

FAQ's

Paediatric 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 ndht.pals@nhs.net.

We hope the following questions with answers will help when completing your attached pre-appointment recording diary.

Why do we have to fill this diary out?

Fully completing the diary will help the bladder and bowel clinician to work out the best way to help your child. They need to know the fluid levels in and out, and poos are very important too.

We filled out a diary last time we were with you – do we have to complete it again?

Yes. Your child's needs are likely to have changed from the last time you saw us. We need an up-to-date picture of what's going on.

Our child only has a problem with their bowel OR our child only has problems with their bladder, so why complete every section?

The bowel sits behind the bladder with associated nerves and functions so are likely to impact on each other when your child has difficulties with either their bladder or bowel. Fully completing the pre-appointment recording diary will help the clinician decide with you a Plan of Care for ongoing treatment of your child.

Our child is in nappies, so how can we measure wees?

If your child is in nappies or pads, write down how often these are being changed. Please also make note of how wet or dry they are (fully soaked, slightly damp etc.).

Our child is too private and won't let me measure output, what do we do?

Please encourage your child as much as possible to take part in completing this diary. If there is not enough information, it could cause a delay in your child's treatment.

Our child is taking medication for bladder or bowel – do we stop taking it whilst completing the diary?

No. Please keep your child on any medication they are already taking. It would be good to make a note on the diary of what medication your child is on.

Our child has complex needs – is there any other help you can provide?

If your child had complex needs which possibly has not been mentioned by the healthcare professional referring you into our service, please contact us to let us know as we will be able to send you a leaflet with additional information.

Our child goes to school and they won't measure his/her wees and poo – so how can we complete the details for three days running?

The pre-appointment recording diary does not need to be completed for 3 days in a row. If it is easier, it can be completed over a couple of weekends when your child is home.

What happens after we have returned the diary?

Once we have received your diary, we will send a letter to you to confirm receipt. This will also contain information of what happens next.

What happens if we do not return the diary?

We will send you a reminder after three weeks but if we do not hear from you after a further two weeks, we will discharge your child back to the referrer.

We just want nappies, so why complete this diary?

We are a continence service, not a nappy service. We aim to provide advice and support for your child.

Still having difficulties in completing this form? Please contact our administrators on 01392 208044.

Useful links:

The Children's Bowel & Bladder Charity – www.ERIC.org.uk

Bladder & Bowel UK – www.bbuk.org.uk

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. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS 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.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

Northern Devon Healthcare NHS Trust
Raleigh Park, Barnstaple
Devon EX31 4JB
Tel. 01271 322577
www.northdevonhealth.nhs.uk

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Tel: 01271 313970 / email: ndht.contactus@nhs.net