

Dorset Epilepsy Service

Consultant neurologist with an interest in epilepsy:

Dr Rupert Page

Epilepsy Specialist Nurses:

Michelle Knight
Cindy Sharland
Richard Wood



Contact details

Dorset Epilepsy Service

Dorset.Epilepsy.Service@uhd.nhs.uk

Telephone: 0300 019 2231/8486

Template version: October 2020
Dorset Epilepsy Service: Telephone Advice Line/5092
© University Hospitals Dorset

For further general health-related information, please ask the relevant department for an Information Prescription or contact:

The Health Information Centre
University Hospitals Dorset
Poole Hospital
Longfleet Road
Poole
Dorset
BH15 2JB
Telephone: 0300 019 8003
www.uhd.nhs.uk

We can supply this information in other formats, in larger print, on audiotape, or have it translated for you. Please call the Patient Advice and Liaison Service (PALS) on 0300 019 8499, text 07758 272495 or email pals@uhd.nhs.uk for advice.

If you wish to make any comments or to ask about any research evidence used to write this leaflet, please contact the Patient Information Team confidentially: phone 0300 019 8003, write to the Health Information Centre (address above), or email patient.information@uhd.nhs.uk.

University Hospitals Dorset **NHS**
NHS Foundation Trust

Dorset Epilepsy Service: Telephone Advice Line

University Hospitals Dorset
Poole site
Longfleet Road
Poole
Dorset
BH15 2JB
Tel. 01202 665511
www.uhd.nhs.uk

Author: Dorset Epilepsy Service
Date: Oct 2020
Review date: Oct 2021
Version number: 2
Matron – Sarah Gilling



This leaflet explains the telephone advice line run by the Dorset Epilepsy Service.

Telephone advice line

The aim of the telephone advice line service is to:

- Provide advice and support for adult patients with epilepsy
- Offer health information and advice to patients, carers and health professionals on all aspects of epilepsy

Who can use this service?

The telephone advice line service is available to adults living in Dorset who has epilepsy. It can also be used by anyone who cares for you, as long as you have given your permission. We will only discuss confidential matters with you.

When should you use this service?

This is **not** an emergency service. You should use it if:

- You have been asked by one of the neurology team to report your progress
- You have any worries or concerns that cannot wait until your next appointment
- You have any questions about epilepsy

The advice line **should not** be used for:

- Requesting results of blood tests or investigations
- MRI results
- EEG (electroencephalograph) results
- Changing appointments
- Contacting other departments, e.g. X-ray, dermatology, etc.
- General advice that can wait until your next appointment

How does it work?

The advice line has an answerphone. Please leave your name, telephone number and a short message. One of the specialist nurses will return your call as soon as possible. We aim to return calls within three working days. If you have an urgent medical problem, you **must** contact your GP surgery, call 111 or go to your nearest emergency department.

This line can be very busy so it is helpful to email instead if you can. Please email any questions that you may have to:

Dorset.Epilepsy.Service@uhd.nhs.uk

We will respond as soon as we can.

Useful websites

University Hospitals Trust:
www.uhd.nhs.uk

Epilepsy Action:
www.epilepsy.org.uk

Epilepsy Society:
www.epilepsysociety.org.uk

SUDEP Action:
www.sudep.org

Paediatric Epilepsy Nurses –
Paediatric.Epilepsy@poole.nhs.uk