

Safe, professional urology catheter services in your community



Provider: *Uryflow urology services -Uryflow Ltd*

CQC Registration - Provider ID:1-24046901082

Contact: 0800 852 7477 : Mobile/ WhatsApp 07903 103398

Email: Info@uryflow-urologyservices.com

Website: <https://uryflow-urologyservices.com/>

1. About Our Service

Uryflow Ltd provides a high-quality urology clinical nurse specialist -led Community Catheter Service delivering safe, effective, and person-centred care to patients in their homes or clinic settings.

Our service supports individuals who require catheter care, including insertion, maintenance, monitoring, and removal.

We focus on:

- Patient dignity and comfort
- Clinical safety and infection prevention
- Independence and education
- Evidence-based practice
- Complex catheter care

2. Services We Provide

Trial Without Catheter (TWOC)

A clinically planned removal of a catheter to assess the patient's ability to void urine independently.

TWOC Pricing

- **£180** – Successful TWOC (**URY19 Service**)
- **£210** – Failed TWOC (patient-supplied equipment) (**URY18 service**)
- **£230** – Failed TWOC requiring re-catheterisation (equipment provided) (**URY17 Service**)
- **£230** – Failed TWOC requiring CISC training (Supplied equipment for teaching CISC) (**URY16 Service**)

Includes:

- Catheter removal
- Bladder scans before/after voiding
- Monitoring and advice

Clean Intermittent SelfCatheterisation (CISC) Training

One-to-one structured training to support patients in safely and confidently performing self-catheterization for patients who want freedom from urethral indwelling catheters.

- **£150** -includes 1 telephone follow up session (30minutes) (clean intermittent self-catheters for teaching provided) (**URY13 Service**)
- **£ 95** -Face to face refresher training session (Patient supplied equipment) (**URY14 Service**)

Includes:

- Technique assessment,
- hygiene guidance,
- troubleshooting.
- Registration with self-catheter suppliers (your GP will provide subsequent self-catheter prescriptions/ Patient supplied self-catheters)

Intermittent SelfDilatation (ISD) Training

One-to-one structured training to support patients in safely and confidently performing self-urethral dilatation to keep the urethra patent.

- **£230** -includes removal of indwelling catheter (TWOC),1 telephone follow up session (30minutes) (clean intermittent self-catheters / dilators provided) **(URY11 Service)**
- **£ 95** -Refresher or follow up after Training at home. **(URY10 Service)**

Includes:

- Technique assessment,
- hygiene guidance,
- troubleshooting.
- Registration with self-catheter suppliers (your GP will provide self-catheter prescriptions)

Urethral Catheter changes

Routine or clinically indicated catheter replacement carried out by trained clinicians in line with infection prevention and control standards.

Female urethral catheter change

- **£ 110** – (patient supplied equipment) (**URY09 Service**)
- **£ 130** – (equipment provided) (**URY08 Service**)

Male urethral catheter change

- **£130** - (Patient supplied equipment) (**URY07 Service**)
- **£150** - (equipment Provided) (**URY06 Service**)

Suprapubic catheter change

- **£180** – (Provided Equipment) (**URY05 Service**)
- **£140** – (Patient supplied equipment) (**URY04 Service**)

Includes:

- assessment
- catheter change
- care advice.
- site inspection, cleaning, and catheter change.

General Catheter Care & Maintenance

Support to keep your catheter functioning comfortably and safely.

- **£95** per visit (**URY02 Service**)
- **£120** for bladder washouts using patient supplied, prescribed bladder washout solutions (**URY03 Service**)

Includes:

- Drainage bag changes (Patient supplied equipment)
- Hygiene and skin care around the catheter point of insertion (Equipment provided)
- Troubleshooting leaks, discomfort, or blockages (Gp/ Doctor Prescribed -Patient supplied bladder washout solutions)

Bladder Scanning

A non-invasive ultrasound scan used to assess bladder volume and support clinical decision-making

- **£95** (if not part of any of procedures) (equipment Provided) (**URY01 Service**)
- £ 0 – (if it's done as part of our procedures) (equipment provided)

3. Pre-Appointment Information

Patients are advised to request prescribed indwelling catheters, instillagel, and bladder washout solutions from their GP prior to their appointment. These should be delivered before the scheduled visit.

If this is not possible, Uryflow Ltd can provide equipment. A charge of **£20–£30** will apply depending on usage.

4. Consent & Decision Making

All care is provided with your informed consent.

We will:

- Clearly explain procedures, risks, and alternatives
- Give you time to ask questions
- Respect your right to refuse or withdraw consent

Where there are concerns about capacity, we follow the **Mental Capacity Act 2005** to ensure lawful and best-interest decision-making.

5. Infection Prevention & Safety

Your safety is our priority.

We use:

- Sterile and single-use equipment where appropriate
- Strict infection prevention and control procedures
- Clinicians trained in safe clinical practice

We follow national infection prevention guidance to reduce risk.

6. Safeguarding

Uryflow Ltd is committed to protecting patients from harm, abuse, or neglect.

