

## Continence Service Referral Form

Surname		DOB:	
Forename(s)		NHS NO	
Address:	GP Practice:		
Postcode:	Tel No:		
Tel No:			
Key Code No:			

Name of Next of Kin:				
Relationship:				
Tel. No.				
Reason for Referral:				
Relevant Medical/Surgical History:				
Is the patient EOL?	Yes	Please refer to the CCT/ICT. See overleaf.	No	
Is the patient palliative?	Yes	Please note patient will be seen within 28 days, see overleaf.	No	

Is patient aware of referral?	Yes		No		Unknown	
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Referred by (Please Print):	
Job Title:	
Date:	
Telephone no.	

Please email completed referral to: [SHFT.clinicaladmin@nhs.net](mailto:SHFT.clinicaladmin@nhs.net)

**Please be aware, if you are sending this form via an unsecured email account, this is at your own risk.**

## Referral Criteria for the Southern Health Continence Service

**Please be aware we are not an emergency service  
The Southern Health Continence Service do not provide support to  
hospitals, other than Southern Health Community Hospitals.**

**Days / Hours of operation: 9am - 5pm Monday to Friday excluding Bank Holidays.**

The Southern Health Continence Service will accept any patient 18 years and over with or without bladder/bowel incontinence, **excluding:-**

- End of life – due to the patient having to wait up to 28 days for an appointment. If incontinence pads are required, and you have access to the product request form, please complete and email to [SHFT.ContinenceService@nhs.net](mailto:SHFT.ContinenceService@nhs.net). If you do not have access to the form please refer on to the ICT/CCT to complete.
- Catheterisation – Excluding teaching of Clean Intermittent Self Catheterisation
- Bowel preparations such as suppositories and enemas.
- Those patients that require a clinic appointment under the Solent Bladder & Bowel Service **should continue to be referred to Community Bladder and Bowel Service, Bitterne Health Centre, Commercial Street, Southampton SO18 6BT**  
[Snhs.bladderandbowelwest@nhs.net](mailto:Snhs.bladderandbowelwest@nhs.net)

**We can accept referrals from pupils attending Treloars and registered to Farnham Dene Medical Practice. No other patients registered to this surgery can be accepted.**

The Southern Health continence service is able to offer information and support to individuals who require advice regarding the promotion of continence, and the management of incontinence; we also offer joint visits for patients with complex bladder / bowel needs.

On receipt of this referral the Southern Health Continence Service will scan the information onto RIO. The patient will then receive documentation to complete and return before being triaged and allocated to the appropriate clinician within 5 working days, this also applies to Solent patients.

Southern Health patients requiring an appointment will be sent a letter advising them of their appointment details.

We aim to offer an appointment within 28 calendar days on receipt of their returned paperwork.

Failing to respond in one month will result in the patient being discharged and the referrer informed.