

Preparing for your bladder and bowel appointment – Coronavirus precautions

Bladder and Bowel Care Service

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at ndht.pals@nhs.net.

The health and welfare of patients and staff is our absolute priority and we have put robust procedures in place to help prevent infection and transmission of Coronavirus. All of the changes we have put in place are there to keep you safe.

Before you come to your appointment

You will be sent a questionnaire including a bladder and/or bowel diary to be completed and returned using the addressed envelope provided.

When we have received your completed questionnaire and diary, we will send you a letter detailing your appointment. Your appointment will be either an initial telephone or video consultation. If it is to be a video consultation, details will be sent to you to organise this in advance.

Please inform the clinician, at the time of your first appointment, if you are shielding or considered at high risk of Coronavirus.

What will happen at your first appointment

The clinician will use your questionnaire and diary to carry out an assessment of your bladder or bowel problem. Most patients will need some tests or a physical examination to complete their assessment and a further face to face appointment will be arranged to complete these.

The clinician will explain what you require at your initial appointment and ask your consent. You will be asked for your consent again when you attend the clinic. You can consent to all or part of the investigations and may withdraw consent at any time.

If you would like a chaperone, please make this known to the clinician during this appointment.

What will happen during and after your clinic appointment

On the day of your appointment, go to the clinic waiting area and maintain social distancing.

There are visiting restrictions at all of our clinic sites, so please attend your appointment alone if you are able to so.

Before you are taken to the clinic room, your temperature will be taken and you will be asked if you have had any symptoms of Coronavirus. You will be asked to use the hand gel provided and put on a face mask.

During the appointment, the clinician will be wearing personal protective equipment (PPE) – a surgical mask, apron and gloves. This is to protect both you and our staff from Coronavirus. The clinician will perform necessary examinations required to complete your assessment. The examinations performed may be any of the following:

- Urinalysis
- An ultrasound bladder scan
- An abdominal and/or genital or rectal examination

The clinician will discuss with you the results of the examination and a treatment plan at you appointment.

At the end of your appointment the clinician will escort you back to the main entrance of the building, you will need to keep your face mask on whilst you leave the clinic room and the building.

Further information

Service locations:

North and Mid Devon:

South Molton Community Hospital
Bladder & Bowel Care Service
Room 82
Widgery Drive
South Molton
EX36 4DP

Tel: 01392 675336

East Devon:

Franklyn House,
St Thomas, Exeter,
EX2 9HS

Tel: 01392 208478

South Devon:

Newton Abbot Hospital
West Golds Road
Jetty Marsh
TQ12 2TS

Tel: 01626 324685

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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