This leaflet provides important information about your appointment at the continence clinic. Please take some time to read it before your appointment and if you have any questions please contact us using the contact details at the end of the leaflet.

A full assessment of your continence needs will take time and may involve a physical assessment and/or examination. This will enable us to find out what is causing your symptoms and the correct treatment and management options.

What to expect at your appointment

Appointments for bladder symptoms

During your appointment we may need to carry out some of the following tests and examinations. We will explain what we would like to do and ask for your consent:
- Test a sample of your urine
- Perform a bladder scan
- Carry out a physical examination (which may involve a vaginal assessment for women).

Appointments for bowel symptoms

If you are attending the continence clinic for a bowel assessment, some of the following examinations may be necessary. We will explain what we would like to do and ask for your consent:
- Rectal examination
- Abdominal examination.
Requesting a chaperone or interpreter

You can request a chaperone to be present at your appointment. This is a professional who understands why the physical examination is taking place and what it involves. They can answer any questions you may have and reassure you during the process. If you have a chaperone present, you still have the right to refuse any examination or procedure at any time.

If you would like a chaperone, please contact us directly at least 48 hours before your appointment so we can organise this.

If you require an interpreter to be present at your appointment, please contact us at least 48 hours before the appointment.

We may need to reschedule your appointment to ensure the availability of a chaperone or an interpreter.
Before your appointment

You may have received some forms to complete and you will need to bring these with you to the appointment. Completing these forms will help us to assess your symptoms and find the best treatment and management options.

If you are unable to complete the forms or have any questions, please phone us on the number at the end of this leaflet and we will do our best to help you. It is really important that you complete these forms in order for us to help resolve your problems.

Please remember to bring the following to your appointment:

- Your completed forms
- A list of any medication you take
- A urine sample (if you have been asked for one)

Continence management aids and equipment

A wide range of continence management aids and equipment is available to help patients manage their continence problems.

If your symptoms cannot be improved, continence management aids and equipment will be considered and we will talk to you about this after your assessment.
This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net

We are now able to communicate with deaf or hard of hearing people via Text Relay. If you are making a call from a text phone dial 18001 + 01908 243568

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabetie Braille’a lub w formacie audio.

Polish

Dokumenta paprašius taip pat galima gauti kitomis kalbomis, dideliu šriftu, Brailio raštu ir garso juostoje. Prašome kreiptis el.

Lithuanian

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Spanish

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিংট আকারে, ব্রিল এবং অভিধ টাপ আকারেও অনুরোধ পাওয়া যায়।

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.

Russian
Contact us

The Continence Service
Tel: 01908 724688
Email: cnw-tr.mkcontinenceservice@nhs.net
Text Relay users: 18001
01908 724688

Office opening hours:
Monday – Friday, 9am to 4pm

If you get through to our answer phone service, please leave your name, telephone number and a brief message and someone from the Continence Service will phone you back as soon as possible.

Tell us, we’re listening!

Our staff want to know how they are doing. Tell us what you think at www.cnwl.nhs.uk/feedback and then we’ll know what we have to do.