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Our Ref: ID 992

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 1st December 2017.

You Asked for:

I am writing to request the following information under the Freedom of Information Act on behalf of the Urology Trade Association. I would appreciate responses being sent in email format.

- Confirmation of whether the NHS Wirral CCG has implemented NHS England guidance Excellence in Continence Care, published in December 2015
- Minutes of any meeting confirming the implementation of such guidance

Our Response:

Our continence services have been co-designed with our community services provider to provide quality, patient focused, out of hospital care to maximize the health potential of individuals and make a positive impact on population health outcomes. They aim to help and support patients and carers as much as possible whilst they are dealing with incontinence.

The services can include:

- Assessment, development and ongoing review of treatment or management plans for continence problems
- Tips to promote a healthy life style and some behavioural changes to improve or control symptoms i.e. changes to diet or fluid intake
- Light exercises i.e. pelvic floor exercises
- Prescription and review all medications
- Support for bladder or bowel training programmes
- Provision of continence products or appliances when clinically indicated
- Catheter care clinics
- When appropriate, home visits

- Continence aids to improve access to toilet facilities
- Catheter care
- Telephone support for patients and healthcare professionals
- Training for health and social care professionals in basic continence care.

Through being a multi-disciplinary focused team they can ensure that each patient referred to the service sees the right person at the right time for the right treatment. Joint home visits are also offered with Community Nurses to support housebound patients with symptoms of bladder or bowel and catheter related problems to ensure that the service can be accessed by the more vulnerable hard to reach cohorts of patients.

With regards to confirming the implementation of the guidance we can confirm that it has been embedded within our service specification with the community provider. This ensures that it is adhered to by our services. The example below is taken from our Paediatric continence service specification to demonstrate we are abiding by the guidance for both adults and children:

‘The service will also actively encourage through teaching and advice the prevention strategy detailed within the NHS England document Excellence in Continence (2015). These services not only provide expert treatment within the community but advice regarding self-help strategies. Skills include training colleagues in initial continence assessment and conservative treatments and ensuring that referrals to secondary care are made where appropriate.’

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

Yours sincerely

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