

Patient information

Behçets Syndrome Telephone Advice Line

Rheumatology Department

Aim of the Behçets Syndrome telephone advice line service.

The purpose of this service is to provide advice and support for patients with Behçets Syndrome attending Aintree Hospital.

The advice line is not an emergency service.

If you require urgent medical advice you must contact your family doctor (GP) or attend your local Emergency Department (A&E) or Walk-in Centre.

When should you call the advice line?

You should only call the advice line:

- If you experience a reaction to an injection given at the Behçets Clinic.
- If you have a 'flare up' of your condition that has not improved with your usual self-help treatments.
- If you are experiencing side effects which you feel may be caused by the medication prescribed for your Behçets Syndrome.
- If you have concerns about your symptoms or management that need to be addressed before your next appointment.

How does the advice line work?

The advice line is an answer phone number Tel: 0151 529 8123

Please leave the following information on the answer phone – for safety reasons your call will not be actioned without: -

1. Your full name.
2. Your hospital number or date of birth.
3. A telephone number where we can contact you.
4. The reason for your call.

A Bechets or Rheumatology nurse will listen to your message and return your call within two working days.

Please note this advice line is only available from 8.30 am - 4.30 pm Monday to Friday.

If you are out when the nurse returns your call, one further attempt will be made to contact you. If you still require advice you will need to contact the advice line again.

If you have a query regarding a prescription, please contact:

- Aintree Hospital Rheumatology - prescription line Tel: 0151 529 3082.
- If you need to change an appointment or have an appointment query, please contact: Aintree Hospital Rheumatology appointments Tel: 0151 529 8038.
- Aintree Hospital Physiotherapy 0151 529 3335.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

**If you need any further information please telephone the
Behçet's Syndrome Advice line
Tel: 0151 529 8123**

**Useful website
<https://behcetsuk.org/>.**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پئومندیدار بهو نه خوشانهی له لایمن تراستهوه په سهند کراون، نه گمر داوا بکریت له فورماته کانی تر دا بریتی له زمانه کانی تر، نیزی رید (هاسان خویندنه وه)، چاپی گه وه، شریتی دمنگ، هیلی موون و نه لیکترونیکی همیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.