

Process for raising concerns/compliments

If you wish to make a complaint, offer a compliment or raise a concern about this Service, please contact:

Patient Services on 0191 2031 340 or email to patient.services@northumbria-healthcare.nhs.uk or write to Freepost, Patient Services and Quality Improvement Department, Northumbria Healthcare Foundation Trust, 7-8 Silver Fox Way, Cobalt Business Park, Newcastle upon Tyne NE27 0QK

or

Contact: **PALS** on Freephone 0800 0320202, Text 01670 511098, Email: northoftynepals@nhct.nhs.uk or write to: Freepost RLTC-SGHH-EGXJ, North of Tyne PALS, The Old Stables, Grey's Yard, Morpeth NE61 1QD

Northumbria Healthcare 
NHS Foundation Trust

Multiple Sclerosis Specialist Nurse

Offering People in
Northumberland affected by MS:

Advice
Support
Education
Information

MS Specialist Nurse Team
Northumbria Health Care NHS Foundation Trust,
10 Bailiffgate, Alnwick, NE66 1LX
Telephone: 01665 511 971

Email: Msnurse.NLD@northumbria-healthcare.nhs.uk

Better Care, Higher Standards

How can you access the service?

The service is available to anyone with a diagnosis of multiple sclerosis (MS) who is resident in Northumberland or is registered with a Northumbrian GP Practice. You can be referred by your GP, consultant neurologist or other health and social care professional. You can also refer yourself.

The MS specialist nurse usually works Monday to Friday 9.00-5.00 excluding bank holidays. When the MS specialist nurse is not in the office you can leave a message and you will be contacted when the nurse is free. Our contact details are on the back page

The MS Specialist Nurses do not provide emergency care. If you feel you need urgent attention you should contact your GP or district nurse, or in an emergency contact the ambulance service (999).

When should you contact the Nurse?

- If you have a question about your MS or treatment options
- If you think you may be having a relapse
- If you need advice about medication
- If you are worried about any symptoms you may have
- If you or your family are finding it difficult to cope with any aspect of your MS
- If you want any information about MS.

What services are provided?

- **Nurse-led Clinic Appointments**
- **Home Visits**
- **Telephone advice**
- **Symptom management**
- **Relapse management**
- **Monitoring of disease modifying treatments**

- **Onward referral:** Referral to other health and social care services such as physiotherapy, occupational therapy, speech and language therapy, continence services, community nursing, tissue viability, psychology, psychiatry and social care can be made

- **Multidisciplinary symptom management clinics:** Clinics are held in North Northumberland. You can see the MS specialist nurse, a consultant in rehabilitation management, and a continence nurse specialist.

- **Courses for those who are newly diagnosed:** These courses give an introduction to MS, with speakers discussing various aspects of living with MS.