

The Malton Diagnostic Centre Urology One Stop Clinic

Information for patients, relatives, and carers

**Urology Department
Malton Diagnostic Centre**

Malton Community Hospital, Middlecave Road, Malton, YO17 7NG

① For more information, please contact:
The Contact Centre

Telephone: 01904 72 64 00
York Hospital, Wigginton Road, York, YO31 8HE

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Introduction

The One Stop Clinic (OSC) is an enhanced service for all urology patients to allow fast access to diagnosis and treatment.

The traditional system required you to be referred by your GP and to attend multiple visits (e.g., first appointment, return for tests and then again to receive test results).

In contrast, the OSC enables you to have your consultation with a specialist and a range of tests in a **single visit all on the same day**. An individual plan for your treatment will be agreed with you and the team before you go home.

Who will I be seen by?

The OSC is run by a team of highly trained urology specialists led by consultant urologists. To enable the clinic to run as efficiently as possible the specialist team includes

- Consultant Urologists
- Specialty Doctors – who report to Consultants but have many years of specialty experience
- Specialist Registrars – receiving advanced training in Urology in order to eventually become a Consultant
- Urology Nurse Practitioners
- Urology Nurse Specialists
- Radiographers and Ultrasonographers – healthcare professionals who specialise in the imaging of human anatomy for diagnostic purposes

Depending on your condition, you will be assigned to one of the above specialists in the clinic and he/she will be your personal specialist throughout your visit. However, all clinics are led by a consultant urologist who will supervise and liaise closely with your personal specialist and take ultimate responsibility for your care.

What tests will I have in clinic?

Your specialist will decide which tests are needed, although not every patient will need a test.

Possible tests available include: blood tests, ultrasound scan, X ray, flexible cystoscopy, prostate examination and biopsy, urinary flow rate evaluation or urodynamics (bladder pressure studies).

You will be asked for a sample of urine, and we will give you a container and tell you what to do, so please ensure that your bladder is comfortably full on arrival. More importantly, **please don't use the toilet before you have been seen by the staff**. If you can't hold your bladder, please alert one of the nurses. There are water dispensers in the centre for you if you need to drink before giving your sample.

What does it mean to me as a patient?

The majority of referrals are for assessment and treatment of routine urological conditions.

However, if your GP explains that you have been referred urgently due to suspected cancer, you will be offered an appointment to attend within two weeks.

It is very important that you are available to attend during the initial two week period and over the next two months if necessary.

Please ensure that your GP has your up to date contact details, including a mobile phone number and email address where possible.

Unlike a traditional clinic, you will spend up to four hours in the clinic, so please come prepared to spend either all morning or all afternoon. Although this may seem like a long time, please remember that it is because we aim to complete all your tests on one day. This is why we call it a "One-stop clinic".

At the end of the consultation what will happen to me?

Your test results will be compiled at the end of clinic and the results of all the tests and assessment will be discussed with you before you leave.

The exception is prostate biopsies which take about ten days to process. We will arrange in the clinic when and where you will be able to receive these results.

We will do our best to answer any questions you might have and plan of action for you and your GP before you leave.

What happens after the clinic?

You will either be started on treatment, discharged back to your GP, have further follow up with the urology team, be asked to come back for a specialist test at a later date if the test is not available in the one stop clinic, or be added to a waiting list for an operation.

Your follow up or operation will be at the unit of your choice.

Please let your specialist know if there are dates when you will be unavailable for surgery and the waiting list office will contact you with a date for your procedure. You and your GP will receive a letter detailing your consultation and treatment plan.

Please let the clinic staff know if you do **not** wish to receive a copy of your clinic letter.

Allergies

It is important that you inform us of any allergies that you may have.

Check List

Before your visit please ensure that you:

1. Read the attached letter and check when and where your appointment is
2. Have checked how to get to the clinic
3. Are available to spend up to four hours in clinic on the day
4. Have a list of current medication with you
5. Have notified us if you cannot attend on 01904 726400

On behalf of the clinic team we hope your visit to see us is helpful and we look forward to meeting you on the day.

Further information

We recommend the British Association of Urological Surgeons web site www.baus.org.uk

Click on the “Patients” drop down menu and then click “I think I might have” if you seek information about a specific urological condition, or, “I’m told I need” if you want procedure-specific information about urological surgery or procedures.

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: please contact Sarah Hillery, Advanced Nurse Practitioner, General Surgery and Urology, The York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 72 69 78.

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 yhs-tr.patientexperienceteam@nhs.net

An answer phone is available out of hours.

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.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website: www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

Owner	Sarah Hillery, Advanced Nurse Practitioner
Date first issued	January 2017
Review Date	February 2027
Version	4 (issued July 2024)
Approved by	Department of Urology
Document Reference	PIL 1071 v4

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