Find out more

You can find out more about our Continence Service by logging on to our website pages at: www.nchc.nhs.uk/continence-service

Other useful sources of information can include:

Prostate Cancer: www.prostatecanceruk.org
Pads: www.tena.co.uk Tel: 0800 393431
Urinary sheaths: www.colooplast.co.uk Tel: 0800 132787
www.jade-euro-med.co.uk Tel: 0800 7834228
Urinary funnels: www.beambridgemedical.com Tel: 01483 571928

Patient Advice and Liaison Service (PALS)

You can receive help with queries about NHS services from our Patient Advice and Liaison Service (PALS)

Tel: 0800 088 4449
Email: pals@nchc.nhs.uk
(Monday-Friday 9am-5pm)
About our service

There are four teams providing confidential and dedicated continence services across Norfolk. Our aim is to promote continence, to help you to manage incontinence, and to help improve the quality of life of our patients.

We offer our services in a variety of locations across the county, based in community hospitals, GP surgeries and health centres.

Our teams are made up of specialist nurses and physiotherapists, all trained to assess and treat your bladder, pelvic floor and bowel issues.

How to access our service

Your hospital nurse, community nurse, GP or another health professional can refer you to our service. Or, you can refer yourself by contacting one of our clinics directly – see the contact details opposite.

What if I am housebound?

In genuine circumstances we can visit you at home. However, please be aware that the waiting list can be long and we prefer to see you in clinic where we have the correct equipment.

What if I don’t have any transport or access to public transport?

If this is the case, please enquire about community transport schemes in your area. In exceptional circumstances hospital transport can be provided to some clinics.

Planning for your first appointment

Your first appointment will last around one hour, and one of our trained advisors will take your medical history, some of which will be in-depth.

Please bring with you any relevant information of any investigation or treatment from the hospital or your GP practice, and a list of your current medications.

You are welcome to bring your carer, friend or relative with you.

Clinic Information:

www.nchc.nhs.uk/continence-service

Norwich & Central Norfolk: The Kingfisher Team
Norwich Community Hospital, Bowthorpe Road, Norwich, NR2 3TU
Tel: 01603 776625  Fax: 01603 776805

South Norfolk: The Curlew Team
Wymondham Health Centre, 18 Bridewell Street, Wymondham, NR18 0AR
Tel and Fax: 01953 609419

North Norfolk: The Avocet Team
North Walsham Memorial Hospital, North Walsham, NR28 9AP
Tel: 01692 408027  Fax: 01692 408078

West Norfolk: The Teal Team
St James’ Clinic, Extons’ Road, King’s Lynn, PE30 5NU
Tel: 01553 668773  Fax: 01553 668607