

# Inflammatory Bowel Disease Patient Telephone Advice Line

## Information for patients

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This information is written to provide advice for patients with Inflammatory Bowel Disease (IBD) who need further information. This is not appropriate for urgent advice or for an emergency situation.

## Patient Telephone Advice Line for the Gastrointestinal Unit, Western General Hospital

**0131 537 1272**

**This is an answering machine service.** Please note this is a Monday – Friday service. When you leave a message, it is important that you:

- Clearly state your **full name** (and spell it out if there might be any doubt)
- Say your **date of birth**
- Give your **contact telephone number** and **best time to call** you back.

We aim to return your call within 1-2 working days; however this can vary depending on public holidays or staffing levels.

### Please use this telephone advice line if you are:

- A patient with ulcerative colitis and / or Crohn's disease and you have become unwell
- A patient who wants further advice about your medication for your inflammatory bowel disease
- A newly diagnosed patient or a young person who is transferring across from Children and Young People's services in to Adult services.

### Our IBD website

We also have a range of information about IBD, tests and treatments available on our webpage at: <https://services.nhslothian.scot/GI/IBD/Pages/default.aspx>

### If you need emergency help:

- You should telephone either your GP\*, NHS 24 on 111, or attend the Accident and Emergency (A&E) at the Royal Infirmary, St John's Hospital or The Royal Hospital for Children and Young People if the patient is under 16 years old – whichever you feel is most appropriate
- Or dial 999 if it is life threatening.

\*Your GP should contact the Western General Hospital Gastrointestinal Consultant / Registrar who is on call – either by telephone or by using the email advice service.

## Changing your appointment

If you cannot keep your appointment, or have been given one that is unsuitable, please change it by telephoning either:

- **Western General Hospital:** 0131 537 1340
- **Day Unit (Ward 75) at Western General Hospital:** 0131 465 9023
- **IBD Nurse Secretary:** 0131 537 2724

Your call will give someone else the chance to be seen and will help us keep waiting times to a minimum.

## Interpretation and translation

This leaflet may be made available in a larger print, Braille or your community language.

## Further information

Crohn's & Colitis UK – is a helpline for non-clinical advice and support

Telephone: 0300 222 5700

Website: [www.crohnsandcolitis.org.uk](http://www.crohnsandcolitis.org.uk)