

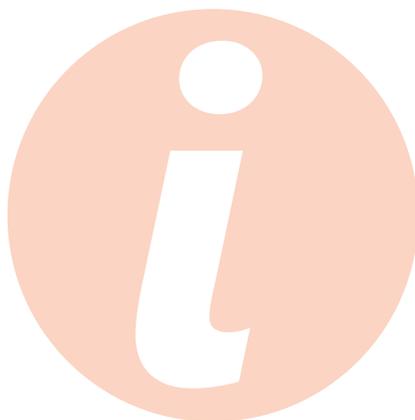
Help us to help you

Sheffield, Rotherham and Chesterfield
Epilepsy Liaison Service



Information for patients

Neurology



PROUD TO MAKE A DIFFERENCE

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This leaflet is designed to help you get the individual support you need. It describes the services we offer and what to expect from our team. It also provides details of other services who may also be able to help you.

Telephone enquiries

Please note that we do not provide an emergency service, so urgent calls should be directed to 111 or 999.

Before contacting us please consider the following options first:

- If you are waiting for a letter from your consultant:
 - Please contact their secretary directly
 - Or call switchboard on **0114 2711 900** and ask to be connected
- For appointment queries:
 - **0114 271 3625**
- For general epilepsy advice please get in touch with one of the charities below:
 - **Epilepsy Action**
0808 800 5050 www.epilepsy.org.uk
 - **Epilepsy Society**
01494 601 400 www.epilepsysociety.org.uk
 - **SUDEP Action**
01235 772 852

The Epilepsy Nursing Service Helpline

Our helpline is here to help if the services above cannot deal with your enquiry. We can help if:

- you wish to discuss a seizure
- you require advice around your medication
- you require advice around your epilepsy diagnosis

Opening times:

The helpline is an answerphone service, so the times the line is open and the time frame for returning calls will vary depending on call volume (current details are given when you call). Please note we do not work bank holidays or weekends.

Response times:

The nurses carry out a range of duties across several different sites and so are often not available to deal with your telephone enquiries straightaway. Please be reassured that we do log all calls and will respond to your message as soon as possible. We deal with all calls in the order they were left. Please do not leave repeat messages regarding the same issue as this causes unnecessary delay.

**To leave a message for the epilepsy nursing team please call
0114 271 2186**

The phone number is the same regardless of where you come for your appointment.

Email enquiries can be directed to **sth.epilepsyservice@nhs.net**

Please note that this email address may not be secure.

Details we will need:

- Patient name and date of birth
- A brief message as to the nature of your call
- The telephone number we should call you back on

Our answer machine will tell us what time and date you called. We will attempt to call you back twice, if we are unsuccessful we will send you a letter to let you know that we have tried to call. **Please note that calls from the epilepsy nurses will show up as a withheld number.**

Nurse-led clinics

If the nurse feels your call requires a greater level of input than can be offered on the telephone, you will be offered the opportunity to attend a clinic appointment instead. This is a safer way of helping you, particularly if you require a change in medication or care. If two medication changes or more are made over the phone, we encourage you to book a clinic appointment so these changes can be reviewed.

Clinics are held at the following locations:

- Royal Hallamshire Hospital, Sheffield
- Rotherham District General Hospital
- Chesterfield & North Derbyshire Royal Hospital

Our office base is at the Royal Hallamshire Hospital in Sheffield.

Appointments

Once you have contacted the Epilepsy Liaison Service to request an appointment, our appointments team will allocate one for you at the earliest opportunity. Please do not worry if you don't hear from us straightaway, it can take several working days to process the appointment.

Specialist nurses are a limited resource, so please remember to tell us as soon as possible if you are unable to attend, by phoning the number on the letter. We can then offer your appointment to another patient and change your appointment to a more convenient time.

If you do not attend your appointment and do not notify us, we will not routinely allocate another.

Nurse-led clinic appointments are available for you to discuss any aspect of your epilepsy.

What to expect at a clinic appointment

- You can expect your first appointment with a nurse to last approximately one hour. Subsequent appointments can be anything up to half an hour long.
- How often you are seen will be agreed between you and the nurse and may be weekly, fortnightly, monthly or less frequently depending on your ongoing situation.
- For all appointments please bring:
 - your epilepsy tablets
 - a copy of your prescription or NOMAD
 - a record of the number of seizures since you last attended
 - where possible, bring someone who has witnessed you having a seizure so they can describe it for us. The more information we have about your epilepsy, the better we can help you.
- You may see different nurses at your appointments. The epilepsy nursing team is made up of a number of nurses who share a caseload of patients. This is to ensure that even if one nurse isn't available, you can still get our advice and support.

Eligibility / Discharge

You are eligible for support from the Epilepsy Liaison Service whilst ever:

- You remain under the care of a Consultant Neurologist from our team.
- You continue to be registered with a GP within Rotherham, Sheffield or North Derbyshire.
- Your original diagnosis of epilepsy has not altered (some people originally thought to have epilepsy are later given a different diagnosis and their Consultant may then recommend support from a different specialty)

You will be discharged from the Epilepsy Liaison Service:

- If we do not have contact with you for two years (even if you still see your Neurologist).
- Two years after your Consultant Neurologist discharges you back to the care of your GP (there may be exceptions to this). If you have not seen a consultant for two years and need neurology input you may need to be referred back by your GP.
- If you leave our catchment area of Rotherham, Sheffield or North Derbyshire. We will try to ensure you have appropriate epilepsy support in your new area wherever possible.

You can come back to the Epilepsy Liaison Service at any time, if you still meet our criteria:

- You are under the current care of a Neurologist
- You have a definite diagnosis of epilepsy
- You are treated for epilepsy
- You are registered with a GP in Rotherham, Sheffield or North Derbyshire
- You are over the age of 16 years

All details are correct at the time of printing but are subject to change at short notice.

Contact information

Appointment enquiries

- **0114 271 3625**

Nurse Specialists

- **0114 271 2186**
(Answerphone service)

Email enquiries

- **sth.epilepsyservice@nhs.net**



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