

Inflammatory Bowel Disease Nursing Service

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

What the service offers

The Inflammatory Bowel Disease Nursing Service is run by a Clinical Nurse Specialist, providing support, information and education for patients diagnosed with Ulcerative Colitis or Crohn's disease (often referred to as Inflammatory Bowel Disease or IBD).

This service covers nurse-led clinics, a telephone and email advice line service; as well as, providing support for patients attending the Endoscopy Suite or admitted into hospital. The service is supported by Consultant Gastroenterologists and Colorectal surgeons.

The service can be accessed by a patient/ relative/ carer or anyone involved in the care of someone with a diagnosis of inflammatory bowel disease, including medical and educational professionals – but only after registration as described below.

The nursing service offer patients:

- Advice/ counseling on medications
- Advice and support during a flare-up of their condition
- Emotional and psychological support
- Follow-up / Telephone review
- Rapid access to treatment / review / tests / referrals when required
- Education and information regarding their condition
- Liaising with other professionals (doctors/ nurse specialists / GPs / Dieticians / Educational professionals)

The telephone and email advice line service is accessible 24 hours a day. Messages can be left / sent at any time, and these are answered within 2 working days. If a patient requires urgent medical advice, they should seek the advice of their GP or NHS 111.

Where service is provided

The Clinical Nurse Specialist is based at North Devon District Hospital in Barnstaple, Devon with nurse-led clinics running in the Outpatients Department.

The telephone advice line service is not suitable for those with verbal communication (hearing, language barriers, etc) problems. These patients can email and/or be booked into a face-to-face clinic instead.

How to be referred

All patients are referred to the Nurse-Led Service by one of the Consultant Gastroenterologists or Colorectal Surgeons. Your GP may also contact the CNS for advice whom may decide to offer either a telephone consultation or appointment with the most appropriate clinician.

For new patients, your GP will need to refer you to the Gastroenterology Team.

Patients already under the care of the Gastroenterology Team may contact the CNS for advice at any time.

Who's who

The Clinical Nurse Specialist for IBD is Monica Chan, who is part of a team of professionals involved in your care.

You may meet members of the multi-disciplinary team (MDT) involved in your care, and some of them include: Consultant Gastroenterologists, Colorectal Surgeons, Radiologists, Dieticians, Pharmacists, and the Research Team. If you are unsure of the roles of the professionals you are meeting, please feel free to ask.

Further information

To access the IBD nurse advice line service, please ring 01271 314005 and leave a message. Alternatively, please email ndht.ibdnurse@nhs.net

For further information regarding IBD, please refer to the following organisations:

- Crohn's and Colitis UK <https://www.crohnsandcolitis.org.uk/>
- European Crohn's and Colitis Organisation www.ecco-ibd.eu
- Ileostomy and Internal Pouch Support Group <http://iasupport.org/>
- European Federation of Crohn's & Ulcerative Colitis Associations <http://www.efcca.org/>

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of the staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

You may also visit www.iwantgreatcare.org

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