

Paediatric bladder and bowel appointment: Coronavirus precaution

Paediatric 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

If your child is a new patient, please complete the diary and tick box compliments slip. Upon receipt of both documents, we will be able to arrange an appointment with your clinician.

If you are not a new patient, but have been asked to attend clinic to follow up on your child's treatment plan for a bladder flow or bladder scan or supply of TENs machine, please complete the tick box compliments slip and post or email it back to us in advance of your appointment.

What will happen during and after your clinic appointment

On the day of your appointment, please wait in your car until we phone you to tell you we are ready to see you.

If you are attending the appointment on public transport or on foot, please wait outside the entrance until you are called on your phone to tell you we are ready to see you.

There are visiting restrictions at all of our clinic sites, it is important that only the patient and parent/carer attend the appointment.

Before you enter the clinic site, your child and the parent's/carer's temperature will be taken and you will be asked if you have had any symptoms of Coronavirus. You will be asked to put on a face mask and use the hand gel provided. Your child does not need to wear a mask if they are under three years old or if there is a specific reason why wearing a mask would be particularly distressing which you can discuss with the clinician.

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.

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 until you leave the building.

What will happen at your appointment

If you are a new patient the clinician will use your diary to carry out an assessment of your child's bladder and/or bowel problem. Your clinician will discuss information about the condition and suggest a personal treatment plan to meet your child's needs.

If this is not your first appointment and you are attending for an investigation such as a bladder scan or bladder flow tests, your clinician will guide you through this and then discuss a treatment plan with you at the end.

You may be attending clinic to receive a TENs machine. Your clinician will demonstrate how this is used and you will be given instructions on how to use this at home and complete the treatment.

You will then be offered a follow up appointment which will be either a telephone call or a video call depending on what you and the clinician feel is best.

Further information

Contact details:

Paediatric Bladder and Bowel Care Service
1 Barnfield Crescent
Exeter
EX1 1QT

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.

Northern Devon Healthcare NHS Trust
Raleigh Park, Barnstaple
Devon EX31 4JB
Tel. 01271 322577
www.northdevonhealth.nhs.uk

© Northern Devon Healthcare NHS Trust
This leaflet was designed by the Communications Department.
Tel: 01271 313970 / email: ndht.contactus@nhs.net