

Department of Neurology

Multiple Sclerosis (MS) Advice Service

Information for patients

Tel: 01865 234 461

Email: ms.advice@ouh.nhs.uk

What is the MS advice service?

You can call or e-mail the 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 any symptoms
- if you are experiencing side effects or reactions which you feel may be caused by the medication prescribed for your MS
- if you are having problems with the home deliveries of your treatments
- 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.

The advice service does not provide an emergency service. If you need urgent medical advice you must contact your GP. They can telephone the on-call Neurology Registrar at the John Radcliffe Hospital who will advise what you need to do.

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. E-mails are delivered to a secure email address to which only the MS nurses have access.

Telephone message and e-mails will be checked throughout the day by the MS nurses (Monday to Friday, 9am - 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 our name.
 - a brief reason for your call.

If you e-mail us, please include the following information in your message:

- 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)
- details of your question or concern
- a contact number, if possible, as we may need to speak to you to discuss your concern.

Things to remember

- We aim to respond to your message on the same day that you contact us.
- If you contact us after 4pm we will not be able to contact you until the next day.
- 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 make three attempts to contact you on the contact numbers you provide. **Remember to leave your number in your message.**
- 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.

Who can use this service?

The service is for people with Multiple Sclerosis. Your relatives can also call or e-mail. 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.advice@ouh.nhs.uk**

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

If you have not heard from us within 48 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

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALSJR@ouh.nhs.uk**

MS Specialist Nurses
November 2014
Review November 2017
Oxford University Hospitals NHS Trust
Oxford OX3 9DU
www.ouh.nhs.uk/information

