



The Haematuria Pathway

Information for patients from the Urology Department

You have been referred to the Urology Department's urgent suspected cancer pathway.

- Please make sure the contact details held by your GP and the hospital are up-to-date.
- When the hospital telephones you, the number will display as 'no caller ID'.

You will be given a number of appointments in the next few weeks. You must attend these appointments, so we can find out what is causing your symptoms as quickly as possible. If you are not able to attend, please let the team know as soon as possible.

Why have I been referred?

You have been referred, so we can investigate your symptoms and rule out cancer. The quicker the cause is diagnosed, the quicker it can be treated.

What happens next?

Within 3 days of your referral, you will receive a telephone call from one of our specialist nurses. The nurse will ask you questions about:

- your symptoms and overall health
- any other medical conditions may you have; and
- any medication you might be taking.

The nurse will explain what investigations you will be having, these may include an ultrasound or CT scan (<https://www.ekhuft.nhs.uk/services/radiology/>). You will need a blood test to check your kidney function. Your GP should arrange your blood test when they refer you.

After your scan you will probably need a flexible cystoscopy. Another appointment will be booked for this.

What is a flexible cystoscopy?

A flexible cystoscopy is a routine examination of your bladder. The examination is carried out using a flexible telescope, called a cystoscope. The cystoscope is passed along your water pipe (urethra) and into your bladder. The cystoscope is a thin tube with a light at the tip, which is used to see the inside of your bladder and urinary tract (urethra).

This examination is carried out to find out the cause of any bleeding, pain or irritable urinary symptoms you may have.

It is usually done as an outpatient and requires only local anaesthetic, so you are able to eat and drink normally.

When will I receive my results?

You will receive the results of your ultrasound / CT scan at your flexible cystoscopy appointment.

What happens next?

- **If no abnormality is found** having addressed any symptoms, you will be discharged from our care.
- If you are discharged but your symptoms or concerns persist, please return to your GP for advice.
- **If an abnormality is found**, we will discuss the next steps with you.

What if I have any questions or concerns?

If you have any questions or concerns, please contact your cancer nurse specialist (CNS) via the Cancer Care Line. The Cancer Care Line is a support and advisory service for patients. The service is supported by an administration team of care line co-ordinators. The co-ordinators will discuss the nature of your call. This can include:

- booking a telephone appointment with one of our specialist nurses, or
- transferring you to a designated department to help you with your query.

Our cancer nurse specialists have phone clinics Monday to Friday. An appointment will be booked for the next available clinic, which may not be on the same day you call.

- **Cancer Care Line**
Telephone: 01227 868666
Monday to Friday 9am to 5pm; Saturday and Sunday 8am to 4pm.
- If you need urgent treatment, please call 111 or 999.

Useful contacts

- **East Kent Hospitals Urology patient leaflets** (<https://www.ekhuft.nhs.uk/information-for-patients/patient-information/?i=leaflets&categories=urology>)
- **Urology Co-ordinators (flexible cystoscopy bookings)**
Telephone: 01227 864174

- **Radiology appointment bookings**
Telephone: 01227 864249
- **Cancer Research UK** (<https://www.cancerresearchuk.org/>)
- **Macmillan Cancer Support** (<https://www.macmillan.org.uk/>)
Telephone: 0808 808 2020 (living with cancer)
Telephone: 0808 800 1234 (types of cancer and treatments)
Telephone: 0808 801 0304 (benefits enquiry line)

This leaflet has been produced with and for patients.

Please let us know:

- If you have any accessibility needs; this includes needing a hearing loop or wanting someone to come with you to your appointment.
- If you need an interpreter.
- If you need this information in another format (such as Braille, audio, large print or Easy Read).

You can let us know this by:

- Visiting the Trust web site (<https://www.ekhuft.nhs.uk/ais>).
- Calling the number at the top of your appointment letter.
- Adding this information to the Patient Portal (<https://pp.ekhuft.nhs.uk/login>).
- Telling a member of staff at your next appointment.

Any complaints, comments, concerns or compliments, please speak to a member of your healthcare team. Or contact the Patient Advice and Liaison Service on 01227 783145 or email (ekh-tr.pals@nhs.net).

Patients should not bring large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property has been handed into Trust staff for safe-keeping.

Further patient information leaflets are available via the East Kent Hospitals' web site (<https://www.ekhuft.nhs.uk/patient-information>).

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