

Access QI Collaborative: Urology One Stop Haematuria Clinic

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Background

- NHS Lothian Urology Service is one of the largest in the UK, receiving an average of 16,000 referrals per annum for local, regional and national services
- "One stop" diagnostic clinics have been shown to streamline patient pathways ¹⁻³
- Visible haematuria (blood in urine) is an Urgent Suspicion of Cancer referral

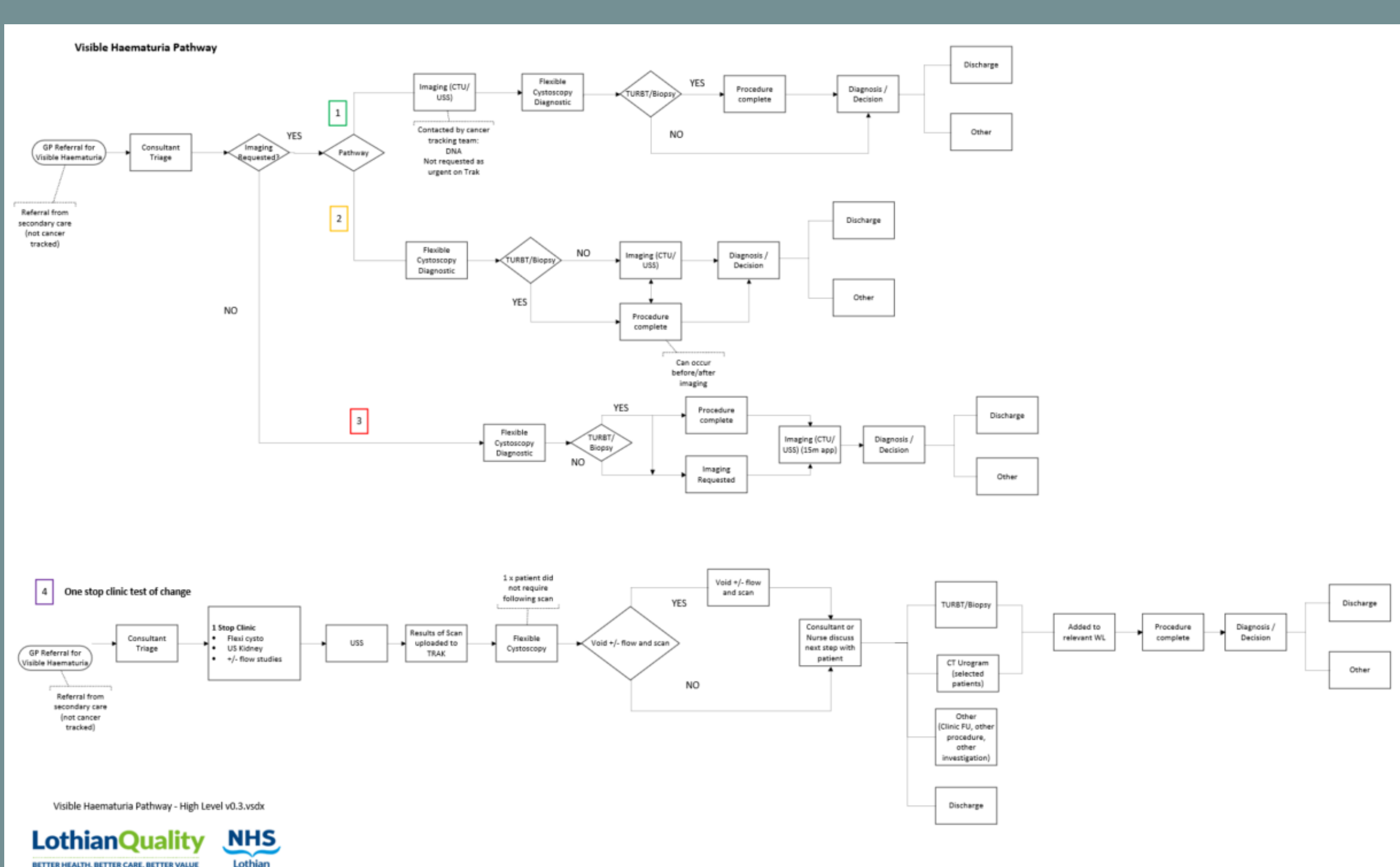
Aims and Objective

- To focus on the group of patients referred with visible haematuria
- To understand the current patient pathway
- To reduce the time of referral to diagnosis for patients with visible haematuria

Patients and Methodology

- A Quality Management System approach was used by the project team to achieve our aims, involving Quality Planning, Quality Improvement and Quality Control/Assurance
- A process map of the current urology service was created, mapping out the complex system and aiding teams to understand their own local process and highlight areas for improvement (Fig 1)
- Patient and staff engagement was undertaken in a variety of urology settings to understand the views and experiences of patients, their families and staff

