

# Urology Stent Patient Card

## Project aim

To improve the patient experience and empower patients, the Urology department have introduced a Urology patient stent card for every patient that attends for a stent insertion/renewal.

## Process

The cards will be available in theatres and will be a mandatory part of the discharge process. Please help us ensure patients do not leave the department without being made aware of when they are due for stent removal/ renewal.

## Learning and next steps

Ongoing feedback to be received from patients and departments to confirm patients have received a stent card. The process is discussed regularly in the Urology team meeting and a working group has been established.

**Timeline for delivery** - Introduced 20<sup>th</sup> May 2019

## Project team:

Fran Humphries, Joel Cullen, Mr Waseem Akhter, Ajay Sooknah, Maxine Priest, Elaine Purton, Carol Austin & Kirstie Heys

The image shows a sample of the Urology Stent Patient Card. The card is white with a black border and contains the following text:

**Urology Stent Patient Card** The Princess Alexandra Hospital

Date of insertion .....

Clinician .....

Due date of removal/ renewal .....

Location of removal/ renewal .....

If you have not been contacted the month prior to removal/ renewal due date, please contact the relevant team between the hours of 9am-4pm:

Main Theatre Bookings Team: 01279827540  
Day Surgery Bookings Team: 01279827359  
Oak Unit Bookings Team: 01279444455 ext. 5203/ 7189  
Melvin Ward Clerk: 01279827293

