

## Patient information

# Endocrine Specialist Nursing Team

## Diabetes and Endocrinology Speciality

This information leaflet has been written to provide you with information about the Endocrine Specialist Nurse service at the Royal Liverpool Hospital and Broadgreen Hospital.

### What the service offers:

- Specialist advice, support and information about your endocrine condition to you the patient, your family and carers.
- A link to the hospital from your diagnosis through treatment to long-term support and discharge
- Nurse-led clinics.
- Telephone support helpline.
- Patient information leaflets on specific endocrine conditions, treatments and medications.

We can also suggest other useful sources of help and support.

### Meet the team

The endocrine nurses are Kerrie Grounds, Amanda Hamilton, Karen Jones and Michelle Lewin

The endocrine specialist nurses are part of a team of healthcare professionals who work together to make sure your endocrine condition is properly treated and monitored.

So that we can be sure we provide the best service possible for your care we have close working relationships with other local NHS services; including the Walton Centre NHS Foundation Trust, Liverpool Women's hospital and Alder Hey children's hospital.

### When we work

Generally the endocrine nurses are available Monday to Friday, 8am - 4pm.

Clinics are held throughout the week in various areas of the Royal Liverpool Hospital. Any changes to your treatment will be discussed with you and the medical staff before they are made.

We also offer telephone clinics which are run on Mondays and Wednesdays. Morning and afternoon appointments are available up until 12.00 in the morning and 3.30pm in the afternoon.

There is a secure confidential answer machine available. Please leave your name, a short message and contact telephone number so we can return your call. Messages are cleared around 10am and 2pm and calls are returned in order of clinical priority.

The specialist nurses are often out of the office at clinics. If you do leave a message we will ring you back as soon as possible; this can sometimes be the following working day.

### **Feedback**

Your feedback is important to us and helps us influence care in the future

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated

### **Further Information**

**Please feel free to contact the Endocrine Specialist Nurses with any questions you may have. There is an answer machine where you can leave your name and contact details. We will return all calls.**

**The Endocrinology Specialist Nurses**

**Tel: 0151 706 2417**

**Text phone number: 18001 0151 706 2417**

**Email address: [EndocrineNurses@liverpoolft.nhs.uk](mailto:EndocrineNurses@liverpoolft.nhs.uk)**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار بهو نهخوشانهی له لایمن تراستهوه پساند کراون، نهگمر داوا بکرنیت له فور ماتهکانی تر دا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گموره، شریتی دهنگ، هنلی موون و نهلیکترونیکی همیه.

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