



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

The Urology Continence Clinical Nurse Specialists

Information for patients, relatives and carers

① For more information, please contact:

Urology Department

The York Hospital, Wigginton Road, York, YO31 8HE

Tel: 01904 726315

01904 725213

The Urology Diagnostic Unit

Malton Hospital, Middlecave Road, Malton

North Yorkshire, YO17 7NG

Tel: 01653 604611

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Who are the urology continence nurse specialists?

The urology nurse specialists are registered nurses who have specialist training in caring for patients who are experiencing problems with their bladder and patients who have incontinence of urine.

The urology nurse specialists are based at The York Hospital and work as members of the urology team. Many people may be involved with your care and they form the Multi Disciplinary Team (MDT).

Who is the service for?

The service is available for anyone who needs help with managing problems such as

- Urine leakage
- Difficulty in emptying the bladder (retention of urine)
- Urgency and frequency in going to pass urine
- Intermittent self-catheterisation
- Urine infections
- Being woken at night to pass urine.
- Bladder Pain
- Catheter management

How can the urology nurse specialist help me?

The urology nurse specialists liaise closely with the consultant urologists and have been given the necessary training and authority to diagnose and manage your condition. In addition, the nurses can organise investigations and book operations where appropriate. At your first appointment the nurse will be able to spend time with you to really help and support you.

What can the urology nurse specialist do?

The nurse specialist will undertake an assessment of the problems you are experiencing with your bladder. Following the assessment, specific advice and support will be tailored to your needs.

Often, improvements can be made with a few simple changes to your lifestyle. Sometimes it may be that medication or a referral to physiotherapy would be of benefit to you. On occasion, an operation may be suggested to help improve the storage or emptying of urine.

In order to find out a bit more about your individual urinary problems, the nurse specialist may examine you and do further investigations such as:

- Blood tests.
- Ultrasound scans.
- Flow test (passing urine into a machine that measures the flow).
- Cystoscopy (a look inside the bladder using a special camera either under local or general anaesthetic).
- Urodynamic studies (a short test which works out how well your bladder stores and empties urine).

How do I contact the urology continence nurse specialists?

The urology nurse specialists can be contacted between the hours of 9am and 5pm each week day. There is a voicemail facility if you wish to leave a message. Please include your name and date of birth (or your hospital number if you have it) so that the nurses can return your call although this may not be on the same day.

Janette Glowala Nurse Specialist	01904 726315
Nicola Allan Nurse Practitioner	01904 725213
Urology Diagnostic Unit	01653 604611

Useful information and support

Bladder Health UK

A national charity offering support, help and information for people living with bladder conditions

Advice line: 0121 7020820
Website: www.bladderhealthuk.org
Email: info@bladderhealthuk.org

BAUS

(British Association of Urological Surgeons)

Website: www.baus.org.uk

Go to the patients section of the website to find useful information on a wide range of urological conditions. By clicking on the following headings you can also learn more about investigations, surgery and treatments relevant to you.

“I think I might have.....(e.g. overactive bladder)”

“I’m told I need.....(e.g. Urodynamic Studies)”

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Urology Continence Nurse Specialists, Clinical Nurse Specialists Office, 3rd Floor Admin Block, The York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 726978.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供，電
或發電

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