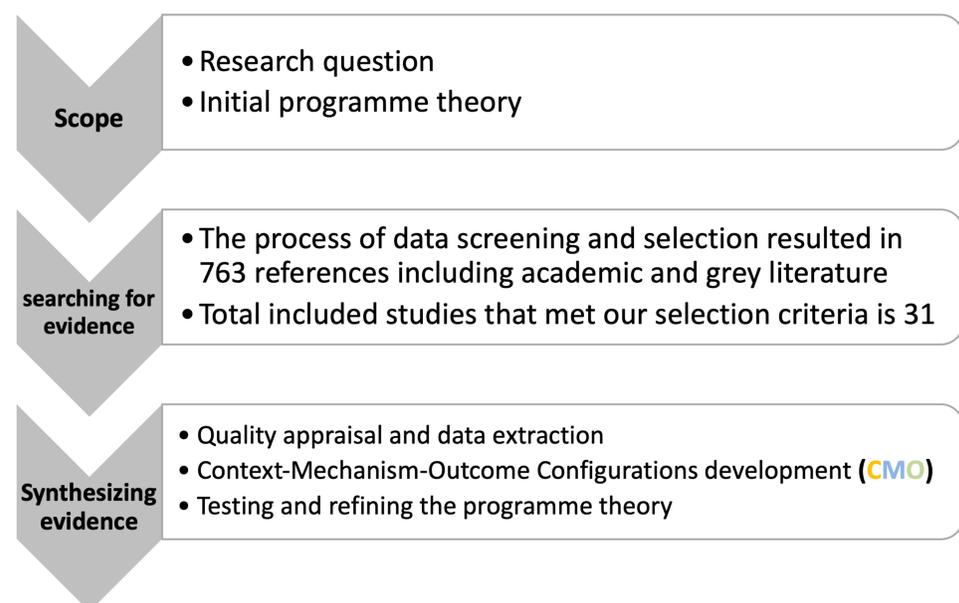
Background

Primary healthcare services (PHC) in Saudi Arabia (SA) has lagged behind secondary care, and evidence suggests that 65% of the cases seen in secondary emergency hospitals classified as non-urgent [2]. However, a recent review showed that the overall satisfaction of PHC in SA is more than 75%[1]. While the patients reported that they were satisfied with PHC services, they frequently attended emergency departments directly, which indicated that they were unlikely to be satisfied with the PHC services.

Aim

To understand the causal explanation of patient engagement with the PHC in SA.

Approach

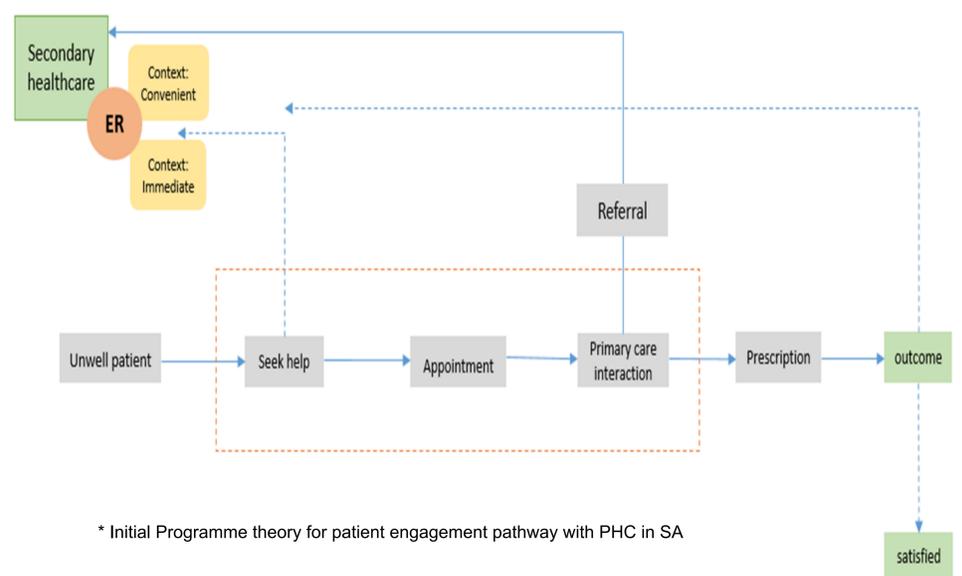


What is Realist Review? Why?

