

Your opinion matters

Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager.

You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the freephone number on 0800 917 7159.

Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care.

Occasionally there may be exceptions to this, for example to support a clinical audit or monitor the quality of care provided. We will usually discuss this with you beforehand.



@oxleasNHS



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oxleas.nhs.uk

How to contact us

Queen Mary's Hospital
Frognaal Avenue
Sidcup
Kent DA14 6LT

Tel: 020 3910 7092
Direct line: 020 3910 7102

Clinic days

**Alternative Mondays at
Queen Mary's Hospital**
020 3910 7102

Thursdays at Erith Health Centre
01322 336661 ext 2014

Useful numbers:

MS Society
0808 8008000
helpline@mssociety.org.uk

MS Trust
0800 0323839
info@mstrust.org.uk

Erith Health Centre
50 Pier Road
Erith
Kent DAB 1RQ

Tel: 01322 336661 ext 2014

Mobile (urgent calls only)
07985 564443

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Oxleas
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Improving lives

Specialist Nurse: Multiple Sclerosis Bexley Community Health Services

Information for service users and carers

oxleas.nhs.uk



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About your specialist nurse

This service has been developed to provide specialist nursing support for people in Bexley who have Multiple Sclerosis (MS), and for their families and carers.

This leaflet explains some of the ways in which your MS specialist nurse can help you to learn more about your condition, how to keep well and to cope with any problems.

People with MS are cared for by a team of people which can include a range of specialists, such as Consultant Neurologists, GPs, Nurses, Physiotherapists, Occupational Therapists, Rehabilitation Specialists, Speech & Language Therapists and Social Services.

The Specialist Nurse's role is to work with you and the people who care for you to ensure you receive the best care at the right time, throughout the course of the condition.

What kind of help can the specialist nurse give me?

Your specialist nurse can help you learn and understand more about your condition. You may

find it useful to write down any questions you wish to discuss and keep them handy. You will be able to get information and advice to:

- Make sure that you understand your diagnosis
- Explain your condition and symptoms to your family
- Reassure you about your changing symptoms
- Help you to manage your condition and be independent
- Discuss your treatment and care options as your condition changes.

Your specialist nurse can help you keep well and stay independent by:

- Working with your doctors so that you get the best care
- Ensuring that everyone who needs to know about your condition understands how it affects you
- Helping you understand and get the most out of the treatments the team can offer
- Referring you to other professionals such as physiotherapists, occupational therapists or other specialist nurses who will help you to control your symptoms.

Your specialist nurse can help you get the best treatment and cope better with problems by:

- Co-ordinating your treatment plans and your goals with everyone involved in your care
- Making sure that you are well cared for if you need to go into hospital for another condition

- Adjusting your medicines to improve your symptoms
- Ensuring you receive other treatments that will help you get over problems.

Please note that this is not an emergency or out-of-hours service.

How do I get access to my specialist nurse?

Depending on your requirements, there are a variety of ways you can see your specialist nurse:

- Hospital outpatient's appointment (Queen Elizabeth Hospital)
- Community clinic appointments held at Erith Health Centre and Queen Mary's Hospital
- At home
- By telephone.

You can refer yourself by leaving a message on the number below and your specialist nurse will call you back. Please state your name and contact telephone number clearly:

Tel: 020 3910 7102