

Useful contacts

Gastroenterology secretaries

Tel: 01270 612460 / 612017

Monday to Friday, 8.00am – 4.00pm

Surgical secretaries

Tel: 01270 612046

Monday to Friday, 8.00am – 4.00pm

IBD Nurse Specialists' secretary

Tel: 01270 273267

Monday to Wednesday, 8.00am – 4.00pm

IBD Nurse Specialists

Sr Louise Smith and Sr Natalie Griffiths

Tel: 01270 273910 (answerphone)

Appointments

Tel: 01270 612200

Monday to Friday, 8.00am – 4.00pm

Treatment Centre Scheduler

Tel: 01270 277908 / 277903

Monday to Friday, 8.00am – 4.00pm

Pharmacy Medicines Helpline:

Tel: 01270 273221

Monday – Friday 10.00am – 3.00pm

Dieticians

Tel: 01270 612213

Monday to Friday 9.00am – 5.00pm

Useful organisation

Crohn's and Colitis UK (CCUK)

Tel: 0300 222 5700

E-mail: info@crohnsandcolitis.org.uk

Questions? Make a note here

[illegible]

Reviewed by Readers' Panel February 2020.



Inflammatory Bowel Disease (IBD) Nurse Service

Information for patients



This information is available in audio, Braille, large print and other languages. To request a copy, please telephone 01270 273910.

You have been diagnosed with Inflammatory Bowel Disease (IBD), Crohn's disease or Ulcerative Colitis.

The gastroenterology department, within the hospital, specialises in the care and management of patients with IBD.

This leaflet introduces you to the IBD service and answers some frequently asked questions.

If you have questions not covered in this leaflet, please do not hesitate to contact the IBD nurses.

How will the advice service help me?

The aim of the IBD service is to ensure patients are offered the best possible care, treatment and information.

What if I have a flare up in between appointments?

Please contact the IBD nurses or your GP for advice. The specialist nurse may advise you over the phone, or arrange a clinic appointment if necessary.

Please call the IBD advice line if you:

- Have a flare up of your IBD (worsening of your symptoms lasting for 72 hours or more)
- Need advice on your IBD treatment
- Need prescriptions for treatments that are **only prescribed by the IBD nurses** (such as the first three months of Azathioprine, Mercaptopurine) and **not your GP**
- Think you are pregnant and have IBD
- Are advised to, by us, following a treatment change or previous clinic appointment
- Have signs of infection and are taking immune suppression or biologic medication for your IBD.

Please do not call the advice line for test results. If any changes to your treatment are required we will liaise with you and your GP.

IBD advice line: answerphone service
Telephone: 01270 273910.

Please leave your full name, date of birth, hospital number if known and contact details.

We aim to call back within 72 hours in the working week. Available Monday to Thursday 9.00am-5.00pm and Friday 9.00am-4.00pm.

Please remember this is only for advice regarding IBD and not to be used in emergencies.

In an emergency telephone 111 or go to your nearest Emergency Department (A&E).