

Neurology Specialist Nursing Team

As Neurology Specialist Nurse we are trained nurses who have in addition to general nursing, specialist knowledge and skills; which means we can provide support, advice and information for people living with Multiple Sclerosis, Motor Neurone Disease, Parkinson's and Parkinson's Plus conditions their families and carers.

Ways the Neurology Specialist Nursing team can help

- More information on your condition for you, your family and other professionals
- Advice on managing symptoms
- Support and guidance with medication and therapies
- Support to you and hospital staff if you need an admission

How the service is delivered

- Telephone advice line
- Nurse led clinics
- Consultant led clinics
- Home visits very occasionally may be possible

Telephone Advice Line

This is not an emergency telephone line, if your query is urgent, please contact your GP or telephone the 111 service. **The Advice Line number is 01603 287268** and is an answer machine available 24 hours a day. You will need to leave a message with a brief description of the question or problem; we will then telephone you back on the number you have given. Please indicate if a message can be left because we are unable to leave a message unless you have indicated this.

Nurses return calls Monday to Friday. Three attempts to call you back will be made after then you will need to ring again, we will send you a letter asking you to telephone again. Staff will aim to call back as soon as possible within 4 working days. Access to the answer machine messages will be restricted to the Neurology Specialist Nurses and a record of your message and contact details will be made and kept as a log.

The Neurology Specialist Nursing Team

The Neurology Specialist Nursing Team consists of four Neurology Specialist Nurses and a Neurology Support Nurse. For further information on the service you can telephone our secretary on: 01603 287340. Email is available but is not suitable for urgent needs and may not be secure; neurologyspecialistnurses@nnuh.nhs.uk

How your information is handled

We will only ever pass on information about you if there are other people involved in your care or if there is a genuine need for it.

We will not disclose your information to others without your permission unless there are exceptional circumstances.

If you have any comments or feedback on the service, please contact a team member who will be happy to discuss this with you. If you need this in another format please contact us.

Other sources of information and support;

Multiple Sclerosis Society

Helpline: 0800 800 8000

<http://www.mssociety.org.uk>

MS Centre Norwich

01603 438900

Multiple Sclerosis Trust

Helpline: 0800 032 3839

www.mstrust.org.uk

Parkinson's UK

Helpline 0808 800 0303

For local contacts see website or helpline_

<http://www.parkinsons.org.uk>

Motor Neurone Disease Association

Helpline; 08457 626262

<http://mndassociation.org>

For local contacts please see website or helpline

Progressive Supranuclear Palsy Association [includes Cortical Basal Degeneration]

03127 322410

www.psp@pspeur.org

Local support group;

Linda Moore

01502 516757

Multiple System Atrophy Trust;

020 7940 4666

www.msatrust.org.uk