

Rheumatology Nurse Telephone Advice Line

0151 529 3034
8.30am – 4.30pm
Monday to Friday

Liverpool University Hospitals NHS Foundation Trust

Rheumatology Department

Aintree Site

Lower Lane, L9 7AL Tel: 0151-525-5980

Royal Site

Prescot Street, L7 8XP

Broadgreen Site

Thomas Drive, L14 3LB

Royal & Broadgreen Tel: 0151-706-2000

Aim of the rheumatology telephone advice line service

The purpose of this service is to provide advice and support for patients with rheumatological conditions attending Aintree Hospital.

The advice line is not an emergency service.

If you require **urgent** medical advice you must contact your family doctor (GP) or attend your local Emergency Department (A&E) or Walk-in Centre.

When should you call the advice line?

You should only call the advice line:

- If you experience a reaction to an injection given at the Rheumatology Clinic.
- If you have a 'flare up' of your condition that has not improved with your 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 your symptoms or management that need to be addressed before your next appointment.

How does the advice line work?

The advice line is an answer phone number

Tel: 0151 529 3034

Please leave the following information on the answer phone – for safety reasons your call will not be actioned without:-

1. Your full name.
2. Your hospital number or date of birth.
3. A telephone number where we can contact you.
4. The reason for your call.

A rheumatology nurse will listen to your message and return your call within two working days.

Please note this advice line is only available from 8.30 am - 4.30 pm Monday to Friday.

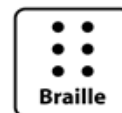
If you are out when the nurse returns your call, one further attempt will be made to contact you. If you still require advice you will need to contact the advice line again.

If you have a query regarding a prescription please contact:

- Aintree Hospital Rheumatology - prescription line
Tel: 0151 529 3082

If you need to change an appointment or have an appointment query please contact:

- Aintree Hospital Rheumatology appointments
Tel: 0151 529 8038
- Aintree Hospital Physiotherapy
0151 529 3335



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please contact:

Tel No: 0151 529 2906

Email: interpretationandtranslation@liverpoolft.nhs.uk