

Rheumatology Advice line - 0161 357 5270 Option 1

The aim of our Rheumatology Advice line service is to provide advice and support self-care for our Rheumatology Patients.

When to call the Rheumatology Advice Line

- If you have a flare of your Arthritis, that has not improved or settled with self-care measures for at least a week.
- If you are experiencing side effects which you feel may be caused by your medication prescribed for your rheumatic condition.
- If you have concerns relating to your rheumatic condition which cannot wait until your next appointment

When not to call

- To change an appointment. Please call 0161 357 5270 and speak to a member of Admin team using the options.
- To discuss anything **NOT** related to your rheumatic condition. Please speak to your GP or pharmacist as appropriate.
- If you have a query relating you medication home care delivery, please contact your homecare provider in the first instance
Lloyds Pharmacy Clinical Homecare: 0345 263 6123 OR
Healthcare at Home: 0333 103 9499.

Please note we **DO NOT** give out any test results over the telephone. Your clinician will contact you if your test results are abnormal and if further action is required before your next clinic visit.

What to do when you call

Please leave your full name, date of birth, and NHS number if you know it (you can find this on your last clinic letter).

- A telephone number you can be contacted on
- The reason for your call.
- We will try to return your call within one **working day**. When we call our number will be withheld. Due to the high volumes of calls we receive, if you don't answer on our 2nd attempt we will **NOT** keep trying.
- This advice line is **NOT an emergency line**. As it is operated by an answer machine, please **DO NOT** leave a message relating to issues that require **URGENT** action.
- If you require **URGENT** advice, or advice **NOT** related to your rheumatic condition please contact your GP, call 111 or attend your nearest **Emergency Department**.

Useful links

- Versus Arthritis UK <https://www.versusarthritis.org/about-arthritis/managing-symptoms>
- National Rheumatoid Arthritis Society <https://www.nras.org.uk/managing-flares>
- National Ankylosing Spondylitis Society <https://nass.co.uk/resource/nass-guide-to-managing-your-flares/>