



Developing, implementing and evaluating a catheter passport

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Project background

In the UK, around 450,000 people have long-term urinary catheters. Living with a catheter can have a profound impact on a person's life, with challenges to physical, psychological and social functioning. A literature review by the project team identified gaps in the care provided to patients with urinary catheters, such as a lack of information and psychological support. One strategy to address the needs of patients and healthcare staff is to provide a patient-held document containing guidance and information, as well as an ongoing record of catheter care. A small number of catheter passports already exist within NHS trusts but no published research evaluating their efficacy has been identified. A team at the Royal United Hospitals Bath NHS Foundation Trust, in south-west England, therefore decided to co-create and evaluate a catheter passport.

Aims and objectives

The project aimed to explore how a patient-held catheter passport affects the experiences of patients leaving hospital with a urethral catheter, the hospital nurses who discharge them and community nurses who provide ongoing care to them. To achieve this aim, the objectives identified were to:

- Co-create a catheter passport with key stakeholders
- Introduce the passport into clinical practice
- Capture the experiences of patients and nurses using qualitative approaches

Implications for practice

- Patients can be empowered to self-care when they have access to information in accessible formats
- A passport is most effective when nurses explain its function to patients
- A completed catheter passport can enhance the safety and continuity of care across settings
- For the passport to be effective, patients need to carry it to appointments/hospital, and health professionals need to update it at each interaction
- A catheter passport can help trusts to adhere to national guidelines

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Online

Further information about the project can be accessed from: fons.org/library/report-details?nstdid=71869

Key activities and outcomes

A number of activities informed the development, implementation and evaluation of the catheter passport.

• Creating the catheter passport

The passport was co-created by the project team in collaboration with a patient panel (people discharged with a urinary catheter in the past year), a hospital nurse panel and a community nurse panel. The team worked with a graphic designer to develop an accessible document, with versions for men and women.

• Introducing the passport into practice

Information about the passport was shared with hospital and community nurses before its introduction. From December 2015, all patients discharged with a urinary catheter were given a passport.

• Capturing patient experiences of the passport

Patients were invited to participate in the project before discharge; 10 were recruited and were telephoned two to four weeks after discharge and asked if they had used the passport. Nine responded affirmatively (eight men, one woman) and agreed to take part in face-to-face interviews. These were conducted using a structured interview schedule informed by the sections in the catheter passport. Eight were recorded and transcribed; one was recorded using detailed notes at the patient's request.

• Capturing nurse experiences of the passport

A questionnaire and focus group interview guide were developed with the patient and nurse panels. Two focus groups were held, one with community nurses (n=4) and one with hospital nurses (n=6). One community nurse unable to attend was interviewed later. The groups were audio recorded and transcribed. The questionnaire was completed by 33 hospital nurses and five community nurses.

• Findings

Analysis of all data identified three overarching themes:

- *Informing patients, informing nurses* Patients and nurses said the passport increased their knowledge about catheter care. It was seen as clear and easy to use, providing essential information: *'Nurses... have so much to do in such a small space of time and things get forgotten... That's why the passport is good'* (patient). *'It made me think a lot about the patient and how a catheter in situ must make them feel... the passport would be very useful when questions were raised'* (district nurse).
- *Improving care, empowering patients* Patients used the passport to learn about their catheter and to gain reassurance. The 'practical approach' helped some to self-care and troubleshoot, although others would have preferred 'someone sitting down' with them to explain. Nurses agreed the passport would improve care if embedded in practice, helping with continuity, planning and increasing safety.
- *Supporting transition* While agreeing the passport contained useful information and helped with transition from hospital to home, patients suggested they should receive it as early as possible in their stay and that it should not replace opportunities to talk with nurses pre- and post-discharge.

• Recommendations

The small scale of this project is a limitation; further research should be undertaken to explore the impact of the passport over a longer period of time.