

Find out more ...

A separate leaflet is available in the Rheumatology Department at St. Peter's Hospital, entitled:

Rheumatoid Arthritis – Coping with a Flare

Additional detailed information about rheumatoid arthritis is available on the internet by logging on to:

www.arc.org.uk
www.arthritiscare.org.uk
www.rheumatoid.org.uk

A variety of leaflets on rheumatoid arthritis and related subjects is available in the Rheumatology Department at St. Peter's Hospital

- please help yourself when you next visit us.

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you remain concerned, PALS can also advise upon how to make a formal complaint.

Department: Rheumatology SPH

Version: 3 Published: Oct 2011 Review: Oct 2013



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



To use the text relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید.
ਜੇ ਤੁਹਾਨੂੰ ਭਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 01932 723553
اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں
Se precisa de uma tradução por favor contacte: 01932 723553
আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553
यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553
Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital,
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

Rheumatology Telephone Advice Line

01932 722703

Rheumatology Department



Aim of Advice Line

This telephone service is for access to advice and support to patients who attend the Rheumatology Department at St. Peter's Hospital. It is run by trained nurses who specialize in Rheumatology.

Who may use the Advice Line?

This service is available to patients who attend the Rheumatology Department at St. Peter's Hospital. If you are too unwell to call the Advice Line yourself, a close relative or carer may call on your behalf, with your permission. Relatives / carers should not call the Advice Line in any other circumstances as the nurse is not able to discuss your care with them.

When should you call the Advice Line?

You should call the Advice Line:

- if you have an adverse reaction to an injection given at the Rheumatology clinic.
- if you are experiencing side effects which you feel may be caused by the medication prescribed for your arthritis.
- if you have a 'flare up' of your arthritis that has not improved after using self-help measures for a few days (as described in the Coping with Flares leaflet).
- if you have concerns about your symptoms, medications or treatment that need to be discussed before your next appointment.

- to report progress if the doctor or nurse specifically asked you to do so.

Do not call the Advice Line:

- to change an appointment - please ring the Appointment Centre on **01784 884351** to do this.
- to obtain test results, unless specifically asked to do so at your last appointment.
- if you need urgent or general medical advice; you should contact your GP, NHS Direct or attend A & E at your local hospital. The Advice Line is not an emergency service.

How does the Advice Line work?

A specialist nurse answers calls to the Advice Line number at designated times on most working days. You can obtain these times by calling the Advice Line number and listening to a recorded message. **You cannot leave messages on this phone line.**

What information will the nurse ask for?

- your full name and date of birth.
- your hospital (case note) number (this is on your appointment card or other correspondence from the hospital).
- a telephone number where you can be contacted during working hours.
- the condition you are being seen for in the Rheumatology Department.

- date of last / next appointments in Rheumatology.

You will also be asked:

- what your current problem is / the reason for your call.
- when the current problem started.
- what self-care measures you have employed to deal with this problem.
- if you have any other illness or symptoms.
- whether or not you have seen your GP about the current problem or any other symptoms / illness recently.
- your current medications (especially those taken for your rheumatological condition).

What happens next?

With this information, the nurse will discuss with you what your best plan of action should be. Sometimes the nurse will be able to give you immediate advice.

On other occasions, they will need to consult your hospital notes and / or one of the rheumatology doctors before giving you further advice.

This can sometimes take a few days but the nurse will call you back once your problem has been discussed and advice is available.

Rheumatology Telephone Advice Line
01932 722703