

# Dorset Epilepsy Services

## Telephone Advice line

### Aim of the Telephone Advice line Service

- To provide advice and support for patients with epilepsy
- To offer Health information and advice to carers and health professionals on all aspects of epilepsy .

### When should you use this service?

#### This is not an emergency service

But it is for you to use if you are worried about any of the following problems.

- If you have symptoms that have not responded to your usual medicine and you feel that you need further advice.
- If you have side effects that you think are caused by the medicines prescribed for your epilepsy.
- If you have been asked by one of the Neurology team to report your progress.
- If you have any urgent worries or concerns that cannot wait until your next appointment.
- If you have any questions about epilepsy.

### How does it work?

The advice line has an answer phone. Please leave your name, phone number and short message .One of the specialist nurses will return your call as soon as possible, although this may not be on the same day. That is why if you have an urgent medical problem you must contact your GP surgery or go to your nearest accident and emergency department.

### Who can use this service?

The telephone advice line service is available to everyone living in Dorset who has epilepsy. It can also be used by anyone who cares for you, as long as you have given your permission. We will only discuss confidential matters with you.

The advice line should not be used for:

- Requesting results of blood tests or investigations.
- Changing appointments
- Contacting other departments e.g. x-ray, Dermatology
- General advice that can wait until your next appointment.

### Other useful phone numbers:

Poole Hospital - 01202 665511  
Appointments - 01202 442248

### Useful websites:

[www.poole.nhs.uk](http://www.poole.nhs.uk) for patients

<http://www.epilepsy.org.uk>

<http://www.epilepsysociety.org.uk>

<http://www.sudep.org/>

**01202 448486**

or

**01202 442231**

# Dorset Epilepsy Services

Telephone Advice lines

01202 442231

or

01202 448486

Neurology Department

Medical Clinical Care Group

Epilepsy Specialist Nurses

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Neurology Dept, Poole Hospital NHS Trust

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