

About this service:

The Multiple Sclerosis (MS) Specialist Nurse provides a specialist nursing service to anyone living with MS within the borough of Richmond.

The nurse aims to help local patients, families and carers maintain a good quality of life - close to their homes - by providing:

- “Newly diagnosed” course which give an introduction to MS, with speakers on various aspects of living with MS
- “Fatigue” course twice yearly for all patients which is run jointly with occupational therapy
- Nurse-led clinics problem-solving, assessment, lifestyle advice, support
- Telephone advice line, clinics and home visits (as appropriate)
- Symptom management
- Education and monitoring of disease modifying treatments (where appropriate)
- Lifestyle advice
- Referral to other disciplines/agencies, e.g. physiotherapy, speech therapy, occupational therapy, continence services
- Informal/formal education to carers, care homes and health care professionals.

The nurses are based within the trust’s Community Neuro-Rehab Team and work alongside physiotherapists, occupational therapists, a dietician, speech therapists, podiatrist and continence nurse.

The service is available for patients who:

- Have been diagnosed with MS
- Are registered with a GP in Richmond.

How to access the service:

Self-referrals are accepted from patients who are already known to the service.

For patients new to the service the initial referral needs to be through your General Practitioner (GP) or Neurologist and can be faxed through to the HRCH Single Point of Access service on 020 8973 3460 marked for the attention of the MS Nurse Specialist.

Contact details for MS Specialist Nurses:

Richmond Rehabilitation Unit,
22 Evelyn Road, Richmond, TW9 2TF.
Tel: 020 8614 7353 or
Fax: 020 8332 6793
Email: msnurseservice@hrch.nhs.uk

Telephone support

The MS Specialist Nurses are available to give advice, information and support to patients, their families and carers over the phone. If there is no-one available to take your call please leave a message and the nurses will aim to return your call within two working days.

Patient’s doctors and other health professionals may also access this service.

When should you call this service?

The MS Specialist Nurse should be contacted:

- If you have a question about your MS or treatment options
- If you are concerned by any symptoms you are experiencing
- If you think you may be having a relapse or have a significant change in your symptoms
- If you are finding it difficult to cope with any aspect of your MS which may affect your activities of daily living and needs to be addressed before your next appointment
- If you need advice about medication
- If you want any information about MS

The telephone support line is not an emergency service. If your call is urgent please call your GP or 111.

Useful contacts:

The MS Trust - The MS Trust is dedicated to making life better for people living with MS by providing free information to everyone affected by MS, education programs for health professionals funding for research and campaigning for MS services.

- Free phone information service.
Tel: 0800 032 3839
- Website: www.mstrust.org.uk

The MS Society Richmond and Kingston

- the branch holds regular events for people with MS in Richmond as well as providing grants, transport, access to counseling and yoga.

- Email: info@msrichmondandkingston.org
- Website: www.mssociety.org.uk
- MS Society national helpline: 0808 800 8000

Tulips n'Roses

- support Group for Young People with MS

- Website: www.tulipsnroses.com

My Spirited Friends

- a social group for Young People, their carers and friends who are affected by MS

- Website: www.myspiritedfriends.com
- Email: myspiritedfriends@hotmail.com

Carers UK

- provides **carers** with expert advice, information and support.

- Tel: 0808 808 7777

If you would like to make a compliment, suggestion or complaint...

The trust's Patient Advice and Liaison Service (PALS) provides advice and support to our patients, their families and carers. It also provides on-the-spot help to sort out any problem you may have. You can contact PALS on freephone 0800 953 0363 or by email: pals.hrch@nhs.net, or find out more at www.hrch.nhs.uk/pals



Other NHS support

NHS 111 - a 24-hour confidential advice helpline staffed by expert nurses. Call 111 to speak to an advisor.

NHS Choices - a website which provides information about health services, conditions and treatment choices. www.nhs.uk

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