

The Children's Urotherapy Clinic

This leaflet explains more about the Children's Urotherapy Clinic. If you have any further questions or concerns please speak to a doctor or nurse caring for your child.

What is the Children's Urotherapy Clinic?

The clinic has been set up to provide specialist support to your child/young person over a period of three months. Our aim is to improve your understanding of normal bladder and bowel function, as well as to make practical suggestions to help achieve this.

Who will I see in the clinic?

Your child will see a bladder and bowel clinical nurse specialist (CNS).

What will I need to do before my clinic appointment?

We ask that you complete a bladder and bowel diary before your appointment, if this has not been done recently. This will be sent to you with your appointment letter, or provided by your referring health professional, if required.

Where do I need to go?

The clinic is run in the Penguin Outpatient Department, 3rd Floor, Block C, South Wing, St Thomas Hospital. You should register at the desk on arrival.

How long do I expect my appointment to last?

Your appointment will last for about 1 hour.

What do I need to bring with me?

Please bring anything that will help us understand your child's problems better, including a list of any medication, including any over-the-counter or herbal remedies. There are several play activities for your child to enjoy in the waiting area.

What can I expect in clinic?

The CNS will explain how normal bladders and bowels work. They will discuss what steps you can take to help achieve this, and recommend a programme and support to help carry these out at home and school.

What happens then?

We will arrange telephone/email contact after one week, again at three weeks, seven weeks, and 12 weeks. At the end of the programme we will discuss managing any issues in the future.

Useful sources of information

The children's Bowel & Bladder Charity, [w: www.eric.org.uk](http://www.eric.org.uk)

Bladder & Bowel UK, [w: www.bbuk.org.uk](http://www.bbuk.org.uk)

Contact us

If you have any questions or concerns about your child, please the clinic,

t: 020 7188 4592 / 4647, Monday to Friday, 9am-5pm.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [w: www.evelinalondon.nhs.uk/leaflets](http://www.evelinalondon.nhs.uk/leaflets)

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline.

t: 020 7188 3003, Monday to Friday, 10am-5pm **e:** letstalkmedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch.

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111 **w:** 111.nhs.uk

NHS website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

w: www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

t: 0800 731 0319 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk/membership

Leaflet number: 4772/VER1

Date published: June 2019

Review date: June 2022

© 2019 Guy's and St Thomas' NHS Foundation Trust

A list of sources is available on request