

# **PATIENT INFORMATION**

# **Inflammatory Bowel Disease (IBD) Service**

**IBD Advice lines**  
Tel: 01704 704093  
Email: [soh-tr.ibd-advice@nhs.net](mailto:soh-tr.ibd-advice@nhs.net)

## **IBD Service**

The Inflammatory Bowel Disease (IBD) Service is part of the Gastroenterology Department at Southport and Ormskirk Hospital NHS Trust. The aim of the service is to ensure you are offered the best possible care including education, information and support to help you undertake normal daily activities. This leaflet aims to outline all the support we offer.

## **IBD Advice Line**

There is an IBD Helpline Service with a 24 hour voicemail and email system. If you have any worries or concerns about your disease please don't hesitate to contact us. We are usually able to return your call or email within 24-48 hours during the working week. If you are concerned about your condition at the weekend and feel it cannot wait, then please contact NHS Direct, your GP or the Accident and Emergency department as the severity of your symptoms dictate.

It is important to seek early advice if you experience any of the following symptoms: increased diarrhoea, abdominal pain, nausea or vomiting, bleeding from the back passage or any side effects from any new medication therapy. We may be able to offer advice over the telephone or offer you a clinic appointment within seven days should this be required.

## **IBD Medical Team**

The IBD Service consists of Consultant Gastroenterologists who manage patients with Ulcerative Colitis and Crohn's Disease. They are supported by Specialist Registrars and the IBD nurse team. It may be the case that you see any one of the team as part of your care.

## **IBD Nurse Specialist**

The IBD Nurse offers additional support and advice about any aspect of your care or treatment. This may take place at a clinic appointment, over the telephone or during an inpatient episode. Other services provided by the IBD Specialist Nurse are:

- Medicine Monitoring Service
- Biological Treatment Service
- Endoscopy investigations
- Advice line via telephone or email

## **IBD Surgeons**

Patients with Inflammatory Bowel Disease sometimes require surgical treatment. This can happen when a patient's condition cannot be managed effectively by medicines. If required you may be referred over to one of the colorectal surgeons for an opinion and review.

## **Stoma nurses**

The Stoma service provides support, guidance, information, education, product information & counselling to anybody with a Colostomy, Ileostomy, Ileal conduit or Urostomy. Stoma nurse clinics are held most days and accept patient self-referrals.

## **Dietician**

Although there is no specific diet to follow when patients with IBD are well, it may be the case that your doctor or

specialist nurse will request for you to see a Dietician for advice on a specialist diet when you are unwell. This will depend upon your condition, extent and severity of your disease. Our IBD Specialist Dieticians are based in the community and offer a helpful service to guide your dietary needs.

## **Pharmacist**

Medicines play a key role in treating Inflammatory Bowel Disease. Our Pharmacists can provide advice to the IBD team and to patients on drug prescribing.

## **Patient Panel**

We firmly believe that our patients can help to improve our services, because of this we hope to set up a Patient Panel. The panel would meet several times a year to discuss developments in IBD care. We hope that by working closely with patients, we will be able to continue to improve the care we offer. If you are interested in participating please ask your IBD nurse.

## **Multi-Disciplinary Team (MDT) Meetings**

The Gastroenterology Department holds regular multi-disciplinary team meetings. It may be the case that your condition and future management will be discussed at one of these meetings.

## **Out-patient clinics**

You will need to attend hospital regularly for a review of your disease or monitoring your response to treatments. During these clinics you may be seen by either the specialist nurse or one of the medical team.

## **Smoking Cessation Clinics**

Studies have shown that smoking is detrimental to patients with Crohn's Disease. The IBD team has a direct referral access to the community smoking cessation service.

## **Endoscopy Unit**

As part of your ongoing care you may require assessment or surveillance of your disease using an endoscope (flexible camera). Ormskirk has a purpose built unit in the Treatment Centre using state of the art equipment where these procedures will be undertaken.

## **In-patient service**

Ward 11b at Southport hospital.

## **Research**

You may be offered the opportunity to participate in clinical research, including research trials of new treatments or questionnaire studies evaluating our service. Participation in research is entirely voluntary and your normal care remains unaffected whether you take part or not. If you are interested in taking part in research or wish for more information then please ask.

