

Useful contacts

East Coast Community Healthcare

Tel: 01493 809977

neuro.ecch.org/

Multiple Sclerosis Society

Tel: 0808 800 8000

www.mssociety.org.uk

Multiple Sclerosis Trust

Tel: 01462 476700

www.mstrust.org.uk

Parkinson's UK

Tel: 0808 800 0303

www.parkinsons.org.uk

Motor Neurone Disease Association

Tel: 08457 626262

www.mndassociation.org

Progressive Supranuclear Palsy Association (PSP)

Tel: 01327 860299


www.pspassociation.org.uk

Multiple System Atrophy Trust

Tel: 020 7940 4666

www.msatrust.org.uk

Compliments, concerns or complaints

 **Tel:** 01502 445447

 **Email:** patientliaison@ecchcic.nhs.uk

Or write to:

PALS, East Coast Community Healthcare,
Hamilton House, Battery Green Road,
Lowestoft, NR32 1DE



If you would like this leaflet in large print, audio cassette, Braille or in a different language, please contact us on **01502 445447**.

Jei šios publikacijos kopija noretumete gauti savo kalba prašome susisiekti su telefono numeriu: **01502 445447**.

Jezeli chcieliby Panstwo otrzymac niniejsza publikacje w tłumaczeniu na język polski, prosimy o kontakt z pod numerem telefonu: **01502 445447**.

Pokud byste chteli kopi této publikace ve Vašem jazyce, prosím kontaktujte ovou na telefonním čísle **01502 445447**.

Bu yayinin kendi dilinizde bir nüshasını isterseniz, lütfen **01502 445447** nolu telefondan ile temasa geçiniz.

Se pretender uma cópia desta publicação no seu idioma, por favor contacte no número **01502 445447**.

Neurology Direct: The Neurology Nursing Advice Line

Information for patients

*Being treated with dignity and respect is
the right of every patient*

Telephone advice line: 01493 809977



The role of the neurology specialist nursing team:

Neurology nurses are trained nurses who have additional specialist knowledge and skills in neurology.

This allows them to provide support and advice for people living with multiple sclerosis, motor neurone disease, Parkinsons, Parkinsons-plus syndromes, as well as patients' families and carers.

The team consists of two community neurology nurse practitioners and four community neurology nurses.

The team can provide:

- More information on your condition for you, your family and other professionals
- Advice on managing symptoms
- Support and guidance with medication and therapies
- Support to you and hospital staff if you need an admission

How the service is delivered:

- Telephone advice line
- Nurse-led clinics
- Home visits for housebound patients

Telephone advice line

This is not an emergency telephone line; if your query is urgent, please contact your GP or telephone the 111 service.

If your question is in relation to your neurologist appointment, please contact the James Paget University Hospital's Neurology department on **01493 453937**.

Our advice line number is **01493 809977**.

You will need to give the telephone operator a brief description of your question or problem.

A number of telephone appointments for a neurology nurse to call back for advice will be available daily.

The telephone operator will give you an appointment time for the nurse to ring you back. If there is no answer they will make two more attempts, then you will need to ring again.

The nurse will endeavour to call at the appointed time but in the case of unavoidable circumstances, there may be a delay.

If the allocated appointment slots have been taken, you will be offered the next available appointment.



How your information is handled:

We will only ever pass on information about you if there are other people involved in your care, or if there is a genuine need for it.

We will not disclose your information to others without your permission unless there are exceptional circumstances.

If you have any comments or feedback on the service, please contact our team who will be happy to discuss this with you.