

Continence service video transcript

0:00:01.680,0:00:06.720

We are the bladder and bowel service for adults. We are a multi-disciplinary team

0:00:06.720,0:00:11.520

made up of specialist nurses and pelvic health physiotherapists who can assess

0:00:11.520,0:00:17.360

and treat continence issues in people of any gender. If you have a bladder or bowel

0:00:17.360,0:00:22.880

problem that is affecting your quality of life, such as incontinence or prolapse,

0:00:22.880,0:00:28.480

we can help. The bladder and bowel team do not just hand out incontinence pads.

0:00:28.480,0:00:34.400

We will always aim for appropriate assessment and treatment first to help resolve or manage

0:00:34.400,0:00:40.400

the problem. Appointments are held face to face at clinics across Berkshire, although we do

0:00:40.400,0:00:46.960

occasionally offer telephone appointments. We do not provide home visits, so if you are housebound,

0:00:46.960,0:00:53.120

your referrer needs to make a note of this and you will be assessed by the community nursing team. We

0:00:53.120,0:00:58.800

do not accept self-referrals, so you will need to be referred by a health care professional such as

0:00:58.800,0:01:06.000

your GP or a hospital clinician in order to access our service. If you're experiencing severe bladder

0:01:06.000,0:01:11.520

or bowel retention, meaning you cannot empty either your bladder or bowel, this is a medical

0:01:11.520,0:01:18.720

emergency. You need to call 111 or attend accident and emergency. Do not wait to see your GP or for

0:01:18.720,0:01:24.640

one of us. When you have received your referral, we will review the information provided and decide

0:01:24.640,0:01:30.000

if we are the right service for you. There is usually a 10 to 12 week wait for the first

0:01:30.000,0:01:37.040

assessment. You can find more information about the bladder and bowel service on our web page.