Rheumatology advice line

Introduction
The Rheumatology Nurse Specialists have put in place a telephone advice line to provide patients with advice and support on their arthritis and the medications they are taking. The telephone number for the Rheumatology Advice Line is at the end of this leaflet.

Who can use the advice line?
Any patient who is already under the care of Gloucestershire Royal or Cheltenham General Hospital 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 advice line:
- If you have questions about your arthritis
- If you have a question about your medication including side effects.
- If you have a flare which has not improved after following the advice in leaflet GHPI1549_12_19 ‘What is a flare?’
- To report your progress if requested by the rheumatology doctor or nurse

If you have an appointment query please contact the Booking Office on Tel: 0300 422 5987.

If you need urgent attention please contact your GP or attend your nearest Emergency Department.

What information should be left on the answerphone message?
- Your full name and date of birth
- MRN hospital number (you will find this on your appointment letter)
- Contact telephone number
- A brief description about why you are calling
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

The Rheumatology Advice Line is an answerphone service that is open Monday to Friday during the day. It is not an emergency line.

We will do our best to return your call within 48 hours although some queries may take longer. Sometimes we may need to speak to a doctor or consult your medical notes before offering you advice.

**Rheumatology Advice Line**

Gloucestershire Royal Hospital  
Tel: 0300 422 6412  
Monday to Friday, 9:00am to 5:00pm

Cheltenham General Hospital  
Tel: 0300 422 3667  
Monday to Friday, 9:00am to 5:00pm

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