The Rheumatology Telephone Advice Line Service

Information for patients

Rheumatology Unit
Phone: 01625 661978

Macclesfield District General Hospital

www.eastcheshire.nhs.uk
Introduction

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

The advice line is not an emergency service.

If you require urgent medical advice you must contact your GP surgery or attend your local accident and emergency department.

When should you call the advice line?

You should call the advice line if:

- you experience a reaction to an injection given at the Rheumatology Clinic
- You have a ‘flare up’ of your condition that has not improved with your usual self-help treatments
- you are uncertain about the way that you should be taking your anti-rheumatic drugs or what monitoring tests you should be having
- you are experiencing side effects which you feel may be caused by the medication prescribed for your arthritis
- you have concerns about your symptoms or care that need to be dealt with before your next appointment.

How does the advice line work?

The advice line is a direct response service at certain times during the week.

Please listen carefully to the recorded message which will tell you the days and time that this is available.

If you want to speak to a specialist nurse please call back at these times.
Who may use the advice line?

This service is available to patients who attend the Rheumatology Department at Macclesfield District General Hospital (including those attending the outlying clinics at Handforth, Congleton and Knutsford).

Your relatives may also call with your permission. Confidential issues will only be discussed with you.

Your own doctor and other health care professionals can also access the advice line.

Rheumatology Telephone Advice Line
Phone **01625 661978**

Other useful Rheumatology contact numbers:

Secretary to Dr Knight, Professor Symmons and Dr Samavi
Phone: **01625 661586**

Rheumatology Occupational Therapist
Phone: **01625 661484**

Rheumatology Physiotherapist
Phone: **01625 661481**

Appointments
(enquiries, cancellations, changes)
Phone: **01625 663333**
Comments, compliments or complaints
We welcome any suggestions you have about the quality of our care and our services. Contact us: Freephone: 0800 1613997
Phone: 01625 661449
Textphone: 01625 663723 Customer Care, Reception, Macclesfield District General Hospital, Victoria Road, SK10 3BL
For large print, audio, Braille version or translation, contact Communications and Engagement on 0800 195 4194.

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