

## One Stop Urology Clinic

### Important information

The Urology one stop is a diagnostic clinic. You will be greeted on arrival and the clinic team will direct you to the specialist assigned to you. This person will look after you throughout your visit and guide you through any investigations. At the end of your visit your personal specialist will go through the findings of your assessment and recommend a plan of action to you and your General Practitioner.

### Do I need to do anything **before** my visit?

#### **IMPORTANT! PLEASE NOTE:**

**All patients** should bring a fresh urine sample with them (your GP or the hospital pathology laboratory can provide a sample bottle).

**All patients** should bring a list of any medications you may be taking.

You may be in the clinic for 2-3 hours depending upon investigations required.

If you require any mechanical assistance due to Mobility issues (i.e. hoist or stand aid) please contact 01603 287217 in order to arrange an appropriate appointment.

### Who will I be seen by?

The one stop clinic is run by a team of highly trained urology specialists led by a team of consultants. To make the clinic run as efficiently as possible and to allow training the specialist team includes:

- Consultant Urologists
- Specialty Registrars
- Staff Grade Urology Specialists
- Specialist Urology Nurse Practitioners

You will be assigned to one of the above specialists at the beginning of your clinic visit and he or she will be your personal specialist throughout your visit. However all clinics are led by a consultant urologist who will supervise and liaise closely with your personal specialist and take ultimate responsibility for your care.

### What tests will I have in clinic?

Your doctor will decide which tests are needed. **Not every patient will need a test.**

Possible tests include:

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**Flexible Cystoscopy**

This test involves passing a fine flexible telescope a bit like a catheter into the bladder through the water passage (urethra) under local anaesthetic. This test can feel slightly uncomfortable but most people are able to accept it without any problem. The test will allow your specialist to inspect the inside of your bladder.

### **A flow rate**

This test will require you to have a comfortably full bladder. You may be asked to go away and drink some fluid before the test can be performed. We will then ask you to pass urine in the normal way into a special toilet. Your bladder will then be scanned using a painless and harmless ultrasound probe which involves passing the scanner probe gently over your abdomen. This will allow your specialist to assess your bladder function.

### **An Ultrasound Scan**

This test involves passing a painless and harmless ultrasound probe gently over your body to inspect the inside of your body. This will allow your specialist to look at the internal structure of your body and thereby assess your condition in more detail.

### **An X-Ray**

You may be asked to make your way to the Radiology department to have an X-ray of your abdomen and then come-back to outpatients for the result. This safe and painless test uses a tiny amount of radiation to take a “photo” of your internal structures. This test allows your specialist to look for internal causes for your symptoms such as kidney stones.

### **Blood tests**

These will provide information about your condition to guide treatment. These tests may be performed before, during or after your visit either by your GP practice or the hospital clinic. We will aim to give you all your results on the day but some findings may be relayed to you and your GP after your visit.

### **Symptom questionnaires**

You may be asked to complete bladder diaries or symptom score sheets to provide information about your condition to guide treatment. These may be completed before your visit or you might be asked to complete them during the visit. Please bring reading glasses if you need them.

### **Who will perform my tests?**

All tests will be performed by carefully trained, fully competent and experienced staff, most of whom will have had many years of urology experience. Your tests will be performed by either:

- Your clinic doctor
- A nurse specialist
- A radiographer
- A radiologist

### **When will I get my results?**

Your test results will be compiled at the end of clinic and the results of all your tests and assessment will be discussed with you at the end of the visit before you leave. The exception is prostate biopsies which take about ten days to process. We will arrange in the clinic when you will be able to receive these results.

We will do our best to answer any questions you might have and make a plan of action for you and your GP before you leave.

### **What happens after the clinic?**

After the clinic your GP will receive a summary letter documenting the clinic findings, possible diagnosis and plan of action. If you would like a copy of this letter please let the specialist know.

One of the following things will then happen:

You will be discharged back to your GP with a plan of action and recommendations for any required treatment

You will be booked in for an operation if it is required and you wish to go ahead

You will be booked into a specialist follow-up clinic if you have a specific condition which your specialist thinks should be followed up in the hospital. This may be either a clinic visit or telephone follow-up

You will be referred to a different specialty if your specialist thinks you have a problem which is not dealt with by urologists

You will be asked to come back for a specialist test at a later date if the test is not available in the one stop clinic.

### **Further Questions**

#### **Will there be medical students?**

The Norfolk and Norwich University Hospital is a teaching hospital and medical students may be in the clinic during your visit. If you would prefer not to have a medical student present, please inform your doctor or nurse when you attend the hospital. This will not affect your treatment in any way.

#### **You might be asked a few quality control questions.**

The Norfolk and Norwich University Hospital is committed to continually improving the standard of care for our patients and we take the views of our patients very seriously. You may therefore be asked to complete a questionnaire regarding your care either during or after your clinic visit. All answers are treated in the strictest confidence and treated anonymously. The results may be retained by the Trust and used in clinical audit. Your care will be in no way affected by your feedback and you are under no obligation to reply. Your opinion is extremely valuable to us and we would greatly appreciate as much feedback as possible regarding your care.

#### **What if I am allergic to latex?**

If you are allergic to latex gloves or other latex products please advise the doctor or nurse.

### Can I smoke?

For the health of our patients, visitors and staff, smoking is not allowed in our hospitals or grounds.

### Check List

**Before your visit please ensure you:**

- **have checked where and when your appointment is**
- **are available to spend 2-3 hours in clinic on the day**
- **have checked how to get to clinic**
- **have had any required pre-clinic tests performed (see attached letter)**
- **have a fresh urine sample in a clean container with you**
- **have a list of current medications with you**
- **have notified us if you cannot attend on 01603 287628 (Mon-Fri 9-5pm)**
- **Please bring your appointment letter with you as this has your hospital number and details.**

On behalf of the clinic team we hope your visit to see us is helpful and we look forward to meeting you on the day.



