

**Patient
Information**

Rheumatology Advisory Service

Introduction

The Rheumatology Nurse Specialists have put in place a Rheumatology Advisory Service. This will provide patients with information and support in respect of their rheumatological condition and the medications they are taking.

Who can use the Advisory Service?

Any patient who is already under the care of the Rheumatology Team at Gloucestershire Hospitals NHS Foundation Trust can use the advice line.

Please note that we are unable to discuss a patient's treatment with relatives, unless the patient has given us permission to do so in advance.

When to use the Advisory Service

- If you have questions about your **Rheumatological** condition.
- If you have a question about your **Rheumatology** medication, including side effects.
- If you have a flare which has not improved after following the advice in leaflet GHPI1549 What is a flare?
- To report your progress if requested by your Rheumatologist or Specialist Nurse.

What personal information will I need to provide

- Your full name and date of birth
- MRN hospital number (you will find this on your appointment letter)

Reference No.

GHPI1548_09_23

Department

Rheumatology

Review due

September 2026

Patient Information

Questions you may be asked

- What is your current problem?
- When did the problem start?
- What self-help measures have you used to help with the problem?
- What medications are you currently taking?
- Do you have any other illness at present?
- What are your symptoms?
- Have you seen your GP about the current problem?

Contact information

Rheumatology Advisory Service

Tel: 0300 422 6412

Monday to Friday, 10:00am to 1:45pm (not open on bank holidays).

Please note: The telephone line being open is subject to a member of the specialist nursing team being available.

Email: ghn-tr.rheumadvice@nhs.net

Please note: We will try to respond within 72 hours of receiving your email.

For prescription queries relating to Biologic Therapy medication:

Email: ghn-tr.rheumybloodsandbiologics@nhs.net

The demand for the Rheumatology Advisory Service remains consistently high. We apologise if there is a delay in answering your query.

This is not an emergency service. If you require urgent medical attention, please contact your GP or NHS 111 for advice.

Appointment queries should be directed to the Rheumatology Bookings Team:

Tel: 0300 422 5987

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Making a choice

Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation

* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>