All staff are trained in safeguarding and will escalate concerns appropriately to protect patients' safety and wellbeing.

7. Privacy, Dignity & Confidentiality

We respect your privacy and dignity at all times.

All personal information is:

- Stored securely
- Handled in line with data protection laws
- Kept strictly confidential

Care is delivered in a respectful and dignified manner.

8. Chaperone Policy

You have the right to request a chaperone during any appointment.

A chaperone can provide support, comfort, and reassurance during intimate procedures.

Please request this:

- At booking, or
- At the time of appointment

9. Equality, Diversity & Accessibility

We are committed to inclusive care for all patients regardless of:

- Age
- Disability
- Gender
- Ethnicity
- Religion or belief

We will make reasonable adjustments where required, including communication support and flexible appointments.

10. Clinical Limitations

Uryflow Ltd provides planned, non-emergency care.

We do not provide emergency services.

If you experience urgent symptoms such as:

- Severe pain
- Inability to pass urine
- Heavy bleeding

- fever

Please contact:

- NHS 111
- Your GP
- Or Dial 999/ attend A&E

11. Appointments & Cancellations

- Upfront base Call-Out Fee: (£95.00) at the time of booking to reserve the clinician's time, travel, and initial assessment.
- Additional clinical procedures (e.g., catheter insertions, flushing, bladder scanning) and consumables supplied from clinician stock will incur fees as outlined in our Itemized Service Catalogue
- The clinician will confirm any necessary procedural add-ons with the patient or family prior to carrying out the task.
- All post-visit balances (add-on charges, or consumables) will be invoiced immediately following the visit and charged automatically to the card on file within 24 hours.
- We operate a strict cancellation policy to protect our clinicians' schedules and ensure timely access for other patients.

Notice given > 24 hours prior to visit	Full Refund of the Base Fee (less £5 administrative card processing fee).
Notice given < 24 hours prior to visit	Base Fee non-refundable (£99 retained). Any pre-paid add-on fees will be refunded.
Client No-Show or Access Denied	Full Visit Charge (Base Fee + scheduled procedure fee) is forfeited/charged.

- Rescheduling: Appointments can be rescheduled once free of charge if requested at least 12 hours prior to the visit slot.
- If, upon arrival, the clinician assesses that a procedure cannot be safely performed due to anatomical obstruction, severe pain, strictures, acute infection, or lack of patient consent.
- If a catheter cannot be successfully replaced and hospital/A&E escalation is required, the Base Visit Fee (£95.00) remains fully payable and non-refundable to cover clinical assessment time, travel, and transfer reporting. Procedural add-on fees will be waived.

Home Environment & Health & Safety

- The client or family must ensure a safe, clean, and smoke-free environment for the visiting nurse.
- All pets must be secured in a separate room for the duration of the clinician's visit.
- We operate a zero-tolerance policy regarding physical or verbal abuse, harassment, or intimidation toward our staff.
- The clinician reserves the right to terminate the visit immediately without a refund if safety is compromised.

(Please **see our website client / patient Terms of Service & Booking Policy for more details**)

Cancellation contact details:

0800 852 7477 / 07903 103398 EMAIL info@uryflow-urologyservices.com

12. Complaints, Concerns & Feedback

We welcome feedback to improve our service.

If you are unhappy with any aspect of your care, you can:

- Speak to your clinician
- Contact us via phone or email
- Submit feedback via our website

We will:

- Acknowledge complaints promptly
- Investigate fairly and confidentially
- Keep you informed throughout

If you are not satisfied, you may escalate to:

- Unsatisfied complaints to be forwarded to the Managing Director ,Uryflow ltd , 128 city road , EC1V 2NX info@uryflow-urologyservices.com 0800 852 77477 /07903 103398
- Independent Sector Complaints Adjudication Service-CEDR's contact details are: Centre for Effective Dispute Resolution 100 St Paul's Churchyard London, EC4M 8BU Tel: 0207 520 3800 Email: applications@cedr.com
- CQC Care quality commission: enquiries@cqc.org.uk 03000616161

13. Quality & Clinical Governance

Uryflow Ltd is committed to safe, effective, and high-quality care in line with:

- Care Quality Commission (CQC) standards
- Infection prevention and control guidance
- Professional clinical standards
- Evidence-based practice

Patients are assessed for suitability before treatment. Where needs fall outside our service scope, appropriate referrals will be made.

14. How to Access Our Service

Patients can access our service via:

- GP/ Urologists/ other Qualified Clinicians referral
- Self-referral (where clinically appropriate)

Self-referral contact:

0800 852 7477 / 07903 103398 EMAIL info@uryflow-urologyservices.com FORM LINK

<https://uryflow-urologyservices.com/>

Availability may vary depending on clinical suitability and location.

15. Contact Us

Uryflow Ltd

Phone: 0800 852 7477 / 07903 103398

Email: info@uryflow-urologyservices.com

Website: <https://uryflow-urologyservices.com/>

Address: uryflow LTD 128 city road EC1V 2NX