

# Welcome to the Rheumatology Nurse Advice Line

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## Aim of the rheumatology telephone advice line service

The purpose of this service is to provide advice and support for patients with rheumatological conditions who attend the Rheumatology Department in Lincoln, Grantham, Boston, Spalding and Skegness.

The advice line is not an emergency service – we aim to return calls as soon as possible; however, it may take up to 7 working days.

If you are in an emergency, please call 999. If you require urgent medical advice, you should contact 111, your GP surgery or attend your local accident and emergency department or urgent treatment centre.

## When should you call the advice line?

You should call the advice line:

- If you have a 'flare' of your condition and this has not improved with the usual self-help treatments
- If you are experiencing side effects which you feel may be caused by the medication prescribed for your arthritis
- If you have concerns about any symptoms regarding your rheumatological condition or treatment that need to be addressed before your next appointment

## How does the advice line work?

The advice line is 01522 573828 and is an answer phone service. Messages can only be left Monday to Friday between the hours of 8am and 12 midday. If you leave a message at weekends, bank holidays or out of these hours your message will not be dealt with. Any clinically urgent queries will be actioned as soon as possible. We aim to return all calls as soon as possible; however, it may take up to 7 working days. Any messages left regarding appointments will NOT be actioned. You must contact the Patient Services Hub Monday to Friday 9am to 4.30pm on 01522 573200.

For any enquires regarding prescriptions please contact the prescription line on 01522 707483.

Please leave the following information on the answer phone:

- Your full name
- Your hospital number or date of birth
- A telephone number where you can be contacted (if there is a block on your phone or withheld number, please tell us and leave an alternative number)
- A brief message with the reason for your call including what medication you require, what dose, whether you can collect the prescription, require it sending to Grantham or Pilgrim pharmacy, or whether you require delivery

Your call will be triaged. If your enquiry requires specialist nurse advice you will be given a 10-minute time slot for a nurse to speak with you and offer advice. Please be aware **this is not a replacement for an appointment**. If you require an appointment following the call this will be organised by the nurse. If you are out when the nurse returns your call, only two further attempts will be made to contact you. If you still require advice you will need to contact the advice line again.

**Please note the nurse email service is now closed for patient enquiries.**

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