

Lower Urinary Tract Symptoms (LUTS) Service

Standard Operating Procedures (SOP) for Patients

The Lower Urinary Tract Symptoms (LUTS) Service is a specialist service for adult patients with complex chronic or recurrent urinary tract infection (UTI). The service is a Whittington Health Service run from Clinic 4C at the Whittington Hospital (the LUTS service is no longer provided from Hornsey Central Neighbourhood Health Centre).

The Service sees patients from all over the UK who have failed standard treatment protocols for uncomplicated urinary tract infection, overactive bladder and chronic bladder pain.

Being referred to the LUTS Service

1. The LUTS service sees patients with recurrent lower urinary tract symptoms, presumed to be chronic or recurrent infection. Recurrent is deemed as having had three or more episodes of urinary infection in a year or two or more episodes of urinary infection within the last six months.
2. In order to be referred to the LUTS service, you must have been treated in secondary care and failed standard treatment for uncomplicated urinary tract infection, overactive bladder and chronic bladder pain.
3. You can only be referred to the LUTS service by an NHS Consultant, not by a GP.
4. You cannot be referred to the LUTS service if you are under 18, have had a positive pregnancy test or are suspected of having lower urinary tract cancer.
5. Referrals should be sent to the Whittington Health Access Centre:
outpatients.whitthealth@nhs.net.
6. If you would like to confirm that your referral has been received or have any appointment queries, please contact the Access Centre on: 020 7288 5511.

Patient pathway and treatment

7. Your first appointment will be an onsite urine analysis. We need the urine to be fresh i.e. no more than two hours old so that we can analyse it immediately, as delay in examination can affect the accuracy. The tests are different to normal NHS urine tests so a sample analysed at your local clinic would not be appropriate.
8. Onsite urine analysis is part of our management protocol. Patients are expected to be able to travel to the clinic to provide a urine sample, regardless of their location in the country.
9. Following urine analysis, we will organise a telephone appointment to discuss next steps and treatment.
10. Treatment may include antibiotics, treatment for overactive bladder and pain management.
11. Treatment will be reviewed every 12 weeks, although we may book a follow-up appointment within 12 weeks to determine whether you are responding to the treatment.

12. Any change of treatment will usually be suggested after the analysis of another fresh urine specimen and you will be asked to attend the department to provide this.
13. Whilst the treatment regimes in this clinic are outside local and national guidelines (NICE) they are based on observational study data and small randomised controlled studies. Treatment with long-term antibiotics is not licenced in the UK. For this reason, we ask that you follow your treatment plan diligently and adhere to our safety guidance relating to the reporting of side effects. You will be monitored very carefully.
14. All patients on long term antibiotics are asked to have blood tests checking the function of their liver and kidneys every three months as antibiotics can negatively affect these organs. We ask you to please comply with these checks and to have these done either through the GP or as advised by the LUTS service. If indicated by the result of tests carried out, you may be asked to stop treatment.
15. All cases referred to the LUTS service will be discussed in an MDT (Multi-Disciplinary Team). The MDT includes LUTS consultants, Physiotherapist, Microbiologist, Anti-Microbial Specialist Pharmacist, Urology Consultant, Urogynaecologist, Uroneurologist, Colorectal Consultants, pelvic floor Nurse Specialist and LUTS Nurse Specialist.
16. Due to Covid-19, all follow-up appointments will be via telephone/video, although this is subject to change.

Research

17. We are an active research centre and part of the Chronic Cystitis Research Group (CCRG). You may be asked to participate in our ongoing research studies investigating the cause and treatment of chronic urinary symptoms. It will not affect your treatment. We hope that you will consent to take part in the studies and you will be provided with detailed information should you wish to participate. Taking part in the research studies is entirely voluntary.

Access to the service

18. Appointments

- 18.1 Please **do not** come to Clinic 4C without an appointment. You will not be seen by a clinician. You should not come to our hospital unless it is absolutely necessary so that it remains safe for others to attend.

19. Waiting times

- 19.1 As we are a unique clinic and treat patients from all over the country, the waiting list is very long. We will do our best to send an appointment as soon as we can.

