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# 'You Said – We did'

## Some Key Vignettes, Lessons Learnt from Quality Alerts and Incidents

May 2022 Edition



**Urology 2WW:** Patient with painless frank haematuria and no evidence of infection was referred to 2WW pathway to be assessed within the haematuria clinic. Clinic letter stated there was no evidence of cancer and advised GP to do a PSA in 4wks time and refer back to 2WW if indicated. No PSA had been done at the clinic as a flexible cystoscopy was deemed satisfactory. Following the PSA test, the GP referred the patient back to urology and he was later diagnosed with prostate cancer.

**The provider gave the following response:** On investigation the Trust recognised there was a PSA testing issue. This has now been rectified and PSA testing is now done in clinic. Two nursing staff and a new consultant have been employed to support the clinic and avoid this situation recurring in the future.

The haematuria clinic has introduced a daily triage by the consultant and CNS nurses and a weekly review of patient pathways led by clinical team with admin support. There are also booked follow ups after diagnostic tests including PSA and MRI.



**Gynaecology:** Patient referred with post-menopausal bleeding on 2ww to gynae. A smear was taken with plan to discharge with result. A further letter to the GP stated that the smear was not processed due to labelling issues. The GP repeated the smear and the patient was found to have stage 1 cervical cancer requiring radical hysterectomy and removal of the ovaries.

**The provider gave the following response:** A new SOP was developed for smears taken outside of colposcopy and learning was shared with the outpatient nurses around the importance of correctly labelling samples.

The Trust felt that this incident did not meet the Serious Incident criteria as the patient was managed appropriately, the cervix was examined and looked normal and the USS showed normal endometrium. The patient was also informed that her sample was not processed by the lab and needed to be repeated in 3 months at the GP practice.

### Number of QAs submitted in April by patient borough (2 further alerts rejected)

Southwark	Bromley	Lambeth	Lewisham	Bexley	Greenwich	Not Stated	Total
21	20	14	13	7	3	1	79