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**Bladder One-Stop
Service (BOSS)**



Patient information

Bladder One-Stop Service



Excellent patient care, together

About us

Urology is a surgical specialty. It covers the diagnosis and treatment of disorders of the kidneys, ureters, bladder, prostate and male reproductive organs. We offer services to patients from West Hertfordshire and the surrounding areas.

What is the Bladder One-Stop Service?

This has been set up to provide an efficient service for patients referred to our suspected bladder cancer pathway. The aim is to have a consultation with the doctor and important diagnostic tests done in one visit. This means fewer visits to the hospital and a quicker diagnosis.

Who will I see in the clinic?

A clinician will see you in clinic, supported by a team of nurses, including specialist nurses. Also, a sonographer (a healthcare professional who undertakes ultrasound scans) and a radiologist to report the scans.

How long should I expect my appointment to last?

- Appointments can last up to three or four hours at allocated time slots. This will be dependent on the number of tests you need and their availability on the day.

Where is the Bladder One-Stop Service held?

- The clinic is held at the Urology Diagnostic Centre, Saint Albans City Hospital (SACH).
- Patients will have a flexible cystoscopy and a scan of the abdomen (upper urinary tract) on the same day. Results and a follow-up plan will be on same day.

What will I need to do before my clinic appointment?

- You may need to come to the hospital before your appointment for a urine test. This is to confirm no prior infection. Patients are to attend with a full bladder to speed up this process.

What can I expect in the clinic?

- We may ask you to complete a short questionnaire about your symptoms. This can be done while you wait to be seen.
- A nurse may request a sample of urine for testing with a dipstick.
- You will see a doctor or clinician who will ask you about your symptoms and may examine you. Sometimes this includes a vagina or rectal examination depending on your problem. Please request a chaperone to be present for the examination, if you would like one.
- After this assessment, the doctor will discuss with you any further tests proposed and questions you may have related to these.

You will be able to have the following tests during your clinic visit:

1. Urine test

It may be useful to arrive with a full bladder as this may speed up some investigations. Let the nurse know on arrival if your bladder is full.

2. Flexible cystoscopy

This is a telescopic examination of the bladder. A small flexible scope is passed through the urethra (water pipe) and the bladder is filled with water. This allows the doctor to examine the lining of the bladder.

3. Ultrasound

An ultrasound scan is a painless test that uses sound waves to create images of organs and structures inside your body. We will scan your kidneys, down to the bladder to check for abnormalities.

What will I need to bring to my appointment?

- Expected to have signed a digital consent form sent. We will have sent this via text message or email before your appointment – the title will be 'Concentric'.
- A list of allergies and current medications, including those you have bought yourself. If you are taking any alternative medicines, such as herbal remedies, we would like you to bring those too.
- Attend with a comfortable full bladder if possible.
- If you have a urinary catheter in place or pads, please bring a spare with you.

Can I bring someone with me?

Yes, you can bring someone with you. They may not be able to be with you during your tests. They can wait in the areas provided.

Our waiting area has limited space. We would request that you bring only one person with you. Please do not bring young children with you.

After your appointment

The clinician will give your results and will tell you what will happen next.

You may:

- be discharged from Urology
- need a follow-up appointment with us
- need further tests
- be booked for surgery
- If you are booked for surgery, you could be asked to attend one of our pre-assessment clinics. This is designed to streamline your admission by making sure that you are medically fit for the procedure. You might be asked to have an ECG (heart trace), blood tests and X-rays.

What happens after the flexible cystoscopy?

- You will be able to walk to the toilet to pass the fluid used to fill your bladder, just as if you were passing urine.
- When you go home, you must drink plenty of fluid for the next 24-48 hours. This helps to flush your system through.
- You may find when you first pass urine, that it stings or burns slightly for three to four days. The urine may also be slightly blood-stained. If you continue to drink plenty of fluid, this discomfort and bleeding will resolve quickly.

Will I know the cause of my bleeding at this visit?

We will attempt to explain the cause of your bleeding at the time of your visit, although this is not always possible. You and your GP will be told of the results of any outstanding investigations once they are available.

What if I have problems after my visit?

If you have any continuing problems after your visit, you can:

- speak to your GP
- contact the pathway navigators or
- attend Emergency at Watford General Hospital if you have severe, continuous bleeding (very rare), you're unable to pass urine, you feel unwell or you have a fever

PLEASE NOTE: if you have continued bleeding after you have been investigated, you must tell us and your GP, even if we have given you the "all-clear".

How to contact us

Bladder Pathway Navigators (Urology Diagnostic Centre)

[St Albans City Hospital](#)

Waverley Road

St Albans

Hertfordshire

AL3 5PN

Tel: 01727 897339

Hospital switchboard: 01727 866122

Further Information

The British Association of Urological Surgeons - www.baus.org.uk

British Association of Urological Nurses - www.baun.co.uk

Prostate Cancer UK - <https://prostatecanceruk.org/>

PALS

If you need this leaflet in another **language, large print, Braille or audio version**, please call **01923 217198** or email westherts.pals@nhs.net.



Language



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Braille



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Survey - Friends and Family Test

We welcome feedback about your care, this feedback is shared with all staff so that we can improve patients' experience. Click this [link](#), scan the QR code with your smartphone or type in: bit.ly/4o3QVFJ.



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