Standardising the urine sample process

Brunton Place Surgery (March 2019)

Quality issue / initial problem

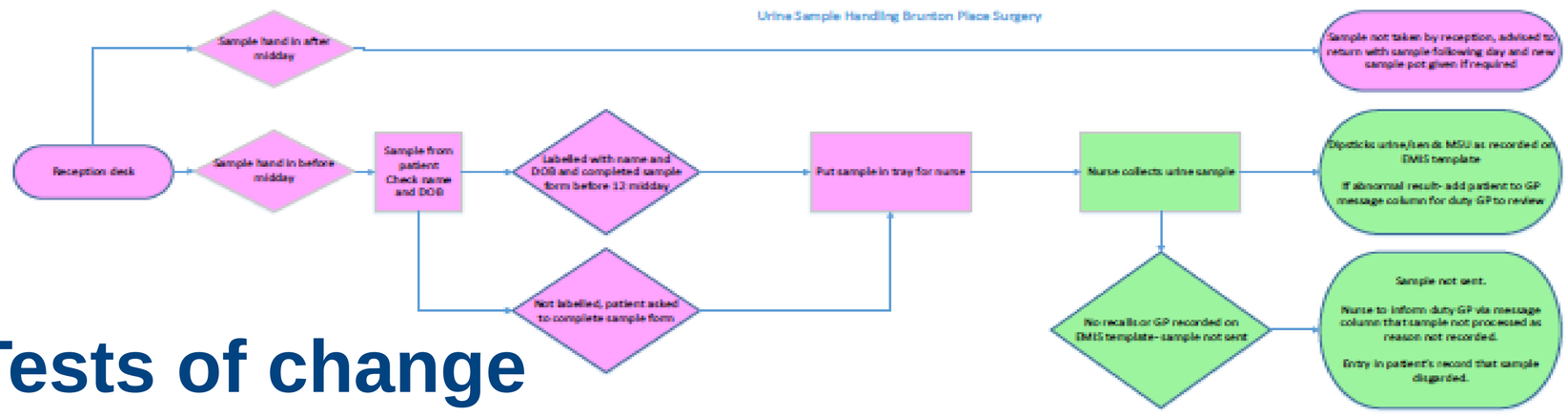
Urine samples are handed in daily to a GP reception desk. These samples are predominantly processed by a practice nurse in admin time. A significant event recently highlighted that processing of urine samples at Brunton Place Surgery was done without a set protocol. We decided to review in order to see where improvements could be made in the whole process to improve patient experience, ensure samples were tested accurately and to avoid unnecessary and/or incorrect urine samples being sent to the lab

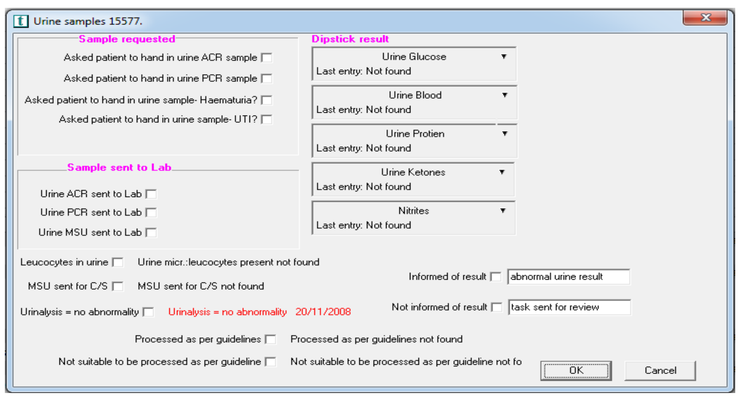
Specific aim

By March 2019, 100% of urine samples to be processed by a standardised protocol

Measurement of improvement and QI tools

- Improved patient satisfaction
- New template for everyday use and ease of communication
- New formal process map ensuring a standardised protocol was used across the practice





Tests of change

Introduce reception forms to contain all patient ID
Plus patient feedback

→

Ensure urine samples are handed in before noon
Posters, PLT session, consultations & website

→

EMIS urine sample template
Clearly document essential request info, outcome & actions

Effects of change

- 100% urine specimens labelled at all times!
- Improved patient satisfaction thus an better process for all
- Reduce unnecessary urine samples (5% to 0% of samples)
- Reduce clinical time spent on unnecessary samples
- No more 'best guess' scenario
- Reduced unnecessary samples being sent to lab (***)
- Arrived earlier at the lab and often acted same day
- More standardised and clearer documented urine dip results
- Better education, communication & engagement
- Nurses requesting urine samples *increased* from 18% to 24%
- GPs requesting urine samples *decreased* from 75% to 68%
- Reduced potential for future SEAs

Patient & Staff Experience

- Patient satisfaction improved from 91% to 95%
- Whole practice involved in engaging PLT session
- Staff were actively involved from the early stages leading to regular informal feedback
- Therefore the process was honed to reflect the practice needs & staff

Lessons learned and message for others

- GPs don't process many urine samples and thus a process is needed to get the info needed
- Achievable project with great potential gains for an everyday process, clinical practice &patient safety
- Involve the practice team from an early stage as helps when implementing change

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