

Catheter advice line

Monday - Friday
9am - 5am

A new advice line has been introduced to provide patients living with a catheter access to care and advice to help them manage any issues they may be facing.

Who is this advice line for?

People who are:

- Mobile and not housebound
- Living in Barking and Dagenham, Havering and Redbridge
- Have an indwelling urinary or suprapubic catheter
- Aged 18 years and over

When to access the advice line

If someone:

- Has a blocked or bypassing catheter
- Needs a routine change of their catheter
- Needs advice when changing their catheter bags
- Needs any advice about their catheter

The advice line is NOT for

- Patients who are not entitled to NHS care in the UK and do not have a valid NHS number
- Patients who are housebound, who meet the criteria for the District Nursing Service
- Patients who would normally have their catheter changed in a hospital environment i.e. for excessive bleeding

For Clinician and Patient (Self-referrals) – ring 07525313961 or 0300 3001699

For clinician referrals only: Catheter.crisis@nelft.nhs.uk