Telephone advice line for patients attending the Rheumatology & Lupus Clinics

This leaflet explains more about Guy’s and St Thomas’ Rheumatology Clinic telephone advice lines.

If you have any further questions, please speak to a doctor or nurse caring for you.

What is the telephone advice line?

It is a voicemail service that is available to patients who attend the Rheumatology & Lupus Clinics at Guy’s and St Thomas’ NHS Foundation Trust. Patients can call if they need advice or help after they have attended a clinic.

Your relatives may also call but confidential issues will only be discussed with you. Your doctor and other healthcare professionals involved in your care can also phone.

When can I use the advice line?

Please contact us if you:

- have questions about your diagnosis
- have questions about the medicines you are taking
- feel you are having side effects from your arthritis/lupus medicine(s)
- have concerns about your symptoms or management that need to be addressed before your next appointment.

Call the telephone advice line Monday to Friday, between 9am – 5pm

Rheumatology – 0207 188 5896
Lupus – 0207 188 3549
Or contact us via email: - rheumandlupus@nhs.net

What happens when I call the advice line?

You will be asked to leave the following information on the answer machine:

- your full name
- your hospital number (if known)
- your date of birth
- a telephone number that we can contact you on
- days and times that are best to call you back
- the reason for your call.

**What happens after I have called the advice line?**

The clinical nurse specialist will listen to your message. We will try to return all calls and emails within 24 hours (or the next working day if it is a weekend/bank holiday).

If you are out when the nurse returns your call, a message will be left where possible and no further attempts will be made to contact you. If you still need advice, you will need to contact the advice line again.

**These advice lines are not an emergency service. If you need urgent medical advice, contact your GP surgery, or go to your local accident and emergency (A&E) department.**

**Further information**

**Your comments and concerns**
For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

- **t:** 020 7188 8801 (PALS)  
  **e:** pals@gstt.nhs.uk
- **t:** 020 7188 3514 (complaints)  
  **e:** complaints2@gstt.nhs.uk

**Language Support Services**
If you need an interpreter or information about your care in a different language or format, please get in touch:

- **t:** 020 7188 8815  
  **e:** languagesupport@gstt.nhs.uk

**NHS 111**
Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

- **t:** 111

**NHS Choices**
Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

- **w:** www.nhs.uk