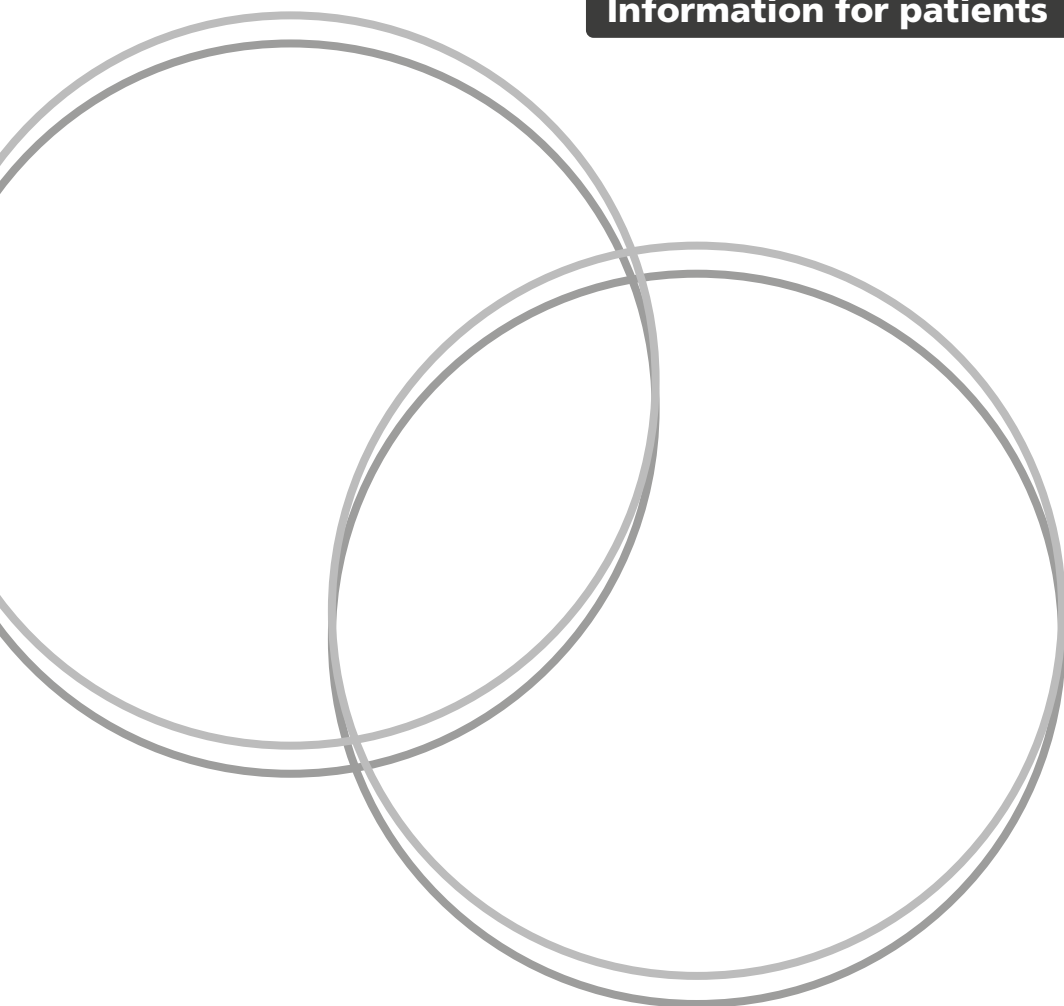


Multiple Sclerosis (MS) Advice Service

Information for patients



What is the MS advice service?

You can call or email the Multiple Sclerosis (MS) advice service with a concern or question for the MS nurse team.

When to contact the advice service

Please contact us:

- If you have concerns or questions about MS symptoms (Changes in sensation, new weaknesses, changes in vision, changes in bowels and bladder, balance, coordination, swallowing or speech).
- If you are experiencing side effects or reactions which you feel may be caused by the medication prescribed for your MS.
- If you suspect you may be experiencing an MS relapse.
- If you have questions about the management of your MS.

Your MS nurse may ask you to leave messages with specific information, to help with your ongoing care and support.

Please, do not contact the service for queries outside of your MS as these will be better managed by your GP.

The advice service does not provide an emergency service. **If you need urgent medical advice you must contact 999**, if this is not urgent and not related to MS please contact your GP or 111 outside of working hours.

How does the MS advice service work?

