

# Preparing for your bladder and bowel appointment

## 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 [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@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.

## 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 initial appointment will be a clinic consultation.

## 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.

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

## What will happen during and after your clinic appointment

On the day of your appointment, report to reception and go to the clinic waiting area.

There may be infection control measures in place which will require you to adhere to local policy.

The clinician will perform necessary examinations required to complete your assessment. The examinations performed may be any of the following:

- Urinalysis (a urine test)
- 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 your appointment.

## 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

#### South Devon:

Newton Abbot Hospital  
West Golds Road  
Jetty Marsh  
TQ12 2TS

Tel: 01392 208478

#### East Devon:

Bladder & Bowel Care Service  
Compton House  
11 Park Five Business Centre  
Harrier Way  
Sowton Industrial Estate  
EX2 7HU

Tel: 01392 208478

---

## 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 [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## Have your say

Royal Devon University Healthcare NHS Foundation 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.

Tell us about your experience of our services. Share your feedback on the Care Opinion website [www.careopinion.org.uk](http://www.careopinion.org.uk).

Royal Devon University Healthcare NHS Foundation Trust  
Raleigh Park, Barnstaple  
Devon EX31 4JB  
Tel. 01271 322577  
[www.royaldevon.nhs.uk](http://www.royaldevon.nhs.uk)

© Royal Devon University Healthcare NHS Foundation Trust  
This leaflet was designed by the Communications Department.  
[www.royaldevon.nhs.uk/get-in-touch](http://www.royaldevon.nhs.uk/get-in-touch)