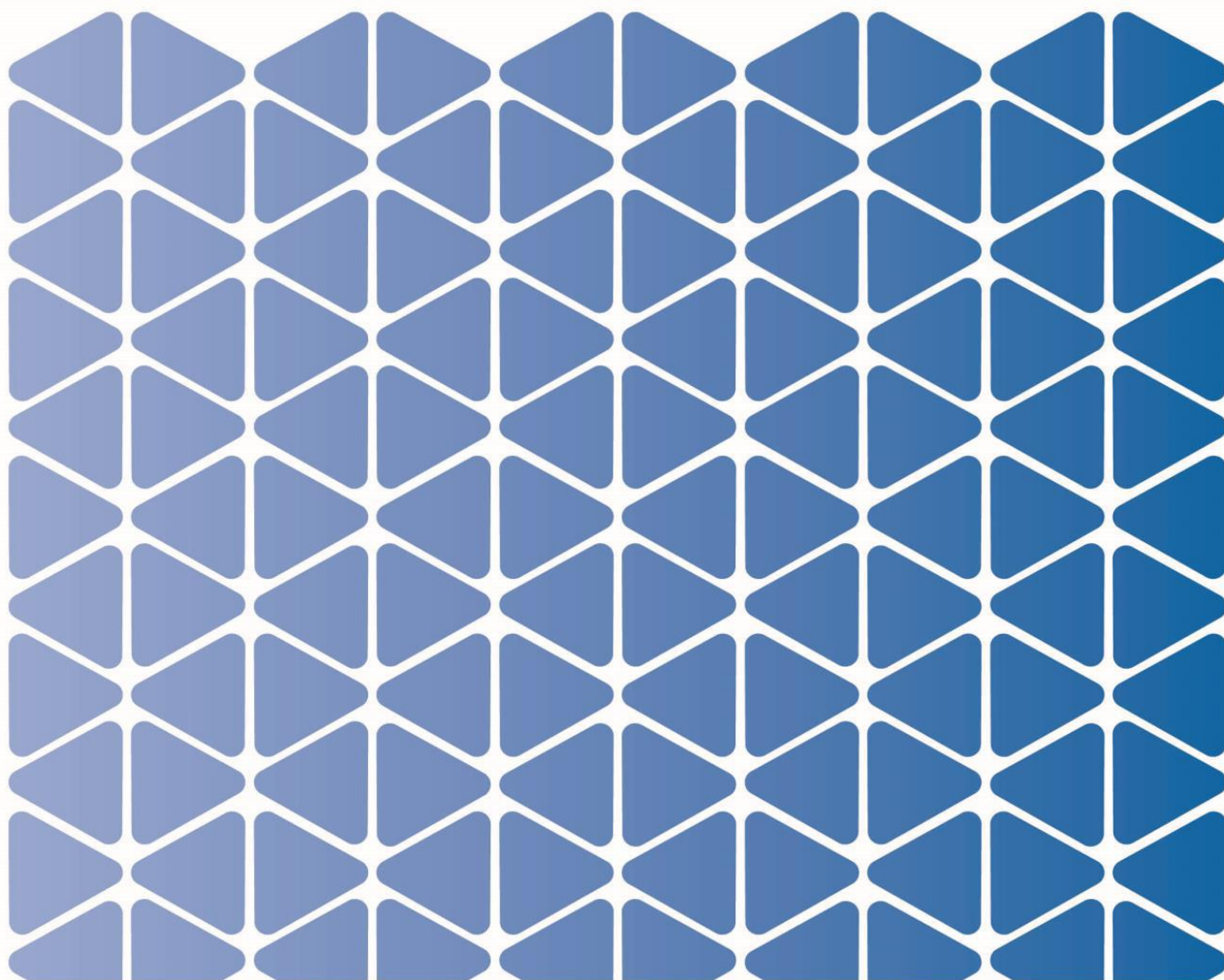


PATIENT INFORMATION

24 HOUR URINE COLLECTION



Collection of 24h urine samples

Warning: Containers with a RED TOP will contain ACID preservative mixed with sand. Please do not discard this. Please avoid contact with skin and do not ingest (Keep out of reach of children).

Before collection

1. **Fill in your name, date of birth and NHS number** (or hospital number) on the collection bottle.
2. Empty your bladder on getting up in the morning – you should discard this urine, it is NOT to be included in the collection.
3. Enter date of collection and start time on label on collection bottle.

How to collect

4. All the urine passed in the next 24hours must be saved in the collection bottle.
Any samples not saved during this 24 hour period will invalidate results; therefore it is very important to ensure all urine within this 24h period is saved.
5. The following morning, empty your bladder and save this urine, this is the last urine of the collection.

Tips

- Put the bottle by the toilet as a reminder to use it.
- Ladies may find it easier to urinate into a clean jug first then pour into the bottle.
- Pass urine before opening bowels.

At the end of the collection

6. Write the end time of collection on the bottle.
7. Screw on the top tightly.
8. Ensure all your details are on the bottle.
9. Put the bottle in the plastic bag provided.
10. Include the **pathology request form** provided by your doctor in the bag.
11. If you have been asked to collect urine over three days please store the containers in a cool place.
12. Return the completed collection(s) to your GP surgery or to the Pathology department at Worcester Royal Hospital.

Please note: If you do not have a request form please contact your doctor/GP surgery as we cannot process the sample without one.

Pathology at Worcester Royal Hospital is on Level 0 (River Level) and is open Monday to Friday 9.00 am to 5.30 pm.

Any queries please contact the biochemistry laboratory on 01905 760653.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.