

## NHS Friends and Family Test

We value your feedback and want to make our services as good as possible for you. That's why we'll be asking you the following simple question:

**“How likely are you to recommend our services to friends and family if they needed similar care or treatment?”**

This will be sent to you either by text or as an automated telephone survey within 48 hours of leaving our services which will ask you to rate your experience. We will use your feedback to assess the quality of our service so your response would be very much appreciated. However if you do not wish to take part you can simply reply STOP when you receive the message. Responses to the survey are FREE.

For more information on the Friends and Family Test, please visit [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily), email [patient.experience@ulh.nhs.uk](mailto:patient.experience@ulh.nhs.uk) or speak to a member of staff.

## References

If you require a full list of references for this leaflet please email [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)

The Trust endeavours to ensure that the information given here is accurate and impartial.



If you require this information in another language, large print, audio (CD or tape) or braille please email the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk)

## What to expect after your Cystoscopy

Helpline or enquiries (8.30am to 5.00pm Monday to Friday)

For appointments and general enquiries

Boston 01205 445072  
Grantham 01476 464366  
Lincoln 01522 707199  
Louth 01522 573849

For procedure related enquiries (8.30am to 6.00pm Monday to Friday)

Boston 01205 446559  
Grantham 01476 464085  
Lincoln 01522 573821/573768  
Louth 01507 631236

For more information please see: [www.ulh.nhs.uk](http://www.ulh.nhs.uk)

## What to expect after the test

- Some pain, stinging or bleeding may be experienced on passing urine for up to 24 hours after your procedure
- Ensure that you drink more fluid than normal, for three days after your procedure
- If you experience any discomfort, pain relieving tablets such as paracetamol may be taken at home according to the manufacturer's instructions
- You may have been given a course of antibiotics to take home
- If you develop flu like symptoms please see your GP and take your cystoscopy report with you

If you are worried about any symptoms you experience after this test you may ring the helpline numbers on the front cover of this leaflet.

**If you develop worsening abdominal (tummy) pain or heavy bleeding please attend your nearest Accident and Emergency Department and take your cystoscopy report with you**

**Out of hours please contact the NHS non-emergency service on 111.**

## When will I get the results?

The doctor or nurse will speak to you before you leave and explain what was seen and done during the test.

Your test was normal, no follow up is required

You will need another endoscopy procedure

Date \_\_\_\_\_

You will need another investigation

\_\_\_\_\_

A copy of your results will be sent to your Consultant who will arrange a clinic appointment if needed

A copy of your results will be sent to your GP within 21 days. Please check your GP Practice has received your results before making an appointment

Outpatient appointment

Date: \_\_\_\_\_