

A guide to using a telephone advice line for people with Parkinson's Disease

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

What is a telephone advice line?

The Parkinson's Disease Nurse Specialist (Parkinson's nurse) runs a dedicated telephone advice service. The hours you can call to speak to a nurse are Monday to Friday, 9am – 10am, with the exception of those days when she is in a clinic.

Outside these times, please leave a message on the answerphone which will be picked up within 2 working days. If you have an urgent question, please contact your GP.

The telephone service had been developed to ensure the medication prescribed for you is established with minimum of difficulty. The Parkinson's nurse has dedicated time to run a clinic over the phone. You can take the opportunity to call at this time to discuss any issues relating to your Parkinson's disease, rather than having to wait for your next appointment.

What is available from a telephone advice line?

You will have the opportunity to:-

- Discuss implications of your diagnosis
- Have dedicated time to discuss how to manage your Parkinson's Disease
- Discuss and review your medicines to ensure you receive the right treatment at the right time
- Receive advice on all aspects of managing Parkinson's Disease
- Receive information about support/voluntary services available in your local area and nationally

When should I use a telephone advice line?

You may have a query about the medication that you take for your Parkinson's disease.

Your consultant or Parkinson's nurse may have asked you to telephone on a set date for a review of new medication.

You maybe experiencing some difficulties with symptom management, i.e. falls, on/off periods diet, etc.

You may be a concerned carer or Allied Health Professional.

You may require advice and support on how your Parkinson's disease is affecting other aspects of your life.

Your Parkinson's nurse will identify any need and support access to the appropriate services with you.

What if a face-to-face contact is required?

It is important to have regular reviews in the management of Parkinson's disease.

After initial prescribed medication management has been commenced, a regular review will take place with either your consultant or a Parkinson's nurse.

Once symptoms are stabilised, this review will happen every 6 - 12 months.

On rare occasions, when it is necessary, a visit to your home by the Parkinson's nurse will be arranged.

Contact numbers

The Parkinson's Disease Nurse Specialist in North Devon is Lynn Gill.

The telephone advice line: 01271 322361

Monday to Friday, 9am – 10am

If you wish to speak to your consultant:

Dr Tim Harrower, Dr Imam and Dr Dharia (Consultant Neurologists): 01271 311585

Dr Julia Saunders (Associate Specialist with special interest in Parkinson's disease):

01271 341566 (Monday to Wednesday morning)

or 01271 322448 (Wednesday afternoon to Friday)

Further support and information

Parkinson's UK

The Helpline is a confidential service providing support to anyone affected by Parkinson's disease.

Helpline number: 0808 800 0303 (Monday to Friday, 9am – 7pm and Saturday 10am – 2pm, except Bank Holidays)

www.parkinsons.org.uk

enquiries@parkinsons.org.uk

Parkinson's UK local branches

Barnstaple – Lynda Smith: 01271 379082

Bideford – Julie Jones: 01237 478128

Parkinson's UK local adviser

Please telephone Parkinson's UK helpline for up-to-date information on how to contact the local adviser.

NHS 111

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple. Alternatively, it may be possible for us to arrange an appointment in your area.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of the staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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