

Open appointment Urinary Tract Infection (UTI) pathway

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.

Why have I been given this leaflet?

We have learnt from experience that not all patients who are seen in the complex UTI clinic need a routine follow-up appointment after consultation. You have been given this leaflet because your clinician has recommended that you do not need a follow-up appointment.

Your clinician has placed you on our open appointment pathway, which means that if you do have any concerns within six months of your consultation, you can easily get in touch with us.

This system has been created to give you the flexibility to request an appointment if you need it. We hope this will save you time and prevent you from making an unnecessary journey.

How does the open appointment pathway work?

We have created a treatment plan for you, so there should be no need for you to see us again and you can continue to have the treatment with your GP. However, if you have any concerns about how your treatment is going, then you can contact us and we can arrange an appointment.

If you need to contact us, please call the clinic booking centre at North Devon District Hospital on 01271 349149 and you will be booked into the next available appointment. There should not be any need for you to go back to your GP.

How long is this valid for?

This is valid for six months from your last consultation. Once the six months have passed, you will be discharged from the care of your clinician.

If you have a problem after this six-month period, please contact your GP and ask for a re-referral.

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