For further information please contact
The Multiple Sclerosis Society
The MS Society was founded in 1953, with dual aims to provide funding for research into the cause and cure of MS and to provide a welfare support service for people with MS and their families.

The MS Society, MS National Centre, 372 Edgware Road, London, NW2 6ND
Tel: 02084380700
MS National Helpline: 0808 8008000
www.mssociety.org.uk

The Multiple Sclerosis Trust
The MS Trust aims to provide real benefit for people with MS and to work to the highest possible standards. They provide:
- Information about MS which is positive and constructive.
- Education for Nurses and other professionals.
- Research which is relevant to people who live with MS.
- Support for MS Specialist Nurses

Multiple Sclerosis Trust, Spirella Buildings, Letchworth, Herts, SG6 4ET
Tel: 01462 476700
www.mstrust.org.uk

You may like to look at the above websites for further information. However, as we are not responsible for the websites we cannot endorse them.

NHS Direct
If you need health information or advice at any time of the day or night call: 0845 4647.

Comments, compliments, concerns or complaints
South Tees Hospitals NHS Foundation Trust is concerned about the quality of care you receive and strives to maintain high standards of health care. However we do appreciate that there may be an occasion where you, or your family, feel dissatisfied with the standard of service you receive. Please do not hesitate to tell us about your concerns as this helps us to learn from your experience and to improve services for future patients.

Patient Advice and Liaison Service (PALS)
This service aims to advise and support patients, families and carers and help sort out problems quickly on your behalf.
This service is available at The James Cook University Hospital and the Friarage Hospital Northallerton, please ask a member of staff for further information.

Author: Multiple Sclerosis Specialist Nurses

The James Cook University Hospital
Marton Road, Middlesbrough, TS4 3BW.
Tel: 01642 850850

Version 2,
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Multiple Sclerosis (MS) Specialist Nurse Service

There are two full time Multiple Sclerosis Specialist Nurses; Karen Little and Fiona Tait. Both are registered nurses, working specifically with people with Multiple Sclerosis (MS).

Referrals:
To access the MS Specialist Nurse Service you must be under the care of a Consultant Neurologist who is based at The James Cook University Hospital or one of the outreach hospitals.

- Written or telephone referrals are accepted
- You or your carers can refer directly to the service
- Referrals are welcome from any member of the healthcare team
- Any healthcare professional can use the service for advice
- The MS Specialist Nurse will contact the Consultant Neurologist and GP so they are aware of the MS Specialist Nurse's involvement.

The MS Specialist Nurses work Monday to Friday 8.00am to 4.00pm, but are not available at weekends or bank holidays.

Email contacts:
karen.little@stees.nhs.uk
fiona.tait@stees.nhs.uk

Role of the multiple sclerosis specialist nurse

- To provide appropriate, timely and accurate information to patients, families and their carers from the time of diagnosis.
- To provide support and advice for patients, families, carers, all healthcare professionals and voluntary agencies.
- To provide careful assessment of needs, ongoing support and monitoring of your condition.
- To provide an effective and co-ordinated link between hospitals, GP's, people with MS and other healthcare professionals.
- To provide a service that enables you to make an informed choice about your care and treatment.
- To assess, supervise and monitor the suitability, administration and effectiveness of drug treatments within agreed guidelines.
- To review and assess in nurse led clinics and where appropriate in your own home.
  - To provide training and education, based on current research to promote a wider understanding of MS.
  - To monitor the effectiveness and impact of the service.
  - To provide telephone advice line with answer phone facility.

Aim of the MS specialist nurse telephone advice line

This advice line is available for patients with MS, their families, carers and healthcare professionals to provide advice, support and information in relation to all aspects of MS.

The telephone advice line will be available Monday to Friday but on occasions you will be prompted to leave a message and your call will be responded to within two working days. Please contact us on 01642 854426.

The advice line is not an emergency service, if you require urgent medical advice please contact your GP.

When you should call the advice line...

- If you have concerns about your symptoms or management which need to be addressed before your next appointment.
- If you are experiencing side effects, which you feel may be caused by the medication prescribed for your MS.
- You need general information and advice about MS.
- For onward referral to other healthcare professionals.

If you need to make or change an appointment or have a concern about your disease modifying therapy prescription please contact the Specialist Nurse Secretary on 01642 282761 (Monday to Friday).