

Inflammatory Bowel Disease

Princess Royal University Hospital IBD CNS Service Advice Line

Tel: **01689 863189** Email: **kch-tr.ibdnurse@nhs.net**

This leaflet introduces you to the Inflammatory Bowel Disease (IBD) Advice Service available to patients and to answer some frequently asked questions.

What is the IBD Advice Service?

You have been diagnosed with IBD (e.g. Crohn's disease or ulcerative colitis). The Gastroenterology department within the hospital specialises in the care and management of patients with inflammatory bowel disease.

Your IBD Nurses are:

Aldea Waters (Lead IBD Nurse Specialist)

Judith Elingo (IBD Nurse Specialist)

Jisha Pappachan (IBD Nurse Specialist)

Please ring the advice line or email if:

- You suspect a flare of your IBD.
- You require advice on IBD treatment.
- You require a prescription for hospital only prescribed medication
- You require information on pregnancy with IBD
- We have advised you to contact us following a treatment change or following an appointment
- You have signs of an infection and you are taking immune suppression medication.

Please DO NOT contact the advice line for a change of / or appointments queries with your consultant - this can be done via the [Gastroenterology Secretaries](#) (below). If you have a query with your IBD appointment or repeat biologic prescriptions then please contact the IBD coordinator Clare Warman on **01689 866108**.

How will the advice service help me?

The aim of the IBD Service is to ensure patients are offered the best possible care, information and treatment.

What if I have a relapse between appointments?

Please contact the Nurse Specialist or your GP for advice.

IBD messaging service telephone number:

01689 863189

IBD advice email address:

kch-tr.ibdnurse@nhs.net

Please ensure you leave your full name, contact details, hospital number and date of birth.

We aim to return calls/emails within 48 – 72 hours during the normal working week (Monday - Friday, 9am - 4pm).

Please remember this is only for advice regarding your IBD and must not be used in emergencies.

For emergencies, please seek advice from your GP or contact 111 or go to Accident & Emergency or your nearest Urgent Care Centre.

Useful information

Consultant Gastroenterologists:

Dr Asante
Dr Chopra

Dr Ansari
Dr Curtis

Dr Audimoolam
Dr Kumar

Dr Chatu
Dr Sayer

Contact:

Dr Curtis & Dr Sayer & Dr Ansari: **01689 863791**

Dr Audimoolam & Dr Kumar & Dr Chatu: **01689 863741**

Dr Asante & Dr Chopra & Dr Ansari: **01689 863742**

Pharmacy Dispensary: **01689 866110**

We aim to return calls/emails within 48 – 72 hours during the normal working week.
(Monday to Thursday, 9am to 4pm, Friday 9am to 1pm).

PRUH Switchboard: **01689 863000**

Crohns & Colitis UK

Tel: **0300 222 5700** Email: helpline@crohnsandcolitis.org.uk

Crohn's & Colitis Support

Tel: **0121 737 9931** Mon to Fri 1pm to 3.30pm and 6pm to 9pm.

My IBD Care App

Free to download from google play or Apple App store.

Do you have questions about your nutrition?

People with IBD may have questions about what to eat or may struggle to meet their nutritional needs whilst unwell. Everybody with IBD has access to a dietitian. Please contact your IBD nurse specialist to request a referral.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams. The PALS office is in the main hospital foyer at PRUH and they would be happy to advise you.

PALS at Princess Royal University Hospital, Farnborough Common, Orpington, Kent BR6 8ND

Tel: **01689 863252** Email: kch-tr.palspruh@nhs.net

If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email kch-tr.accessibility@nhs.net