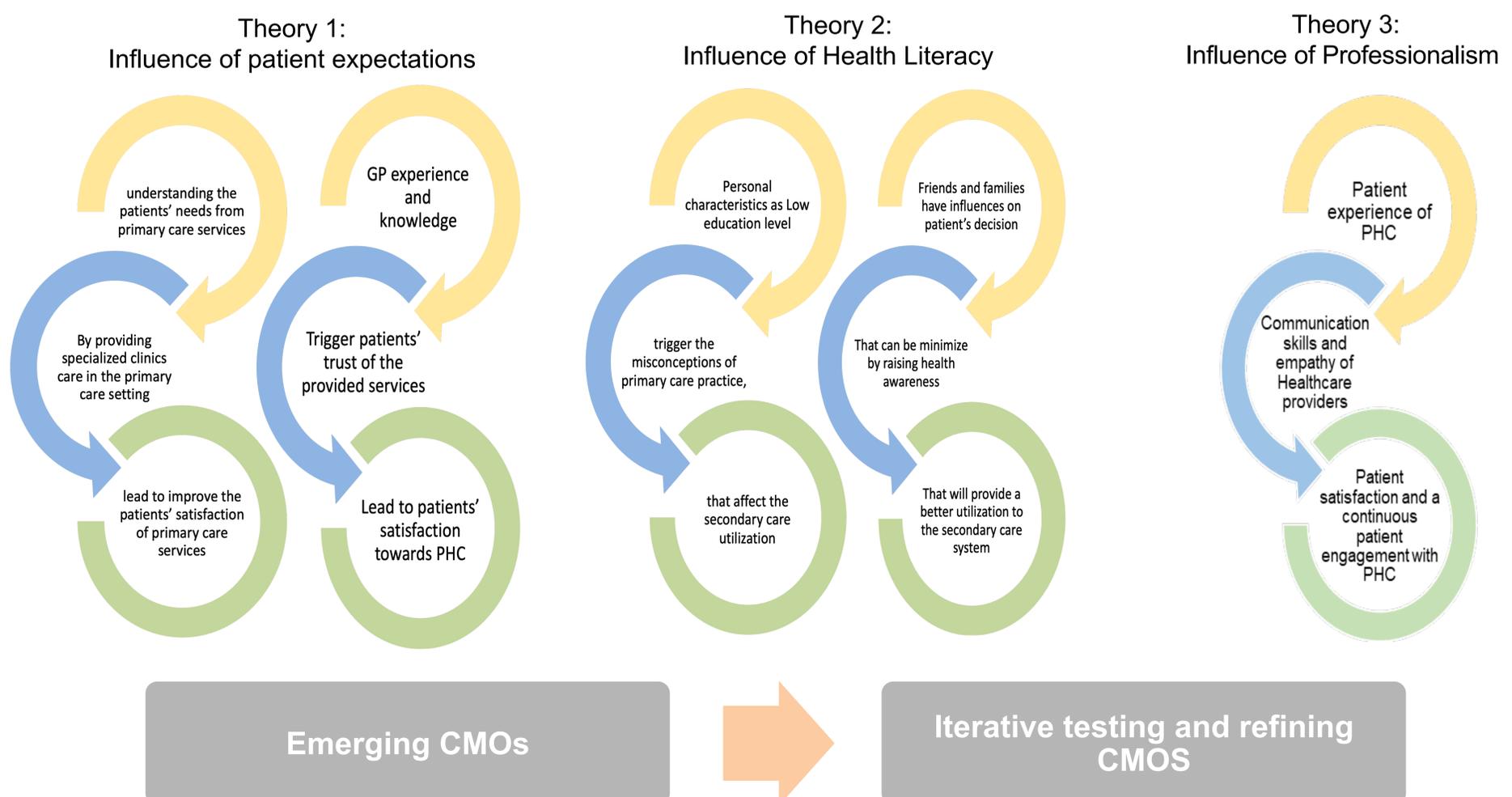
A theory-driven interpretive approach to synthesizing evidence [3].

Ideally suited our research to understand the complexities of the dynamic and iterative concept of patient engagement with primary care services in SA.

This review was structured around examining the (mechanisms) of patient engagement with primary care services in SA that been triggered by different (contexts) to generate certain outcomes



Results



References:
 1. Alyasin A, Douglas C. 2014 Reasons for non-urgent presentations to the emergency departments in Saudi Arabia
 2. Senitan, M., Alhaili, A. & Gillespie, J. 2018 Patient satisfaction and experience of primary care in Saudi Arabia: a systematic review.
 3. Pawson R, Greenhalgh T, Harvey G, et al. 2005 Realist review—a new method of systematic review designed for complex policy interventions.

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