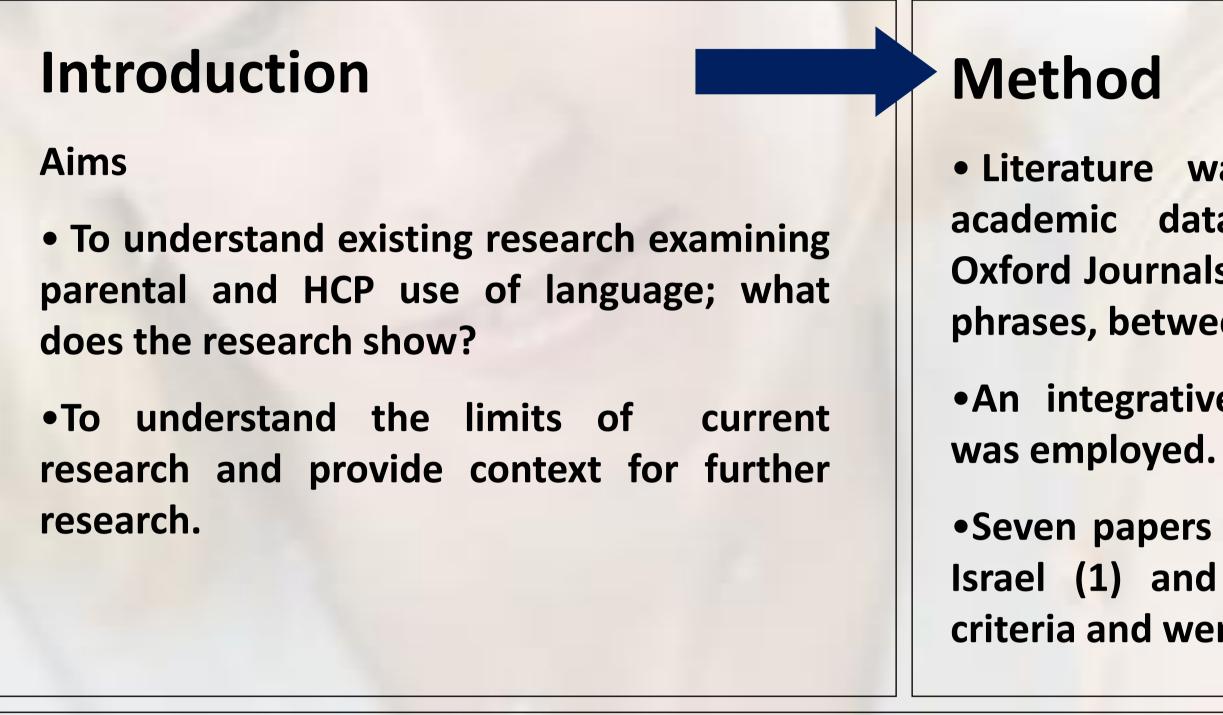


Parent and healthcare professional use of language: a literature review



Findings

Patients have difficulty with medical terminology or information, ranging from medical terms, organ location, cancer and asthma vernacular. These finding are mirrored in research with parents, however studies are rare.

•Gittleman (2004) found that parents (n=122) could not define meningitis (70%), lethargy (64%) and virus (40%) correctly. Parents appeared to have general information, but lack depth.

•Other studies (Michel 2006; Cane 2004) have shown less than 50% (n=139) concordance between parents and HCP for definitions of wheeze and most parents definitions did not map onto epidemiological definitions.

•Kai (1996) showed that parents felt they received too little information about their child's illness. They saw the terms virus and bug as confusing, vague and a catchall diagnosis, in turn causing anxiety over reassurance.

•Parents have been shown to have difficulties in understanding information presented in A&E. (Cramm and Dowd, 2008; Waisman et al, 2003; Chappy et al, 2012). One-fifth of parents did not understand information provided to them and understanding was effected by the perception of pain in their child.

The literature review showed a disparity between HCP and parental use of language.



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 Literature was identified from searches of academic databases (Pubmed, Sciencedirect, **Oxford Journals)** using a selection of keywords or phrases, between 02/12-06/12.

An integrative literature review methodology

•Seven papers from the UK (3) and the USA (2), Israel (1) and France (1) meet the selection criteria and were assessed

Table 1: Selection criteria

Population	Parents, c (up to add
Setting	Literature both GP s
Condition	Literature included.
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Discussion

•Overall there was a lack of previous research and what exists shows a disparity between HCP and parents use of language

 Current research doesn't examine acute illness nor how these differences effect parents and child health.

 Most research reviewed was quantitative and therefore limited in scope and exploratory capacity.

•This review highlights the need for further in-depth qualitative study to fully explore this topic.

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carers or guardians with children olescence)

e reporting on data collected from urgeries and A&Es were included

covering acute illness were

hich cover communication in r chronic illnesses were not, as re likely to have different cation experiences.