

# Information about attending a Flow Clinic

## Adult Bladder and Bowel Care Service

### Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net).

You have been referred for a Flow Clinic appointment in order to have some simple tests performed on your bladder. This is probably because you have spoken to your GP about difficulty passing water. They may have asked for the tests themselves or referred you to a Consultant Urologist who has requested them prior to seeing you as an outpatient.

### Before you come to your appointment

With your appointment letter, you have been sent a questionnaire and a bladder diary to be completed. Please bring this to your appointment.

Try to attend with a full bladder – this will reduce the time you are in clinic.

If you need to bring someone with you to your appointment for assistance or would like a chaperone, please let us know.

### What will happen at first appointment

On the day of your appointment, go to the clinic waiting area. The Flow Clinic is run by a specialist nurse, who will take a history from you to find out what troubles you most. They will also look at the forms you have completed at home.

The specialist nurse will perform necessary examinations required to complete your assessment. These include:

- Urinalysis: a test on a small sample of your urine.
- Flow test: you will be asked in privacy to pass water into a wide funnel on a machine (see diagram on the right). The machine is connected to a computer which produces a tracing indicating volumes and pressures of your stream.



- Bladder scan: the specialist nurse will ask you to lie on a couch and she will scan your bladder to see if it is empty. Some jelly is placed on the skin over your bladder. The scanner head is then rubbed over the jelly and uses sound waves to produce an image of your bladder on a screen. This is completely painless but the jelly may be cold!



Bladder scanner

- An abdominal/genital/rectal examination (if necessary).

**Please come to clinic with a full bladder if at all possible.**

This helps to achieve an accurate flow test. Drinking water will be available if you have to fill your bladder after you arrive. It may be necessary to perform a second flow test which we will try to complete within the appointment time of 1-2 hours. If this is not possible, you may be asked to return to the clinic on another day. Arriving with a full bladder may significantly reduce the length of time you are in the clinic.

The clinician will discuss with you the results of the examination and a treatment plan at your appointment. You will be advised about how follow-up will take place.

## Further information

### Service Locations

#### East Devon:

Compton House, 11 Park Five Business Centre, Harrier Way, Sowton Industrial Estate, Exeter EX2 7HU  
Tel: 01392 208478

#### South Devon:

Newton Abbot Hospital, West Golds Road, Jetty Marsh, Newton Abbot. TQ12 2TS  
Tel: 01626 324685

#### North and Mid Devon:

Bladder and Bowel Care Service, Room 82, South Molton Community Hospital, Widgery Drive, South Molton. EX36 4DP.  
Tel: 01392 675336

## **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions, and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## **Have your say**

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website [www.careopinion.org.uk](http://www.careopinion.org.uk).

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