

## Treatment Information

### Rheumatology Telephone Advice line

01202 442849

#### **Aim of the Rheumatology Telephone Advice line Service**

To provide advice and support for patients under the care of Dr P Thompson and Dr S Richards in Poole Hospital NHS Trust who have inflammatory arthritis.

#### **When should you use this service?**

##### **This is not an emergency service**

But it is for you to use if you are worried about any of the following problems.

- If you have a 'flare' of your symptoms that have not responded to your usual self-help treatments and you feel that you need further advice.
- If you are experiencing side effects that you may think are caused by the medication prescribed for your arthritis.
- If you experience an adverse reaction to an injection given at the rheumatology clinic (Please refer to your injection leaflet about this.)
- If you have been asked by one of the Rheumatology team to report your progress.
- If you have any urgent worries or concerns that cannot wait until your next appointment.

#### **How does it work?**

The advice line will often be answered by the secretary or Rheumatology Practitioner, but sometimes by answer phone. Please leave your name, phone number and short message on the answer-phone. One of the team will return your call as soon as possible, although this may not be on the same day. That is why if you have an urgent medical problem you must contact your GP surgery or go to your nearest accident and emergency department.

#### **Who can use this service?**

The telephone advice line service is available to everyone who attends the rheumatology follow up clinics. It can also be used by anyone who cares for you, as long as you have given your permission. We will only discuss confidential matters with you.

The advice line should not be used for:

- Requesting results of blood tests or investigations, if any action is required you will be informed.
- Changing appointments
- Contacting other departments e.g OT, Podiatry
- General advice that can wait until your next appointment.

## Rheumatology department Patient Information

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### Other useful phone numbers:

Poole Hospital - 01202 665511  
Appointments - 01202 442248  
Podiatry appointments - 01202 448077  
Therapy services - 01202 442121  
National Rheumatoid Arthritis Society  
NRAS – 0845 458 3971  
Arthritis Care - 0800 289170

### Useful websites:

[www.poole.nhs.uk](http://www.poole.nhs.uk) for patients  
[www.rheumatoid.org.uk](http://www.rheumatoid.org.uk) for patients  
[www.arc.org.uk](http://www.arc.org.uk) for patients and health professionals

## Contact Details

If you have any further questions or need advice about your treatment phone the Rheumatology Advice line on

**01202 442849.**

[www.poole.nhs.uk/our\\_services/rheumatology.asp](http://www.poole.nhs.uk/our_services/rheumatology.asp)

For further health-related information, please contact:

### **The Health Information & Resource Centre**

Poole Hospital NHS Foundation Trust  
Longfleet Road  
Poole  
BH15 2JB  
Telephone: (01202) 448003

Rheumatology Practitioners

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Rheumatology Unit, Poole Hospital NHS Trust

Dr. P. Thompson, Dr. S. Richards

**We can supply this information in larger print, on audiotape, or have it translated for you. A member of staff will be happy to discuss this with you. Please call PALS on 01202 448499 or the Health Information Centre on 01202 448003 for further advice**