How to contact us

**Telephone:**
Adult (aged 18+): 01865 904 303
Children (aged 4 - 18): 01865 904 467

**Fax:**
01865 261 785

**Address:**
Community Bladder and Bowel Service
Witney Community Hospital
Welch Way
Witney
OX28 6JJ

**Office opening times:**
Monday to Friday, 9am - 5pm

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.
Bladder and bowel health

Approximately one in ten people will experience bladder or bowel symptoms. It can affect children and adults of all ages. Despite being a common problem it is still something we feel embarrassed about.

Seeking help can really improve quality of life. With the right treatment everyone can be helped to effectively manage, improve and in many cases cure their condition.

Bladder and bowel problems may include:

- leaking urine when you cough, sneeze or laugh
- not being able to ignore a sudden urge to pass urine
- waking up more than a couple of times a night to pass urine
- frequent visits to the toilet
- having a condition or disability which stops you from being able to remove your clothes quickly or get to the toilet in time
- difficulty controlling bowel movements
- constipation

Our service

The Oxfordshire Community Bladder and Bowel Service is a community based service offering assessment, individualised treatment and support for anyone over the age of four to improve their bladder and bowel health.

We are a nurse-led service that specialises in continence care and our aim is to help and support patients and carers as much as possible while they are dealing with bladder and bowel issues.

We work with children and adults to promote healthy bladders and bowels through lifestyle management. We aim to improve quality of life and promote dignity and independence through assessment, treatment plans and care reviews.

Who is the service for?

- children aged 4 - 18 years
- adults aged 18 years and above

You must be registered with an Oxfordshire GP in order to access our service.

How do I access the service?

Patients, family members and carers can make a direct referral to the adult service. You can telephone us on the number overleaf.

Healthcare professionals and GPs can write a letter or complete a referral form enclosing a brief summary of their patient’s medical history and the reason for the referral. These can be sent via post or fax.

Referral to the children’s service can only be made by a healthcare professional.

Once your referral has been received you will be added to our waiting list and you will be offered the next available clinic appointment.

You will be notified by post and the appointment letter will include a three-day bladder diary or a seven-day bowel diary for you to complete and bring to the appointment.

We can also visit housebound patients in their home if the need is highlighted.