NHS
Calderdale and Huddersfield
NHS Foundation Trust

Calderdale Rheumatology Phone Consultation Clinic Appointments Centre Telephone No: 01484 355370

The purpose of this service is to provide advice and support for patients with rheumatological conditions who attend the Rheumatology department.

The way that the rheumatology service manages your queries will be changing. The telephone help line will be replaced by a telephone call back clinic.

We have made these changes to try and provide a more efficient service and to ensure that your queries are dealt with by the correct people.

How does the telephone clinic work?

To access this you must now ring the Appointments centre 8 am to 7 pm Monday to Friday and Saturday morning 9 till 12 am.

You will receive an appointment time period when the rheumatology nurse specialist will ring you back. You will always be offered the next available appointment slot. However if this is not convenient you can request to be booked for a call back as long as it is within the next seven days. We aim to provide a time to return your call within 72 hours. (Excluding weekends/bank holidays)

You should inform the person that you speak to that you need booking onto the **Rheumatology nurse's telephone clinic.**

If there is a block on your phone or it does not accept withheld numbers please tell us and leave an alternative number. The number will come up as unknown.

Please ensure that there is a personalised answerphone message as it is trust policy not to leave messages on phones without this due to concerns about privacy.

If you have a voice mail and you do not want us to leave a message due to confidentiality, please tell us.

We will try and contact you on two occasions during the allocated time period given.
If we are unable to contact you during your allocated advice line time period you will be classed as a non-attender. If you still require advice you will need to rebook a consultation.

compassionate care

This is not an emergency service

If **you** consider your problem to be an emergency (requiring attention within the next 24 hours or less) you should contact your GP surgery or the NHS 111 Service.

What information will I need to give?

- Your full name.
- Your hospital number or date of birth.
- A telephone number where you can be contacted.
- Brief description of the query.

Which queries should I use the phone clinic for?

- If you suspect you are having side effects from the medication prescribed/monitored by the Rheumatology Department.
- Suspect you are having a flare of your arthritis or other rheumatological condition.
- You have a question regarding your rheumatolological condition.
- You have query about the management of your arthritis in general.
- To arrange repeat prescriptions (please provide at least one weeks' notice).

Do not use to change routine outpatient appointments

Following any blood test, you will only be contacted by your specialist nurse if there are any concerns.

Please note contact numbers below:

- Physiotherapist referral: 01484 728906
- Podiatry Calderdale referrals please contact: 01422 224293
- Podiatry Huddersfield referrals please contact Locala: 0300 304 5555
- Customer Service contacts for home delivery of injections:
- Health Care at Home: 0333 103 9871
- Lloyds: 0800 090 2046

If you have any comments about this leaflet or the service you have received you can contact :

Lead Rheumatology Specialist Nurse
Old Ward 10, CalderdaleRoyal Hospital
Telephone: 01422 357171 (via switchboard)

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو
براہِ مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"