



# Name of project: Making it easier for patients to complete the bladder diary

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**Kent Community Health**  
NHS Foundation Trust

## What was our aim?

The current bladder diary is rarely completed accurately by patients or their carers, without additional support from the nursing team.

The aim of the project was to improve the current bladder diary form, to make it easier to understand and increase the number of patients who are able to accurately complete it for a continence assessment.

## Why is it important to service users and carers?

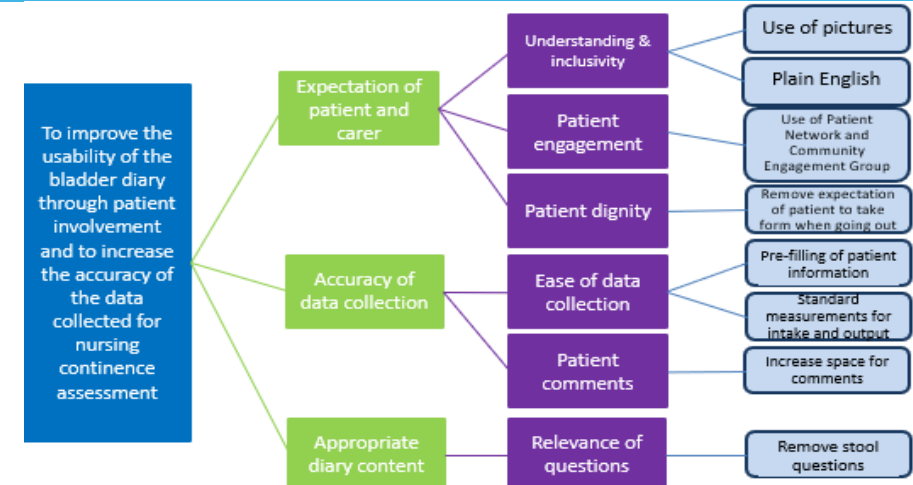
In order for patients to receive continence products through the NHS, a continence assessment is required and patients have to complete a three-day bladder diary of their fluid input and output.

Nursing colleagues feel the current form is too difficult and they are rarely completed accurately by patients or their carer. This results in the nurses needing to complete it with the patient themselves.

There have also been comments made by patients about how difficult it is to complete and Kent Community Health NHS Foundation Trust (KCHFT) has received complaints from patients and carers in relation to the form.

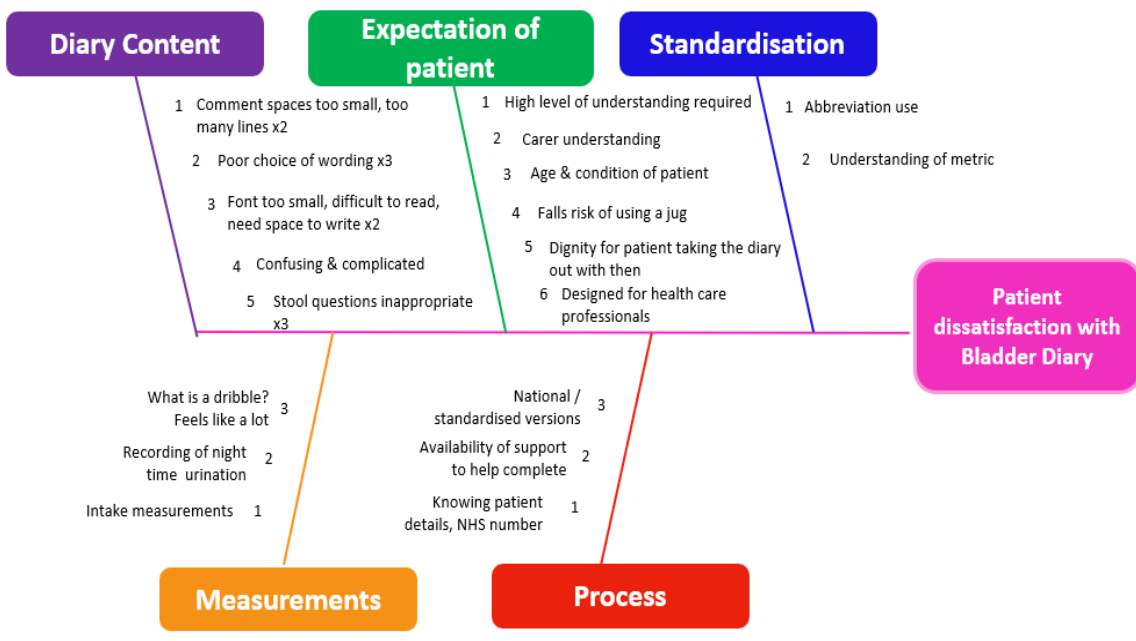
By having a form which is much simpler to understand and complete, it will maximise the amount of information available to inform an accurate assessment of the patients continence needs.

## Ideas and tests of change



## The tools we used

- Community nursing colleagues were surveyed for their comments on the current bladder diary, why it is difficult to complete and what might make it better and easier to complete.
- The current format was shared with the People and Patients Network for comment.
- Amended versions were shared with colleagues, members of the People and Patients Network and the East Kent Community Engagement Group.



## Results/How did we do/Anticipated outcome

A new version of the diary was created with less jargon, less boxes to complete and with simple pictures to improve understanding:

Date and time	Type of drink – Also include milk on cereals, soup or ice lollies for instance.	Amount of drink	Amount of urine leaked D = damp W = wet V = Very Wet	Pad changed Y/N	How many visits to the toilet? Amount passed	Comments: Such as urgency, sleep affected, daytime issues or night issues

Positive responses to the changes made:

**'It is easier to understand and more user friendly'**  
PCN clinical lead nurse for care homes

**'Much more approachable and accessible'**  
Member of People and Patients Network

**'It looks much easier that the one we are currently using. I like it.'**  
District nurse professional lead

## What we learned and what's next

**What we learned:**  
Trying to balance the ease of a form with the amount of information required to complete a continence assessment is difficult.  
Trying to keep things simple and avoid jargon and measurements is useful for all.

**What's next:**  
The form has been shared with all key stakeholders.  
The form is now being distributed through all community nursing teams at KCHFT for patient use, to aid accurate continence assessment and product prescription.  
The project lead will continue to monitor comments from patients and colleagues around completion rates and usefulness.