

Preparing for your flow clinic 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.

Coronavirus precautions

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

With your appointment letter, you have been sent a questionnaire and a bladder diary to be completed. Please bring this to your appointment.

If you need to bring someone with you to your appointment for assistance or would like a chaperone, please let us know.

What will happen during and after your clinic appointment

On the day of your appointment, go to the clinic waiting area whilst maintaining social distancing.

There are visiting restrictions at all our clinic sites, so please attend your appointment alone if you are able to do 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 will be:

- Urinalysis
- Flow test

- An ultrasound bladder scan
- An abdominal and/or genital or rectal examination (if necessary)

To help achieve an accurate flow test, please come with a full bladder if at all possible. Water to drink will be available if you have to fill your bladder after you arrive. It may be necessary to perform a second flow test in which case we will try to get it completed within your appointment time of 1 hour. If this is not possible, you may have to return to the clinic on another day so arriving with a full bladder may significantly reduce the length of time you are in the clinic.

The clinician will discuss with you the results of the examination and a treatment plan at your 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:

East Devon:

Franklyn House
St Thomas, Exeter
EX2 9HS

Tel: 01392 208478

South Devon:

Newton Abbot Hospital
West Golds Road
Jetty Marsh
Newton Abbot
TQ12 2TS

Tel: 01626 324685

North and Mid Devon:

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

Tel: 01392 675336

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

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Tel: 01271 313970 / email: ndht.contactus@nhs.net