

Outpatient follow-up

After you have been seen by your consultant, you may be referred to the IBD nurse in the nurse-led outpatient clinic for a follow up appointment.

Since IBD is a long-term condition, it is necessary for it to be monitored. The IBD nurse will arrange to see you regularly to check your medications and for routine tests. The nurse led clinic runs at the same time as the consultant clinic so if any concerns arise during your visit, a doctor will be available for advice.

Telephone follow-up

Once your condition is so stable that you do not need to attend routine follow-up appointments in hospital, it may be appropriate for you to use our telephone follow up clinic.

This will be agreed between you and your consultant which will mean you do not need to come to hospital to be monitored. The IBD nurse will contact you and arrange a telephone assessment on a date and time that suits you. The assessment is similar to your hospital appointment.

You would still be able to phone the IBD advice line if you feel unwell or have a relapse and we would arrange an urgent outpatient appointment for you if necessary.

Inpatient service

Occasionally, you may need to be admitted to hospital. Please ask the staff nurses to contact the IBD nurse who will come and visit you in hospital to offer support if necessary.

Finally

Everybody is different. Treatment, symptoms and how you feel will be different from person to person. Please do not hesitate to discuss any concerns and queries you may have with your IBD nurse, your Consultant or your GP.

Contact details

IBD advice line 01206 744231
Joy Mason IBD Nurse Specialist
Kelly Turner IBD Nurse Specialist
Secretary 01206 745210

Further information and support

National Association for Crohn's Disease and Colitis (NACC)
4 Beaumont House
Sutton Road
St. Albans
Herts
AL1 5HH

Information line: 0845 130 2233

Email: info@groups.crohnsandcolitis.org.uk
Website: www.crohnsandcolitis.org.uk

North Essex group: 0845 434 8518

Email: ne@groups.crohnsandcolitis.org.uk

Ileostomy and Internal Pouch Support Group
Peverill House
1-5 Mill Road
Ballycare
Co Antrim BT39 9DR
Phone: 0800 018 4724
Email: info@iasupport.org
Website: www.iasupport.org.uk

Colostomy Association
15 Station Road
Reading
RG1 1LG
Advice line: 0800 587 6744
E-mail: cass@colostomyassociation.org
Website: www.colostomyassociation.org.uk

Verifying your identity

When you attend hospital you will be asked to confirm your first and last names, date of birth, postcode and NHS number if you know it, and to let us know if you have any allergies.

Comments, compliments or complaints about your care

Please raise any concerns in the ward or department you are in. Ask to speak with the ward sister, matron or department manager. If your concerns cannot be resolved or you wish to make a formal complaint, please call PALS (Patient Advice & Liaison Service) on 0800 783 7328, pick up a PALS leaflet or visit www.colchesterhospital.nhs.uk/pals.shtml

Your views

If you or a family member has recently been in Colchester General Hospital, you can tell us about your experience by searching for 'Colchester' on the NHS Choices website (www.nhs.uk), by writing to the address on the front of this leaflet, by emailing your comments to info@colchesterhospital.nhs.uk or by filling in a 'Friends and Family' questionnaire at the hospital.

The IBD advice line

If you have any questions, concerns or wish to clarify something, you can contact the IBD nurse by telephoning the IBD advice line number on page 6 of this leaflet. The advice line is open Monday to Friday, 8.30am-4.30pm, except on bank holidays. The advice line will go to voicemail on the majority of occasions so please leave a message stating your name, date of birth, NHS number if known, contact telephone number(s), and a brief outline of your enquiry which will help the nurses with answering your questions. Please have your medication list close to hand for when the IBD nurse returns your call. This will help the IBD nurse deal with your call quickly and more efficiently.

The nurse will aim to return your call at the earliest opportunity, usually within two working days. Please take note that messages left after 11.00am on Fridays may not be answered until the following working week. Alternatively, you can also contact the IBD nurse by letter.

What to do if you become unwell

Relapses of your IBD can be very unpleasant and upsetting. If you start to become unwell, please contact the IBD advice line as soon as possible. We may be able to give you advice on adjusting your medication or suggest a medication to your GP so he or she can give you a prescription and start treatment without the need to come to the hospital. Where you need to be assessed in person, we can arrange for you to be seen in clinic quickly either by the IBD nurse or a doctor.

Please be aware that outside working hours, bank holidays and weekends, it is important you contact the out of hours GP service if your symptoms are getting worse. If your call is urgent please also seek alternative medical advice.

Introduction

This following information is to help introduce you to the nurse specialist for inflammatory bowel disease (IBD) and the services available.

What is IBD?

Inflammatory bowel disease is a general term used for Crohn's disease and ulcerative colitis. These are both conditions that affect the gastrointestinal tract, causing inflammation and ulcers to the lining of the gut.

It affects approximately 240,000 people in the UK. The condition is life-long with fluctuating periods of remission (reduced symptoms) or relapses (worsening symptoms).

IBD should not be confused with irritable bowel syndrome (IBS) which is a completely separate condition.

What is the role of the IBD Nurse Specialist?

The IBD nurse specialist is a qualified senior nurse who has specialised in the treatment and management of IBD. She will be able to offer you information, education and support about any aspects of your illness and the treatment you will receive.

From time to time, you will need to undergo various tests or start on a new treatment. The IBD nurse will explain these to you and provide written information as necessary.

You may also need to make some lifestyle changes to help you cope with your condition. The IBD nurse will be able to support you through this. By working closely with you, she can help you manage your condition.

Inflammatory bowel disease

Gastroenterology Department
Colchester General Hospital
Turner Road
Colchester
CO4 5JL

Tel: 01206 744231

The Nurse Specialist Service

Please ask if you
need this leaflet in
an alternative format

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