Calderdale and Huddersfield
NHS Foundation Trust

Department of Gastroenterology

The Inflammatory Bowel Disease Team

Telephone and Email Advice Service

Helen Roper, Marie Jerrison, Lynne Mansfield, Leigh Mcloughlin and Mohammed Allah-Ditta

The purpose of this service is to provide advice and support for patients diagnosed with IBD (Crohn's disease, ulcerative colitis) who attend Calderdale and Huddersfield NHS Foundation Trust.

This service is for non emergencies and is available Monday to Friday 8am - 5pm, excluding bank holidays.

If you need:

- Information
- Support
- Advice

In order to contact the Inflammatory Bowel Disease Team please ring the Appointments Centre and request an IBD Flare Telephone Clinic Appointment with the IBD Team 01484 355370

For repeat prescriptions for immunomodulator medication or requests for blood forms only please TEXT 07824 408 435

We no longer pick up voice messages on this number

For General Enquiries please email: **ibd.nurses@cht.nhs.uk**

Remember not to send confidential information by email.
Please use your initials and hospital number when contacting us.

How telephone clinics work?

When you ring, the appointments staff will take your details, book you into a telephone clinic and give you a time when we will call. We aim to ensure this will be within 2 working days, however maybe longer at busy times.

We will call you at the appointed time. If you are unable to be contacted we will try again at the end of the clinic.

If we are unable to contact you on the second attempt you will be classed as not attending the appointment. Please be mindful if you are not available to take the call please schedule to a time/date that you are so precious slots are not wasted.

If you continue to have a problem please call to make another appointment.

compassionate care

Who can use the telephone clinics and email service?

The service is available to all patients diagnosed with IBD who attend Calderdale and Huddersfield NHS Foundation Trust.

Your relative may also call with your permission, however confidential issues will only be discussed with you.

If you are not diagnosed with IBD but under gastroenterology, please contact the Gastroenterology secretaries on 01484 355434.

IBD Psychology Service

We are very fortunate to have an IBD Psychology service that runs along side the IBD nursing team. This is accessed via a referral from either the IBD nursing team or your Consultant gastroenterologist. If you would wish to discuss a referral please ask during your appointments.

The IBD Specialist Team can:

- Offer advice on all aspects of your condition and treatment.
- Provide urgent access to secondary care when flaring and request relevant investigations
- Routinely follow up when in remission
- Work closely with your GP, consultant and others involved in your continuing care, and keep them informed.
- Provide IBD medication advice.
- Provide support for you, your partner and your family.
- Identify sources of practical help to enable you to help yourself.
- Health promotion.
- Put you in touch with local support groups and networks.
- Provide psychological/emotional support

Useful addresses

Crohn's and Colitis UK
4 Beaumont House
Sutton Road
St Albans
AL1 5HH

www.crohnsandcolitis.org.uk

Guts UK
The Media Centre
7 Northumberland St
Huddersfield
HD1 1RL

Email: **info@gutscharity.org.uk**
Telephone: **020 7486 0341**

Royal Osteoporosis Society
St James House
Lower Bristol Road
Bath
BA2 3BH
Telephone: **0808 800 0035**

IA
The Ileostomy and Internal Pouch Support Group
Peverill House
1-5 Mill Road
Ballyclare
BT39 9DR

Email: **info@iasupport.org**

Web address for Patient Information

www.cht.nhs.uk/services/clinical-services/inflammatory-bowel-disease-ibd/meet-the-gastroenterology-ibd-team

Useful telephone numbers

Appointments Centre 01484 355370

Endoscopy HRI 01484 355868
Endoscopy CRH 01422 223920

Yorkshire Smoke Free
www.yorkshiresmokefree.nhs.uk
from landlines: 0800 612 0011
from mobiles: 0330 6601166

If you have any comments about this leaflet or the service you have received you can contact :

Inflammatory Bowel Disease Team
Huddersfield Royal Infirmary
via Switchboard on 01484 342000

www.ibd.nurses@cht.nhs.uk

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਬਿਸੇ ਚੋਜ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਬਿਜਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں.

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"