

# Urology one-stop clinic

**This leaflet will answer some questions you may have about our urology one-stop clinic. If you have any further questions or concerns, please contact the clinic (contact details are at the end of this leaflet).**

## What is the urology one-stop clinic?

This clinic has been set up to provide a more efficient service for patients, with quicker diagnosis and minimal waiting times for appointments. The benefit of the service is that it brings members of the healthcare team (doctors, specialist nurses and radiographers) to one place so that you do not have to travel around the hospital for different appointments and tests.

## How long will I have to wait for an appointment?

We try to see patients within a few weeks of receiving a referral letter. You need to be referred to the clinic by your doctor, nurse or GP – we are not able to accept self-referrals.

## Where is the clinic?

The clinic is held in the Urology Centre, 1<sup>st</sup> Floor, Southwark Wing (the light blue zone) at Guy's Hospital.

## Who will I see in the clinic?

You will be seen by a urology consultant or registrar, but you may also see a radiology consultant or a sonographer (a clinician who does ultrasound scans). A team of nurses support the clinic, including some specialist nurses.

If you have any questions or concerns at any time, please do not hesitate to talk to the team looking after you.

## What will I need to do before my clinic appointment?

You may need to come to the hospital before your appointment to have a blood test or urine sample taken. If this is necessary, we will inform you by letter.

## How long should I expect my appointment to last?

Appointments can last up to three or four hours, depending on the number of tests that you need to diagnose your problem. This may mean that you are in clinic for up to 75 minutes before seeing the doctor.

## Will I have to wait?

As this is a one-stop clinic, most patients will be having tests as well as an appointment with the consultant or registrar. This usually means some waiting. As a specialist service, we treat a large number of patients so all of our clinics are very busy.

Patients are seen in order of their appointment time so arriving early will not mean that you are seen early. To reduce your waiting time, please try to arrive no more than 10 minutes before your appointment.

We will keep you informed about waiting times at regular intervals. Please speak to the clinic receptionist if you require more information or have any concerns about waiting times.

## **What can I do while I am waiting?**

You may wish to bring a book or magazine, or listen to some music. If you wish to use a personal music player, please bring headphones so that you do not disturb others.

Free WiFi access is available using the WiFi SPARK network.

## **Is there any food or drink available?**

Water is available in the clinic and there is also a vending machine where you can buy hot drinks. We are unable to provide food or snacks so if you feel you might need something then please bring this with you.

You can also visit the following shops and cafes:

- AMT Coffee – main entrance to the hospital, selling light refreshments and drinks
- Toms@Guy's Café – Bermondsey Wing, Atrium 3, selling light refreshments and drinks.

If you decide to leave the clinic, please let the receptionist know (and leave your mobile number if possible) so that you do not miss your appointment.

## **What will I need to bring to the clinic?**

Please bring along anything that will help us to understand your problem better, for example, a list of current medicines (including those prescribed by your GP, medicines you have bought yourself, or alternative medicines, such as herbal remedies).

If you are being referred from another hospital, please bring any relevant letters.

## **Do I need to bring anyone with me?**

You do not have to bring anyone with you to the clinic, but many people find it useful to bring someone along to the consultation.

It would help us if you could only bring one person with you as we have limited seating available in the waiting area. However, we recognise that some people may need additional assistance. We advise, if possible, not to bring small children as we do not have facilities for them in the clinic.

## **What can I expect in the clinic?**

We will ask you to complete a short questionnaire about your symptoms.

You may need to undergo a few tests during the clinic visit to help us diagnose your problem. Most people that attend the clinic will be asked to provide a urine sample. You do not need to arrive with a full bladder but you may wish to bring a drink if you think that would help you to produce a sample.

Below is a list of some of the other tests that you may have in the clinic:

- **Flow rate:** This is a test which measures the rate of your urinary flow. You will need to have a full bladder and will be asked to pass water (urinate) into a special machine.
- **Ultrasound:** An ultrasound scan is a painless test that uses sound waves to create images of organs and structures inside your body.
- **Flexible cystoscopy:** A cystoscopy is a procedure that looks at the bladder and other parts of the urinary system. It involves inserting a tube into the urethra (water pipe) and then passing it through to the bladder. An anaesthetic gel is used to numb the urethra before the procedure.
- **Blood tests:** It may be necessary to take some additional blood tests. These will be done within the clinic.
- **X-ray:** x-rays are a type of high-energy radiation. The rays pass easily through the fluids and soft tissues of the body, and allow us to see your bones and certain other tissues inside the body.
- **CT scan:** A CT (computerised tomography) scanner is a special kind of x-ray machine. Instead of sending out a single x-ray through your body (like ordinary x-rays), a CT scanner sends several beams at the same time from different angles. CT scans are painless, and allow doctors to inspect the inside of the body without having to operate or perform unpleasant examinations.

We advise women to wear trousers or a skirt rather than a dress, to avoid having to take all of your clothes off during an examination or test.

At the end of your consultation we will ask if you would like to wait for a copy of the letter that will be sent to your GP confirming what the doctor has said and found during your consultation.

## Contact us

If you have any questions about the urology one-stop clinic, please contact us,  
**t:** 020 7188 7343 or 020 7188 6788, or **e:** [UrologyAppointments@gstt.nhs.uk](mailto:UrologyAppointments@gstt.nhs.uk)

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, Monday to Friday, 9am to 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](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

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