

Rheumatology

Rheumatology Helpline - 024 7696 5723

The Rheumatology Helpline is an answerphone service for patients under the care of the Rheumatology Department at University Hospital Coventry (UH) and Rugby St Cross Hospital (RStX). Calls are listened to by the nurse Monday-Friday (except bank holidays) between 8am and 3pm and we aim to deal with your call within 2 working days.

When leaving a message please include the following details:

- full name
- your hospital number (this starts with a letter of the alphabet) **or** your 10-digit NHS number **or** date of birth
- contact telephone number
- reason for your call

Unfortunately, we are unable to process your call without the information above.

Due to the high volume of calls, we will attempt to call you back twice only. Please note the call will come from an unknown number.

This service is **not** for urgent attention. In emergencies, please contact your GP or NHS 111.

Types of queries dealt with by the helpline:

- flares in your condition, where self-help measures have not helped for at least 1 week
- repeat prescriptions for disease modifying anti-rheumatic drugs (DMARDs) not issued via GP
- for issues relating to rheumatology medications including biological medications



Patient Information

- possible side effects from medications prescribed by the rheumatology team
- to ask for more blood forms
- to inform of blood tests or to obtain blood test results, where the Doctor or Nurse has specifically asked you to do so
- concerns relating to your condition or treatment that cannot wait until your next planned appointment

For any other queries please call the Rheumatology secretaries on 024 7696 6707 / 024 7696 6705 / 024 7696 6706 / 024 7696 6704 or email: RheumatologySecretaries@uhcw.nhs.uk

For the specific Axial Spondyloarthritis team led by Dr Blake please email myaxspa@uhcw.nhs.uk

For appointments, please call the Booking Centre on 0800 252 060 (this is a Freephone number).

To check if your prescription is ready from the hospital Lloyds Pharmacy, please call 024 7696 6045.

For Pharmacy Homecare please call 02476 966765.

For more support and information please visit:

Versus Arthritis: www.versusarthritis.org

National Rheumatoid Arthritis Society (NRAS): www.nras.org

National Ankylosing Spondylitis Society (NASS): www.nass.co.uk

The Trust has access to interpreting and translation services. If you need this information in another language or format, please contact 024 7696 5723 and we will do our best to meet your needs.

The Trust operates a smoke-free policy.

To give feedback on this leaflet, please email feedback@uhcw.nhs.uk

Document History

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