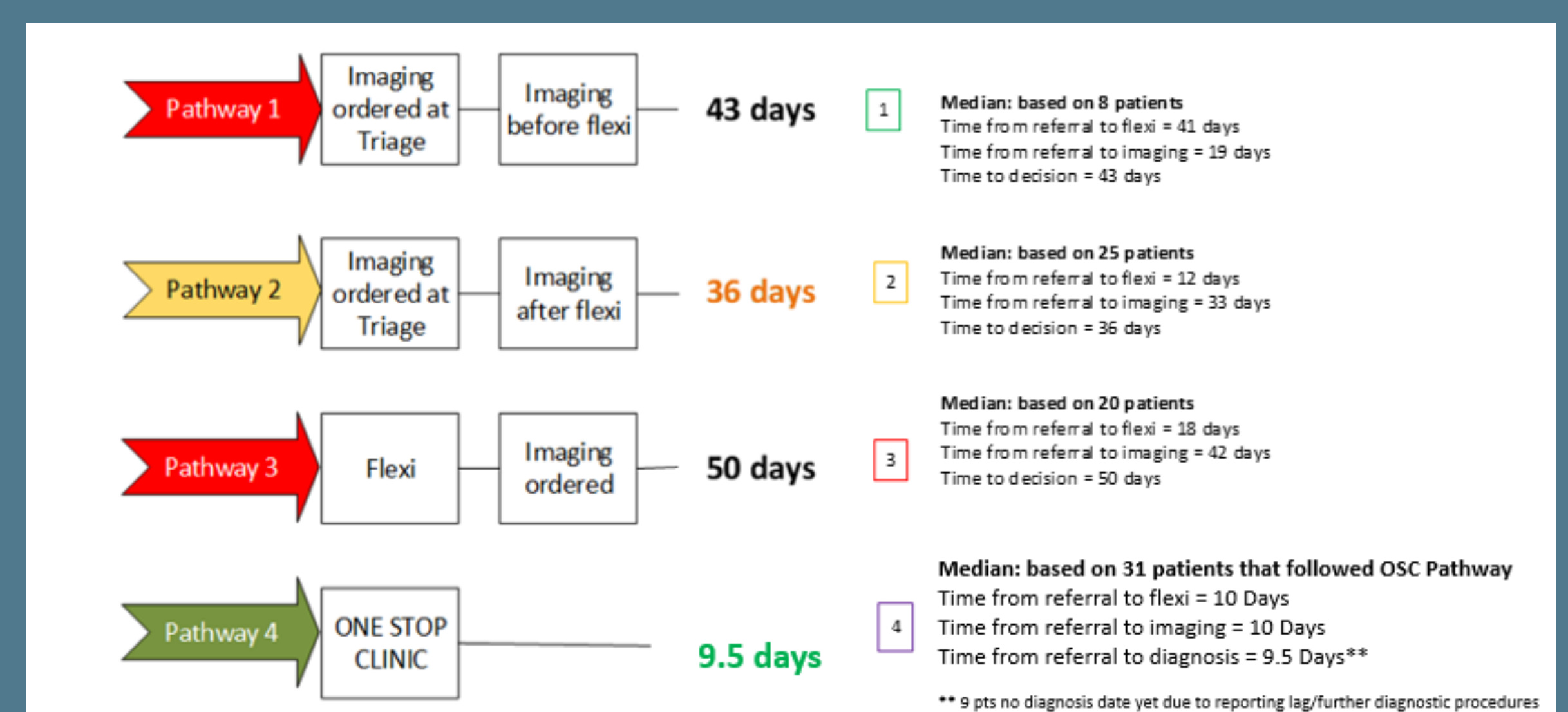
Figure 1: Process map of the Lothian visible haematuria patient pathway



Results

- Process mapping, clinical outcome data and patient and staff input informed our understanding of where in the pathway to focus the improvement work
- Three common diagnostic pathways were identified with variation in the time of referral to diagnosis (Fig 2)
- Additional resource of 0.5 WTE (whole time equivalent) ultrasonographer was secured to facilitate the test of change
- The teams implemented the change idea of a One Stop Haematuria Clinic (cystoscopy and U/S imaging on the same visit) which has seen a reduction in time to diagnosis from 50 days to 9.5 days

Figure 2: Summary of time to referral to diagnosis in patients with visible haematuria and the impact of a one stop clinic model



Discussion

- Patient and staff feedback from the one stop clinics have been very positive – **60% patients Extremely Satisfied and 40% patients Very Satisfied with their experience**
 - Everything seemed to flow, surprised by how quickly I was seen in each area
 - ...the service reduced the need for follow-up consultation
- Preliminary results show a potential resource saving in the number of CT Urograms performed
- The Urology service has incorporated the one stop clinics as the model of care for the diagnosis of patients with visible haematuria
- There are opportunities for this model of care to be replicated in other areas of the urology service

Acknowledgements

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References

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