

Bladder and Bowel Service - Heywood, Middleton & Rochdale Community

An information guide



Bladder and Bowel Service - Heywood, Middleton & Rochdale Community

This Service is based at The Croft Shifa Health Centre. We are open from Monday to Friday 08:30am to 5:00pm. We are closed at weekends and Bank Holidays.

You can contact us on: **0161 763 8525**

Repeat prescription request: 0300 323 9840

Activation of Home delivery via NHS Supply Chain: 0800 030 4466

Who are we?

We are a team of nurses who specialise in the treatment and management of people with bladder and bowel problems. This can include incontinence problems, stoma care, catheter management and other management option.

Our aim is to work with you to try and get you better. With your consent we may need to contact your GP and other specialist colleagues in the hospital to treat your bladder and bowel problems.

How to access the service?

You can refer yourself. A family member, carer or friend can also refer on your behalf. You can also be referred by your GP, or our specialist colleagues in the hospital may refer you to our service.

What will happen during my first assessment?

Your first assessment may take place in a clinic if you are able to attend or in your home. The nurse will take a history of any health problems you have including any operations you may have had in the past. We will also ask you about any medicines or tablets you are taking.

The nurses will ask you about your bladder and/or bowel problems.

We may wish to perform an ultrasound scan of your bladder, vaginal examination and/or rectal examination. The nurse will discuss this with you and gain consent before proceeding.

We will ask you to complete charts to assess your bladder and bowel function. Your nurse will explain this to you. You will be given advice on life style changes which may benefit your bladder and/or bowel problem.

We do not routinely provide incontinence pads, however, if your problem cannot be treated, it may be possible to provide you with products. If continence products are supplied this will be a supplementary pad service in addition to what you are purchasing.

Follow up visits

It is expected that you will be required to attend for follow up care. Examinations may need to be repeated with your consent and your nurse will discuss this with you. The Bladder and Bowel Service holds clinics at the Croft Shifa Health Centre.

Bladder and Bowel Prescription Service

If your condition requires the provision of incontinence pads, stoma appliances, catheter appliances, bowel appliances or continence appliances our specialist nurses are responsible for prescribing these, for example urinary catheters, drainage bags, sheaths and stoma products.

The prescription co-ordinator for the service can help with any prescription queries you have, can liaise with your specialist nurses, pharmacy and delivery company about your products.

Your prescription can be dispensed via a pharmacy or Direct Appliance Contractor (DAC) of your choice.

The service aims to help and advise you with any problems you may have with your products or general continence and stoma issues. We are required to review your product provision annually and will invite you to attend a clinic appointment or arrange a home visit to complete this.

How to obtain your prescription products

When you have just 10 days supply of continence/stoma products left you can contact us to arrange your repeat prescription:-

Telephone Number 0300 323 9840

If you are receiving Continence pads you must reactivate your order no earlier than 10 days before your next delivery date

Telephone Number 0800 030 4466

(You will require your unique I.D. number to activate the delivery)

Your Products

Once you have obtained your products, it is important that you check your order. If you think your order is incorrect, please contact the service to discuss.

It is important that products are stored away from direct sunlight, heat, damp dirt and dust. All of the products must be stored in original packaging until you use them. This is to keep them clean and help us identify batch numbers in case any of the items are faulty and need to be recalled.

It is good to keep a small stock of products to ensure that you do not run out, however this must be no more than 1 weeks supply. It is important that you use the old ones first so that they do not expire.

Use your products as stated in the instruction or advised by your nurse. Do not make any adaptations to your products or use them in any other way that has not been directed, as this may make the product unsafe.

Discharge

Patients who continue to receive continence/stoma products are not discharged from this service and are required to engage in an annual review.

Patients whose treatment is complete are discharged but may self-refer, if further assessment is needed.

We aim to support you to improve your quality of life, so please:-

Keep motivated, we will support and help you to treat your problem. It can take a little time to benefit from treatments but keep going.

Please inform us if you are unable to attend your appointment.

Sharing information

To improve the quality of your care and with your consent, information is shared securely between health and care organisations involved in your care. Please let a member of staff know if you do not wish your information to be shared in this way.

**Please see our Trust website pages for further details:
www.pat.nhs.uk**

Contact Details:

Bladder and Bowel Service
The Croft Shifa Health Centre
Belfield Road,
Rochdale,
OL16 2UP
Telephone: 0161 763 8525

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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Date of publication: August 2019

Date of review: May 2021

Date of next review: August 2023

Ref: PI(MC)166

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