What happens at the Urology Clinic?

Central Operations
Outpatient Department

This leaflet has been designed to give you important information about your condition / procedure, and to answer some common queries that you may have.
What do I need to bring with me?
You will need to bring the following:
- Appointment letter or card
- A list of current medications
- A sample of urine in a clean container
- Your diary or a list of dates you will not be available so that suitable times can be booked for tests, treatment, and surgery or follow up clinic appointments

Where do I report to on arrival?
On arrival please report to the reception indicated on your appointment letter. The receptionist will check that all your details held on secure computer system, including your name, address and contact numbers are up to date and correct. You may also be asked for additional information which we are obliged to collect and will help us provide a better service e.g. ethnic group. You will then be directed to the appropriate waiting area.

What will happen when I arrive in the clinic?
It may be necessary to have a Bladder Scan or a Flow Rate test. These are painless procedures and the clinic nurse will explain what they entail. These tests will aid the Doctor to make a diagnosis of your condition.

How long will I have to wait?
Please allow 1 to 1.5 hours for any tests to be carried out and to see the doctor.

Which Doctor will I see?
You will see the Consultant to whom you have been referred or a member of the team who will be accompanied by a Specialist Nurse.

Will I require any further investigations?
It may be necessary for you to have a special x-ray of your kidneys and/or other investigations may be required but these will be discussed with you during your consultation. A full explanation will be given along with relevant information leaflets so you are fully aware of what the tests are that you require and why they are needed. These investigations will not be carried out during this consultation; a later date will be given.

Will there be anyone else present?
A Clinical Nurse Specialist (CNS) will be present. There may also be medical or nursing students present in the clinic. This is a valuable part of their training. If you would prefer them to leave during your consultation please inform the clinic nurse.

Will I require treatment?
If you require any treatment all options will be explained by the doctor to enable you to make an informed choice.
How do I make my next appointment?

The doctor may require you to return to the hospital for monitoring or for the results of the tests. At the end of your consultation you will be given a form to take back to the receptionist. If a follow up appointment is required within the next 6 weeks the receptionist will agree a suitable appointment with you. If the appointment is required after 6 weeks we will contact you closer to the time to arrange an appointment.

To whom do I direct any enquiries?

For queries about your appointment please ring the Contact Centre (refer to your appointment letter for telephone number).

The consultant, CNS or clinic nursing staff will be pleased to answer any queries you have about your condition or care at the time of your appointment.

If you need to discuss your referral or have queries about your condition which will arise before or between appointments your GP should be able to help. He/she will receive a letter informing him of the outcome of your consultation. If you would like a copy of correspondence please inform us on the day of your appointment.

Interpreter Phone

Interpreting services are available via a telephone service. If you require this service inform the nursing staff on arrival. Alternatively, inform the contact centre on 01724 387710 prior to your appointment.

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email: nlg-tr.PALS@nhs.net

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.
Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, you may speak to any member of the nursing staff, the designated keyworker within the department or the Trust Moving & Handling Coordinator.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Northern Lincolnshire and Goole Hospitals NHS Foundation Trust
Diana Princess of Wales Hospital
Scar tho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlh.nhs.uk

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