

**Carers** – are usually employed through social services to provide you with assistance to achieve activities of daily living that you are unable to do for yourself. This usually involves hygiene care, getting up and dressed, and making sure you have the things around you that you will need for the day. Carers will be allocated an appropriate amount of time with you. Carers are not usually able to do any care that is classed as an invasive procedure, eg manual evacuation of the bowel or catheter changes.

### **How can I help reduce healthcare associated infections?**

Infection control is important to the well-being of our patients and for that reason we have infection control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections. We ask that you, and anyone visiting you, use the hand sanitiser available at the entrance to every ward before coming in to or after leaving the ward. In some situations hands may need to be washed at the sink using soap and water rather than using the hand sanitiser. Staff will let you know if this is the case.

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Author: SPOP  
Issue date: July 2017  
Review date: July 2019

Leaflet code:  
Version: 3

## Spinal Outpatients Services (SPOP)

**Contact Nurses on 01296 315829 (answer machine)**  
**Contact Therapists on 01296 315828 (answer machine)**

### **Patient information leaflet**

If you require a translation or an alternative format of this leaflet please call Spinal Outpatients on 01296 315829

**Safe & compassionate care,**

**every time**

SPOP is a multi disciplinary team (MDT) including nurses, therapists and medical staff, who provide outpatient services for patients discharged from this centre.

### **Clinic appointments**

Your consultant will request to see you between 6 weeks and 3 months post discharge following initial rehabilitation. Appointments will then follow on an annual basis unless your consultant advises otherwise. In addition to your routine appointments, you may wish to be seen by your consultant, a nurse or a therapist for other medical issues. If this is the case please phone the Outpatients Department and speak to a nurse or therapist or speak to your consultant's secretary to discuss this and arrange an appointment.

**Types of clinics:** Consultant clinics  
Nurse clinics  
Therapy clinics

### **Specific clinics for:**

Bowel Management	Gynaecology
Weight Management	Upper Limb
Urology	Baclofen Pump Refill
Sexuality and Fertility	Orthopaedics
Preoperative Assessment	Botox
Complex Wound Assessment	Cauda Equina Syndrome

### **Transport to Spinal Outpatients**

You are expected to arrange your own transport by driving yourself, asking a family member or friend to drive you or seek local community transport that will bring you, ie taxi or voluntary transport schemes via the council or Citizens Advice Bureau. If you are unable to arrange your own transport, please contact NSIC Reception on 01296 315872.

### **Phone advice**

The department is staffed from Monday to Friday 08.30 – 16.30. Messages can be left on the answer phone and we will return your call as soon as possible. The MDT is able to give advice and information on many different subjects, eg bladder, bowel and skin care, equipment, exercise, splinting, wheelchair mobility and community services. The department also has a large resource of information that we are happy to share with you. Please note we are not an emergency service and often we cannot advise on urgent issues

### **Role of community staff**

**General Practitioner** – you will need to visit the GP in order to discuss the medication you are on and set up a repeat prescription for all the drugs and equipment you need that are available on prescription. If you remain well, there is no reason why you should need to see the GP. If you become poorly, you may have more contact with the surgery or see the GP more frequently.

**District Nurse** – to help you with any nursing issues that carers are not able to be involved with. This may be to change your suprapubic catheter or an alternate day visit to assist with bowel evacuation. The district nurse is also the person you can call upon if you are worried about a nursing issue and need advice or someone to visit you as soon as possible, eg a pressure mark or pressure ulcer, or a leaking suprapubic catheter, or bowel management.