How to set up an ambulatory urogynaecology service

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Aims of session

• To consider what resources you will need to set up an ambulatory service

• To suggest clinic structures

• To discuss how to write a business case

• To explore how to evaluate and audit your service
Scoping exercise

• Assess and identify your service needs

• Review current provision

• Consider options available for future development

• Explore budget availability and funding

Future development

• What are the bigger plans for your service?

• Any plans for decommissioning of services?

• Future staffing changes?
Issues to be considered

• Identification of suitable patients
• Estimation of workload and staffing implications
• Training
  – Official study day
  – ‘On the job’ training
• Health and safety
  – Sharps disposal
  – Needle-stick injury procedure
  – Decontamination procedure

Issues to be considered

• Quality control and assurance
• Audit
  – Patient satisfaction
  – Treatment effective?
• Finance
  – Set up costs
  – Ongoing costs
• Developing a protocol
Resources needed

- Staffing
- Clinical space
- Consumables
- Set up costs
- Administration support

Writing a business case

- Structure should include:-
  - Introduction
  - Background
  - Established therapies
  - What will be offered?
  - Implementing the service
  - Costings
  - Conclusions
Writing a treatment protocol

• Should include:-
  – Eligibility
  – Consent
  – Treatment schedule
  – Procedure
  – Treatment evaluation
  – Adverse events

Audit and Evaluation

• To assess the service provision:-
  – Number of patients through the service
  – Number of other therapies avoided
  – Money saved / money made
  – Patient satisfaction with service
Audit and Evaluation

• To assess treatment efficacy:
  – Bladder diary variables
  – Urge scores
  – Quality of life scores
  – Patient satisfaction
  – PPBC