

The bladder and bowel clinic

This leaflet explains what this clinic is for and who can attend. If you have any questions, please speak to the continence nurse specialist, whose details are on the back page of this leaflet.

What is the bladder and bowel clinic?

At the bladder and bowel clinic, we assess and treat adult patients for

- bladder or bowel incontinence
- constipation
- urinary tract infections
- catheter-related problems.

It is often very difficult for patients to talk about bladder or bowels problems, as they find it embarrassing. We aim to put you at ease and make you feel comfortable when you come for your appointment.

What will happen at the clinic?

We will ask you to tell us about your problems. We will then carry out tests and a physical examination.

Depending on your symptoms, we may refer you for one or more investigations and to other specialist doctors within the service. These investigations and referrals will all be carried out on an outpatient basis.

Your first appointment will usually last between 45 minutes and an hour. Follow up appointments generally take about 30 minutes.

Who might I see in clinic?

The clinic team members are

- Dr Danielle Harari, consultant in elderly care
- Florence Ilegbusi, continence nurse specialist
- Junior doctors
- Students
- Nursing team
- Healthcare assistants
- Administrator
- Volunteers

What do I need to bring?

You should bring along any correspondence (for example letters, test results) that you might have received from your GP or other hospitals. You should also bring a list of medicines you are taking or the medicines themselves if you don't have a list.

Clothing. For some examinations you may need to remove your tights, stockings or other tight fitting clothing.

Can I bring a friend or relative?

It is often helpful to have a friend, relative or carer at the appointment and they will be welcome. If you are coming to your appointment by hospital transport, please inform the transport team about this.

Where is the clinic held?

Older persons assessment unit
Ground Floor,
Bermondsey Wing
Guys' hospital
Great Maze Pond
London
SE1 9RT.

Contact us

If you have any questions about the clinic, please call the Older persons assessment unit (OPAU) reception on 0207 188 2093.

For questions about the bladder and bowels clinic, call Florence Ilegbusi (Continence nurse specialist) on 0207 188 2083.

To change your new appointment please call: 0207 188 8879

To change your follow up appointment please call: 0207 188 2093

Transport: To arrange transport please call 0207 188 2888

For more leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit, **W:** www.guysandstthomas.nhs.uk/leaflets

Our hospital is actively engaged in research and education to improve the care we give. During your visit you will be asked if you are willing to be contacted about research projects relevant to you.

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, Monday to Friday, 9am-5pm

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

t: 020 7188 3514 (complaints)

e: 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

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 **w:** www.111.nhs.uk

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