When should you use the Advice Line service?

You should contact the Advice Line if you are worried about any of the following:

- If you are experiencing a ‘flare’ of your symptoms that have not responded to your usual self-help treatments.
- If you are experiencing any side effects that you think may caused by your current medication prescribed for your arthritis or if you are concerned about your blood tests.
- If you experience an adverse reaction to an injection given at the rheumatology clinic (refer to your injection advice leaflet).
- If you have been asked by one of the Rheumatology team to report your progress.
- If you have any urgent worries or concerns that cannot wait until your next appointment.

How does the Advice Line work?

The Advice Line is a service that may be answered immediately by a member of the rheumatology team or at times may be provided by an answerphone service. In the event of you needing to leave a message please ensure you leave the following information on the answerphone:

- Your full name.
- Your date of birth and NHS number if known.
- A contact telephone number either land line or mobile.
- The reason for the call.
- Advise us if you are happy for us to leave a message on your phone if you are not available.

The Advice Line is checked each day between the hours of 9am and 5pm Monday to Friday (not including bank holidays).

A Rheumatology clinician will return your call usually within 24 hours of a message being left. In the event of a weekend or bank holidays this may take up to a maximum of 72 hours. 3 attempts will be made to return your call, however, if this fails a letter will be sent to you.

If you still require advice you will need to contact the Advice Line again.

Who may use the Advice Line?

This service is open to rheumatology patients currently being treated by the Pennine Musculoskeletal Service. Relatives may also call with your permission. However, any confidential issues will only be discussed with you (unless otherwise agreed and documented in your notes). Your GP and other healthcare professionals can also access the Advice Line to enquire about your condition and get advice from the rheumatology team.

Changing your appointment

If you need to change an existing appointment please do not use the Advice Line.

Appointment changes can be done by contacting the admin team between 9am and 5pm, weekdays on:

0161 621 3838
Rheumatology Telephone Advice Line
0161 621 3575

Aim of the Rheumatology Telephone Advice Line Service:

To provide advice and support for patients under the care of Pennine Musculoskeletal Service who have a Rheumatological condition.

Please note that this is not an emergency service. If you have an urgent medical problem you must contact your GP surgery where information on emergency services such as your nearest Walk in centre/Accident and Emergency department can be provided.