20. Urinalysis

- 20.1 We ask all patients to attend Clinic 4C to deposit a urine sample. We need the urine to be fresh i.e. no more than two hours old so that we can analyse it immediately, as delay in examination can affect the accuracy.
- 20.2 The LUTS service cannot pay for couriers but you are able to send a sample or get a friend or family member to drop it off as long as we receive it within **two hours** of the sample being made.

21. Pharmacy

21.1 All prescriptions will now be processed through the Whittington Health Pharmacy Shop. The Pharmacy will provide three monthly prescriptions. It is open Monday to Friday 9:00 – 17:30 and on Saturday and Sunday 10:00 – 14:00.

21.2 Patients who live in London will be expected to collect their medication either in person or via a friend or family member. Only in exceptional circumstances, on a case-by-case basis and at the pharmacist's discretion, will medications be posted.

21.3 The Pharmacy is able to post medication to patients who live outside of London. This will need to be discussed with Pharmacy via telephone. Please give at least one-week notice so that you don't run out of medication.

21.4 It is imperative that you call the Whittington Health Pharmacy on 0207 288 3387 to arrange collection. Prescriptions will be dispensed when the Pharmacy receives confirmation that the medication will be collected (please give at least 15-20 minutes for your medication to be dispensed).

21.5 The Whittington Health Pharmacy provides a 'drive-by' service *for shielding patients only*, where you can pick up your medication at the Magdala Avenue entrance to the Hospital without leaving your car to maintain shielding and social distancing. This can be arranged directly with Pharmacy.

22. Travel and parking

22.1 You can access the Whittington Hospital via tube (Archway station), train (Upper Holloway station) or bus (C11, W5, 4, 17, 41, 43, 134, 143, 210, 263, 271, 390).

22.2 There is no parking on the hospital site during the day, but there are a limited number of disabled parking spaces which may be used by Blue Disabled Badge holders between 8am and 5pm, free of charge. Parking is for a maximum of three hours.

22.3 Normal charges will apply to Blue Disabled Badge holders after 5pm on weekdays and all day at weekends. The first 20 minutes is free and after that there is a charge of £3 per hour.

Cancellations and failure to attend

23. Patients will be discharged in line with the Trust Access Policy.

24. If you do not attend two appointments (including new appointments) you will be discharged following a clinical review to confirm if this is in your best interest. A discharge letter will be sent to you and your GP.

25. If you cancel an appointment and then cancel the newly agreed appointment, you will be discharged following a clinical review to confirm if this is in your best interest. A discharge letter will be sent to you and your GP.

26. The clinician's decision to discharge is final.

Communication with LUTS team

27. Unacceptable behaviour

27.1 Employees have the right to be treated with respect and dignity at all times, as do patients. It is unacceptable for patients or other members of the public to harass staff. Patients will be informed in writing if their behaviour is unacceptable and any further incidents will not be tolerated.

28. LUTS email inbox

28.1 If you have any questions, please consult this SOP and our website (<https://www.whittington.nhs.uk/LUTS>) before contacting our clinicians.

28.2 If you are getting in touch to confirm if your referral has been received or have any appointment queries, please contact the Access Centre on: 020 7288 5511 / outpatients.whitthealth@nhs.net. Any appointment queries made direct to the LUTS Service will not be responded to.

28.3 If you need advice for a significant problem related to side effects or symptom response before your next consultation, please contact us by sending an email to lutscommunityadmin.whitthealth@nhs.net. We will do our best to reply to any clinical queries within 48 hours. If your query is not clinical, we will respond as soon as we can.

29. LUTS phone number

29.1 If you need advice and cannot email us, you can call us on 020 3074 2256.

30. Patient Advice and Liaison Service (PALS)

30.1 If you have a compliment, complaint or concern about the service please contact our PALS team on 020 7288 5551 or whh-tr.whitthealthPALS@nhs.net.

Key contacts

LUTS team: 020 3074 2256 / lutscommunityadmin.whitthealth@nhs.net

Access Centre: 020 7288 5511 / outpatients.whitthealth@nhs.net

PALS: 020 7288 5551 / whh-tr.whitthealthPALS@nhs.net

Whittington Health Pharmacy: 0207 288 3387 / whh-tr.MI@nhs.net