

# Young onset urology (YOU) clinic

**This leaflet introduces the YOU clinic at the Evelina London Children's Hospital, and explains what you should expect when you attend. If you have any further questions, please speak to a doctor or nurse caring for you.**

## What is the YOU clinic?

The YOU clinic has been set up to support young people with long-term urological conditions as they make the transition (transfer) from paediatric (children's) urology services to adult urology services. This is a nurse-led outpatient clinic which runs on the last Friday of every month, subject to prior booking.

The clinic offers the opportunity for young patients and their families to meet with the young onset urology clinical nurse specialist, before moving over to adult services. She will provide ongoing support and follow-up care in adult urology.

## What can I expect from the clinic?

The clinic should be used as a forum for you and your family to discuss any problems and/or concerns that you have currently, or that you anticipate having with regards to the ongoing management of your urology condition. You will be in direct contact with the doctors overseeing your care, so any further services you may require and any necessary tests/investigations you may need, can be accessed and booked through this clinic.

## Who can use this service?

Urology patients between 16 and 18 years of age may be referred to the clinic by the paediatric urology team at the Evelina London Children's Hospital. Patients and families can discuss access to the clinic with their clinical nurse specialist.

## Where do I need to go?

The clinic is held in the Penguin Outpatient Department, 3<sup>rd</sup> Floor, South Wing, St Thomas' Hospital.

## What do I need to bring with me?

Please bring your appointment letter and any medication you are currently taking. It may also be helpful to bring a list of any questions you may have about your transfer to adult services.

## What if I cannot make the appointment?

We will discuss with you your availability to attend the clinic on a specific date, however, we fully understand that things can come up which prevent you from attending your appointment. We therefore ask you to contact your clinical nurse specialist prior to clinic if you are unable to attend the date on your appointment letter.

### Contact us

If you have any questions or concerns about the young onset urology clinic, please contact the clinical nurse specialist (CNS) on **020 7188 0136** (Monday, Tuesday, Thursday and Friday, 8am–5.30pm). Alternatively, you can bleep the CNS on **020 7188 3026** followed by bleep number **0856**, and they will get back to you as soon as possible.

If you would like to contact the outpatients' department at Evelina London Children's Hospital, please call **020 7188 4516**.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets)

### Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

**t:** 020 7188 8748 9am to 5pm, Monday to Friday

### Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**t:** 020 7188 8801 (PALS) **e:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**t:** 020 7188 3514 (complaints) **e:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

### Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

**t:** 020 7188 8815 **e:** [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

### NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

**t:** 111

### NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

**w:** [www.nhs.uk](http://www.nhs.uk)

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