

Improving access to continence care for vulnerable groups

The community bladder, bowel and pelvic health team has successfully linked up with the five foodbanks in the Trust's local area.

Background:

It is known that people living in poverty find it harder to access NHS services, and stigmatised conditions such as incontinence are difficult for people to discuss even in ideal conditions.

Plan:

Connections have been established with the five Foodbanks in the Trust's area.

Posters have been designed to be displayed in each centre.

Self-referral has been advertised, to reduce barriers to accessing treatment, with a direct telephone line and Email address.

All patients on prescribed containment products are given advice on how to return unused packages of pads and, where a collection cannot be undertaken, they are advised to take them to the Foodbank collection centre.

Foodbank clients who request containment products will have the BBPH team's service and contact details highlighted. They will be encouraged to make contact with the team for an assessment and ongoing support.

Future plans:

We hope to collect data on Foodbank clients' interest in the service, referral rate and outcomes (if possible).

We would like to consider establishing an ad hoc outreach clinic in a Foodbank centre.

Do you...

- find it hard to reach the toilet on time?
- sometimes leak pee (urine) or poo?
- struggle with constipation?

Our Bladder, Bowel and Pelvic Health team can help, if you or a friend or relative are experiencing these issues.

You can refer yourself, if you have a Lewisham GP, or contact us on behalf of a friend or relative.



Email us on lg.bbphealth@nhs.net
or call us on **020 3049 3446**

If your GP is not in Lewisham, call and ask for advice about your nearest service.

Don't put up with it
– talk to our friendly team!