

The Advice Line Service: 01744 646454

We have an answer phone service in the Rheumatology Department if you require any advice or need to change your therapy appointment.

Remember to speak slowly and clearly state the name of the person who message is for.

Leave your name, hospital number and contact number.

When will we call you back?

If you call the Advice Line Monday - Friday we will attempt to call you back on 2 occasions within 2 working days.

The advice line is not open at weekends or bank holidays and is not for medical emergencies.

St Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633



Clinic at Home Service

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.

Author: Advanced Practitioner
Department: Rheumatology
Document Number: STHK1617
Version: 001
Review date: 31 / 01 / 2024

What is the clinic at home service?

This is an alternative to attending the Outpatient Department where your arthritis is reviewed, medication checked and your problems discussed.

However, because of the severity of your arthritis and/or your mobility problems you may find it difficult to travel to the hospital, so we visit you at home. It provides us with an opportunity to look at any problems you are having with every day activities such as walking, getting washed and dressed and making meals, but in a familiar setting.

It may be necessary to involve your carer in the visit so you may wish to ask them to be present.

What will I be asked?

How is your arthritis?

Have you any problems with your tablets?

How are you coping with everyday activities? (e.g. washing, dressing, getting on and off the toilet, bed and chair, mobilising around your property).

Carers needs/social support?

Who visits?

Two members of staff will always visit. This will be a Nurse Practitioner with either a Physiotherapist or Occupational Therapist, depending on your personal needs.

When will they visit?

We aim to visit at least once every 12 months. The timing will be reviewed at each visit and if needed the frequency may be increased in the short term. If in-between visits, you feel your condition is deteriorating, then please do not hesitate to contact the department (the contact number can be found at the back of this leaflet).

General Information

How will I know when you are visiting?

An appointment will be sent in the post prior to the visit letting you know who will be coming and whether it will be the morning or afternoon.

As we visit a few people on the same day, we are unable to give an exact time. It will either be between 10 am and 12 noon or 1.30 pm and 4.30 pm. If this is not convenient, please ring on the contact number provided overleaf.

Members of the Clinic at Home Team

Jackie Novak	Nurse Clinician
Elaine Williams	Clinical Nurse Specialist
Debbie Lenton	Physiotherapist
Yvonne Hough	Occupational Therapist

If you need any assistance in between visits, please contact the above staff on the following numbers:

Nurses **01744 646457**

Therapist **01744 646454**

Please note both of these numbers are answer machines. If you leave your name and telephone number, someone will get back to you as soon as possible.