If you telephone, you will be put through to an answerphone service. You will be asked to leave a message. Emails are delivered to a secure e-mail address to which the MS team has access to.

Telephone messages and emails will be checked throughout the day by the MS nurses (Monday to Friday, 9am to 4pm).

Information to include in your message

If you telephone us, please include the following:

- Your full name.
- Your date of birth, NHS number or hospital number (this will be printed on the top of any letter you have received from the hospital).
- A telephone number where we can contact you. If this is a work contact number, we will not leave a message other than "MS Nurse".
- A brief reason for your call.

If you email us, please include the following information in your message:

- Your full name.
- Your date of birth, NHS number or hospital number if you have it (this will be printed on the top of any letter you have received from the hospital).
- Details of your question or concern.
- A contact number, if possible, as we may need to speak to you to discuss your concern.

If you email us in regard to symptoms, please fill in the Microsoft form provided in our automatic reply, so that the teams receives an instant notification (remember to check your spam/junk folder).

To help us respond to you as quickly and safely as possible, please ensure your email includes all the requested information. If we are unable to identify you, we may not be able to reply. For non-urgent enquiries, responses may take up to 14 days.

Meet the team:

Mrs Krishna Shrestha, Multiple Sclerosis Specialist Nurse

Ms Meggi Leotta, Multiple Sclerosis Specialist Nurse

Mrs Bindu Satheskumar, Multiple Sclerosis Specialist Nurse

Mrs Sree Leelamma, Multiple Sclerosis Specialist Nurse

Things to remember

- We aim to respond to your message within 48 to 72 hours from the day that you contact us.
- If you contact us after 4pm on a Friday, you will not get a response until Monday. If the Monday is a bank holiday, we will contact you on the Tuesday.
- We will attempt to contact you on the contact numbers you provide. Please, if you have commitments leave your preference about the best time to contact you in your message. Remember to leave your number in your message.
- We will try to contact you by phone as many times as possible. If we are unable to reach you, we may send an email instead. Please, remember to check your email regularly to stay updated.
- Please note, some of our emails could be sent to your spam/junk folder so check there before you contact us again
- If we are not sure that we have reached the right person, we may not leave a message. This is to protect your confidentiality.
- If someone calls on your behalf, we will check that they have your permission for us to speak with them.
- If you are enquiring about your MRI results, please allow 6 to 8 weeks for the radiologist to review and report the images.
- If your queries relate to appointments: booking, change, cancellation, etc. please contact our secretary (details on page 6).

Who can use this service?

The service is for people with Multiple Sclerosis. Your relatives can also call or email. They will only be given general guidance about MS unless we have your specific permission to speak to them. Your own GP and other healthcare professionals, such as District Nurses, can also use this service for advice or for information.

How to contact us

You can telephone or email us:

📞 Telephone: **01865 234 461**

✉ Email: ms.oxford@ouh.nhs.uk

Secretary contact details:

JR based appointments

✉ Karina.West@ouh.nhs.uk

📞 Phone number: 01865 231895

Horton based appointments

✉ Susan.Turner@ouh.nhs.uk

📞 Phone number: 01295 224010

For MRI appointments queries (dates, cancellations or re-arranging an existing appointment) contact: **01865 234200**

If you telephone the hospital switchboard you will not be connected to the right number if you ask for the MS nurses.

If you have not heard from us **within 72 hours** (excluding weekends and bank holidays) **please do contact us again.**

Further information

You may find useful information on these charity websites.
Any advice should be taken **in addition to but not instead of** your Specialist Service:

Multiple Sclerosis Society

www.mssociety.org.uk

Multiple Sclerosis Trust

www.mstrust.org.uk

Move together for MS

www.mstogether.org/get-involved

Important information

The MS Advice Service is designed to support your ongoing care and provide guidance on managing Multiple Sclerosis. It does not replace medical consultations or emergency services.

Benefits: Timely advice and reassurance from MS Specialist Nurses.

Risks: Advice is based on the information you provide and may have limitations.

Alternatives: For urgent or complex issues, contact your GP, NHS 111, or attend the Emergency Department if necessary.

Consent and Confidentiality

We respect your confidentiality. We will only share your personal information with other healthcare professionals involved in your care and only with your consent, except where required by law or in situations where there is a risk to your safety.

Please note:

We have tried to make this information meet your needs. If it does not meet your individual needs or situation, please ask your healthcare team for more details or information. They will be happy to help.

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
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