

Reference: FOI.ICB-2526/138

Subject: Continence Services

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
<p>1. Commissioning of Integrated Continence Services</p> <p>The guidance recommends that ICBs commission integrated, person-centred continence services spanning primary, community and secondary care (p.6–7).</p> <ul style="list-style-type: none"> a) Does Bristol, North Somerset and South Gloucestershire commission an integrated continence care pathway that includes both adult and paediatric services? b) Are community-based continence services available to all residents within Bristol, North Somerset and South Gloucestershire area? c) Are continence services commissioned as a standalone service or embedded within other service pathways (e.g. urology, district nursing, care of older people)? 	<p>There is currently a system-wide piece of work underway within BNSSG (Bristol, North Somerset and South Gloucestershire), with representatives from across the system - ICB, general practice, Sirona (community services) and the acute hospital trusts. This piece of work aims to ensure all existing services are well integrated, person-centred continence services spanning primary, community and secondary care.</p> <ul style="list-style-type: none"> a) The ICB commissions adult and paediatric continence services which operate on separate age-related pathways. Adult: Bladder & Bowel Services (Remedy BNSSG ICB) Children and young people: Bladder Symptoms in Children (Remedy BNSSG ICB) b) Community-based continence services are available to all residents within the BNSSG area. Also, Pelvic Health Physio support the continence pathway which is currently being reviewed. <p>Pelvic Health Physio support the continence pathway which is currently being reviewed.</p>

	c) Both the adult and CYP (children & young people) bladder and bowel services are commissioned as part of larger contracts.
<p>2. First-Line Assessment and Early Intervention</p> <p>The guidance states that all patients with continence issues should receive a timely and comprehensive assessment, with early conservative management as first-line treatment (p.7, p.11).</p> <ul style="list-style-type: none"> a) What is the current average and maximum waiting time for an initial continence assessment within Bristol, North Somerset and South Gloucestershire footprint? b) Are assessments carried out by trained continence specialists or general staff? c) Do your commissioned services routinely offer conservative management options (e.g. bladder training, pelvic floor exercises, dietary advice) before progressing to containment products or specialist referral? 	<ul style="list-style-type: none"> a) The ICB does not hold this information. Please contact the provider (Sirona care & health CIC) sirona.hello@nhs.net b) The ICB does not hold this information. Please contact the provider (Sirona care & health CIC) sirona.hello@nhs.net <p>The average wait for pelvic health physio is 55 weeks across all providers with a maximum wait of 67 weeks.</p> <ul style="list-style-type: none"> c) Yes
<p>3. Containment Products and Personalisation</p> <p>The guidance recommends that containment products should only be offered after assessment and as part of a personalised care plan (p.14).</p> <ul style="list-style-type: none"> a) Does Bristol, North Somerset and South Gloucestershire commission containment products for continence care directly, or delegate this to other providers (e.g. community nursing)? 	<ul style="list-style-type: none"> a) Containment products for continence care are supplied by the commissioned provider as part of their contract, following the relevant guidance. b) Containment products are supplied once an assessment has been conducted by the specialist continence service delivered by Sirona care & health CIC.

<p>b) Is there a policy or protocol in place to ensure containment products are only supplied after full assessment and as part of an agreed care plan?</p>	
<p>4. Care in Residential and Domiciliary Settings</p> <p>The guidance calls for continence care to be embedded within residential, domiciliary and supported living care pathways (p.8, p.17).</p> <p>a) Does Bristol, North Somerset and South Gloucestershire provide specific continence care training or protocols for care home and domiciliary care staff?</p> <p>b) Is continence assessment and management part of the contractual requirements for care home providers commissioned by Bristol, North Somerset and South Gloucestershire?</p>	<p>a) Continence care is individual to the patient and their identified needs and is monitored through the BNSSG Catheter Pathways as part of the Bladder and Bowl services. They are not specific to individual care homes.</p> <p>b) There is no specific mention of Catheter Care in any Contracts</p>
<p>5. Children and Young People</p> <p>The guidance highlights the importance of commissioning age-appropriate continence services for children and young people (p.19).</p> <p>a) Does Bristol, North Somerset and South Gloucestershire commission a dedicated paediatric continence service?</p> <p>b) Are school nursing teams supported with training or resources to manage continence needs in educational settings?</p> <p>c) What is the referral pathway for children with daytime and/or night-time continence issues in your area?</p>	<p>a) Yes, full details can be found here. Children's Bladder and Bowel Service – Children and Young People's Services</p> <p>b) The ICB does not hold this information.</p> <p>c) Details of the referral pathway for children with daytime and/or night-time continence issues can be found here. Bladder Symptoms in Children (Remedy BNSSG ICB)</p>

<p>6. Workforce and Training</p> <p>“Excellence in Continence Care” states that commissioners should ensure a skilled workforce with appropriate training in continence care (p.10, p.15).</p> <ul style="list-style-type: none"> a) Does Bristol, North Somerset and South Gloucestershire require continence training for primary care, community nursing, and social care staff? b) Have any specific continence-related training sessions or professional development programmes been commissioned since 2020? 	<ul style="list-style-type: none"> a) Continence training is not a mandatory requirement for General Practice staff unless it is relevant to their role and identified through a learning needs assessment or within their Professional Development Plan. In such cases, supervisors and managers can signpost individuals to appropriate resources or facilitate access to additional training as needed. <p>For Community nursing please contact the provider (Sirona care & health CIC) directly: sirona.hello@nhs.net</p> <ul style="list-style-type: none"> b) General Practices/PCNs would typically arrange this training themselves, often delivered in clinical meetings. The Training Hub provided training on Bladder & Bowel care through a face to face event on 19/03/2024 delivered by Brenda Cheer (ERIC Paediatric Continence Nurse Specialist). In addition, this was covered in the Training Hub Paeds Pod episode: https://bnssgpaedspod.podbean.com/e/6-nocturnal-enuresis/
<p>7. Data, Outcomes and Service Evaluation</p> <p>The guidance recommends data collection on service usage, outcomes, and patient experience to improve quality and cost-effectiveness (p.20–21).</p> <ul style="list-style-type: none"> a) Does Bristol, North Somerset and South Gloucestershire routinely collect data on continence service outcomes or patient satisfaction? b) If yes, please provide the most recent evaluation or audit findings relating to continence care. 	<p>The ICB does not own/hold this information. Please contact the provider (Sirona care & health CIC) sirona.hello@nhs.net</p>

c) Does Bristol, North Somerset and South Gloucestershire use this data to inform service planning or pathway redesign?	
---	--

The information provided in this response is accurate as of 1 September 2025 and has been approved for release by David Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.