Who is the service for?
The Nurse Advice Line service is for patients with long-term neurological conditions under the care of The Walton Centre, their carers, relatives, GPs, other health care professionals, advocates and anyone involved in supporting them. It is also available to those patients accessing The Walton Centre’s Integrated Neurology Nurse Specialist service.

What is the criteria to use the service?
If you have the following conditions and are under the care of a Walton Centre Neurologist, you are eligible to use the service:

- Multiple Sclerosis
- Epilepsy
- Motor Neurone Disease
- Movement Disorder, e.g. essential tremor
- Parkinson’s Disease
- Neuromuscular Disease

What is the service?
The Nurse Advice Line is available to offer specialist advice, guidance and support to patients, their carers, relatives, GPs, other health care professionals, advocates and anyone involved in supporting them. It is not an emergency advice line. Access is via a telephone appointment service manned by an administrative co-ordinator who will arrange a nurse to call back with specialist advice on the following conditions: multiple sclerosis, epilepsy, motor neurone disease, movement disorder, parkinson’s disease and neuromuscular disease.

This service may be useful for questions regarding medication and side effects; if patients’ condition deteriorates; if there are concerns about breathing, eating drinking or concerns over weight loss; an increase in seizures; and for signposting to other services and benefits advice.

Contact the Nurse Advice Line
Tel: 0151 556 4008
What happens when you call the service?
Patients, their carers, relatives, GPs, other health care professionals, advocates and anyone involved in supporting them can contact the Nurse Advice Line. One of our fully trained administrative co-ordinators will handle the call. Service users are asked for a brief outline as to the reason for the call. Certain non-clinical calls can be managed by our administrative co-ordinators without the need to book a specialist nurse call back.

For calls requiring specialist nurse advice, the administrative co-ordinators will agree a suitable appointment date and time for the call back telephone consultation. You will be given the next available appointment.

Patients, their carers, relatives, GPs, other health care professionals, advocates and anyone involved in supporting them will receive:

- Access to the right level of specialist nurse care
- Advice and support regarding long term neurological conditions
- Signposting to other health care professionals if necessary

What the Nurse Advice Line does not do:
- Provide emergency advice
- Handle calls requiring urgent attention
- Diagnose patients

The Nurse Advice Line service is designed to help you receive the best possible care, and support you in making the right decisions regarding your care.
For further information on neurological conditions:
Neurological Alliance - Visit neural.org.uk. Call 020 7963 3994.
The Brain Charity - Visit thebraincharity.org.uk. Call 0151 298 2999.
Email: info@thebraincharity.org.uk

This information can be translated on request or if preferred an interpreter can be arranged for additional information regarding these services please contact The Walton centre on 0151 525 3611 and ask for the Patient Experience Team.

The Nurse Advice Line is one of the projects within the Neuro Network programme. The Neuro Network is a collaboration of The Walton Centre NHS Foundation Trust with partners from across the NHS working together to enhance existing NHS neurology services in Cheshire and Merseyside.