## **Further information / links**

### **Versus Arthritis**

( Helpline: 0300 790 0400 (free phone) Mon-Fri 10am-4pm

E-mail: [Enquiries@versusarthritis.org](mailto:Enquiries@versusarthritis.org)

Website: [www.versusarthritis.org](http://www.versusarthritis.org)

### **Benefit Enquiry Line (universal credit) at Department for Work and Pensions**

0345 600 0723 – Phone Mon – Friday 8-6pm

No Email can

Website: [www.direct.gov.uk/disability-money](http://www.direct.gov.uk/disability-money)

### **Bladder and Bowel Community**

For general enquiries and to request a ‘Just Can’t Wait Toilet Card’ look on the website, you can request a free downloadable card for your phone. Or you can order plastic card (a small fee is payable)

Email: [help@bladderandbowel.org](mailto:help@bladderandbowel.org)

Website: [www.bladderandbowel.org](http://www.bladderandbowel.org)

### **Crohn’s and Colitis UK**

Support Services

Email [helpline@CrohnsandColitis.org.uk](mailto:helpline@CrohnsandColitis.org.uk)

Phone helpline 03002225700 – mon-fri 0900 – 1700

Other Enquiries 01727 830 038

You can sign up to Crohn’s and Colitis all for a small fee and a ‘can’t wait’ card will be sent with your membership.

## **Coeliac UK**

Helpline: 0333 3322 033 – Availability unknown

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

## **Guts UK**

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

Email: [info@gutscharity.org.uk](mailto:info@gutscharity.org.uk)

Phone 02074860341

## **IA -The Ileostomy and Internal Pouch Support Group**

0800 018 4724 (free phone)

Website: [www.iasupport.org](http://www.iasupport.org)

Email: [info@iasupport.org](mailto:info@iasupport.org)

## **National Axial Spodyloarthritis Society**

Helpline and General Enquiries 020 8741 1

E-mail: [admin@nass.co.uk](mailto:admin@nass.co.uk)

Website: [www.nass.co.uk](http://www.nass.co.uk)

## **National Osteoporosis Society**

Specialist Nurse Helpline

0808 800 0035

**Nurses@theros.org.uk**

General enquiries [info@theros.org.uk](mailto:info@theros.org.uk)

01761471771- Monday-Thursday 9am-4pm

Friday 9am-4pm

## **Outsiders - Sex and Disability**

Helpline: 07872681982 or 01997421019

Weekdays 11am-7pm

E-Mail: [info@Outsiders.org.uk](mailto:info@Outsiders.org.uk)

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

## **PSC Support**

Helpline 01235 253545

You can also email the helpline from the website

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

## **Bladder & Bowel uk**

Helpline: 0161 214 4591 Mon-Fri 9am-430pm

Email: [Marketing@disabledliving.co.uk](mailto:Marketing@disabledliving.co.uk)

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

**Disability Rights UK**

Phone 03309950400

Email [Enquiries@disabilityrights.uk.org](mailto:Enquiries@disabilityrights.uk.org)

RADAR runs a National Key Scheme which allows people to access specially adapted toilets which are kept locked to avoid vandalism. RADAR can provide a key at a cost of £6 on declaration of disability. A guide to toilets is also available to buy.

**During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff and/or the ward/department Sister/Charge Nurse if you have questions or concerns.**

## **MATRON**

A Matron is also available during the hours of 9am to 5pm Monday to Friday. During these periods, ward/department staff can contact Matron to arrange to meet with you. Out of hours, a Senior Nurse can be contacted via the ward/department to deal with any concerns you may have.

## **INFECTION CONTROL REQUEST**

Preventing infections is a crucial part of our patients' care. To ensure that our standards remain high our staff have regular infection prevention and control training and their practice is monitored in the workplace. We ask patients and visitors to assist us in preventing infections by cleaning their hands at regular intervals and informing staff of areas within the hospital that appear soiled.

As a patient there may be times that you are unsure whether a staff member has cleaned their hands; if in doubt please ask the staff member and they will be only too happy to put your mind at ease by cleaning their hands so that you can see them.

## **SPECIAL INSTRUCTIONS**

### **ANY CONDITION SPECIFIC DANGER SIGNALS TO LOOK OUT FOR:**

### **CONTACT INFORMATION IF YOU ARE WORRIED ABOUT YOUR CONDITION**

- Your own GP
- Further contact information contained within leaflet

### **OTHER USEFUL TELEPHONE NUMBERS/CONTACTS:**

NHS 111

Stop Smoking Helpline (Sefton) – 0300 100 1000

Stop Smoking Helpline (West Lancashire) – 0800 328 6297

**Please call 01704 704714 if you need  
this leaflet in an alternative format**

**Southport and Ormskirk Hospital NHS Trust**

Ormskirk & District General Hospital  
Wigan Road, Ormskirk, L39 2AZ  
Tel: (01695) 577111

Southport & Formby District General Hospital  
Town Lane, Kew, Southport, PR8 6PN  
Tel: (01704) 547471

**FOR APPOINTMENTS**

Telephone (01695) 656680  
Email [soh-tr.appointments@nhs.net](mailto:soh-tr.appointments@nhs.net)

Please remember to complete the **attached Friends and Family Test**.

Alternatively, you can complete the *Friends and Family Test* on-line by going to: [southportandormskirk.nhs.uk/FFT](http://southportandormskirk.nhs.uk/FFT)  
**Thank you**

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