

Additional contact numbers

To re-arrange an appointment or for queries regarding your appointment, please call the relevant number below:

Patient Booking Services (PBS) – 0151 430 1234

Rheumatology reception – 01744 646 437/446

Bloods – 01744 646439 (answer machine)

Day unit – 01744 646440/6441

Physiotherapy or Occupational Therapy – 01744 646 454
(answer machine)

Joint injections – 01744 646 452

Targeted therapy – 01744 646 458

Rheumatology secretaries

Dr Dawson/Dr McCaffrey – 01744 646 611

Dr Clewes/Dr Brockbank – 01744 646 612

Dr Mahindrakar – 01744 646 604

Please note that our receptionists, secretaries, and admin team are not medically trained, so will be unable to answer any questions regarding your medication or treatment.

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

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

Rheumatology nurses telephone advice line

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Aim of the rheumatology nurses telephone advice line

The purpose of this service is to provide advice and support to patients with rheumatological conditions under the care of Mersey and West Lancashire Teaching Hospitals NHS Trust.

The below advice line is not an emergency service

01744 646457

If you require urgent medical advice, you must contact your GP, attend your local Emergency Department or Walk-in Centre or call 111.

When should you call the advice line?

You should only call the advice line:

- If you have a 'flare up' of your condition that has not improved with your usual self-help treatments (painkillers, anti-inflammatories - if tolerated) heat or ice on the joints, rest or if your 'flare up' has not resolved after 72 hours.
- If you have a diagnosis of vasculitis, connective tissue disease or Giant Cell Arteritis (GCA), and have a concern regarding symptoms.
- Have concerns regarding an infection.
- If you are experiencing side effects which you feel may be caused by the medication prescribed for your rheumatological condition.
- If you have concerns about your symptoms or treatment plan that need to be addressed before your next appointment.

How does the advice line work?

The advice line is an answer machine. Please leave the following information in your message:

- Your full name
- Your hospital number or date of birth
- Contact telephone number
- A brief reason for your call

A member of the rheumatology admin team will listen to your message, record it and they will then be passed to the clinical nurse specialists to triage twice a day.

Repeat prescriptions

If you require a repeat prescription, please telephone: 01744 647001 (answer machine)

You must state the following:

- Your full name
- Your hospital number
- Name of the drug you require and the dosage
- Whether you would like to collect from Whiston or St Helens hospital's Pharmacy
- If you are unwell

Blood appointments

If you need to change a blood monitoring appointment, please contact 01744 646439.