If you need a large print, audio or a translated copy of this document, please contact us on ☎ 020 3448 8627. We will try our best to meet your needs.

Maps to the Chalfont Centre are available on request.

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This leaflet has been written by the Epilepsy Specialist Nurses to provide you with information about the Telephone Advice Line service. This service is intended for use by patients attending the Epilepsy Outpatient Clinics at the National Hospital for Neurology & Neurosurgery and at the Chalfont Centre.

Aim of the Telephone Advice Line Service
This service aims to give appropriate advice and support to patients and to facilitate access to the epilepsy telephone clinics.

What number should I call?
You can contact us on: ☏ 020 3448 8627 or email ✉ epilepsy@uclh.nhs.uk

Calling any other number may result in a delayed response to your call.

When should I call the advice line?
- If you experience a worsening in your seizure control
- If you experience adverse effects related to your epilepsy medications
- If you have concerns about your epilepsy or its treatment that cannot wait until your next appointment
- If you want advice on other issues related to your epilepsy

How does the advice line work?
The advice line is a voicemail service.
You will need to leave a message with the following information:
- Your name, hospital number and / or your date of birth
- Your consultant’s name
- Brief details of the reason for the call
- A telephone number we can call you back on during working hours

One of the epilepsy nurses will return your call, usually within 24 to 48 hours, Monday to Friday. Sometimes it may take us longer to call you back, particularly on Wednesdays due to our other commitments, or if we are experiencing a high volume of calls.

If you are not available when the nurse returns your call we will try to call you again over the following two days.

If we have not been able to get through to you by the third day (after your initial call) we will write to let you know. You will need to contact the Advice Line again if you still need advice. If you contact us by email, we may still need to talk to you by telephone.

What if I need to change my appointment?
If you need to cancel or change your next appointment in the epilepsy clinic, please do not call the Advice Line. Instead, you should call the Outpatient Appointments Line on: ☏ 020 3448 4777.

Alternatively, you can contact your consultant’s secretary whose telephone number will be shown on the clinic letter sent following your appointment.

Our clinics are very busy and we would be grateful for as much notice as possible to be given for appointment cancellations. This will enable to appointment slot to be reallocated which helps to keep our waiting times down.

Important
This is not an emergency service. You should not use this service to obtain urgent medical advice. In an emergency, you should contact your GP, or attend your nearest A&E Department by ambulance if necessary.