
Aneurin Bevan Epilepsy Specialist Team (ABEST)

The Open Access system you will take ownership of your epilepsy care and reduce the number of appointments you have to attend.

There are no longer routine booked follow up appointments.

If you are experiencing issues with your epilepsy you should ring the OPEN ACCESS LINE.

If your issue is immediate or an emergency you should call your GP for an appointment or 999 for emergency assistance.

When your message is received the Epilepsy Specialist Nurse will either:

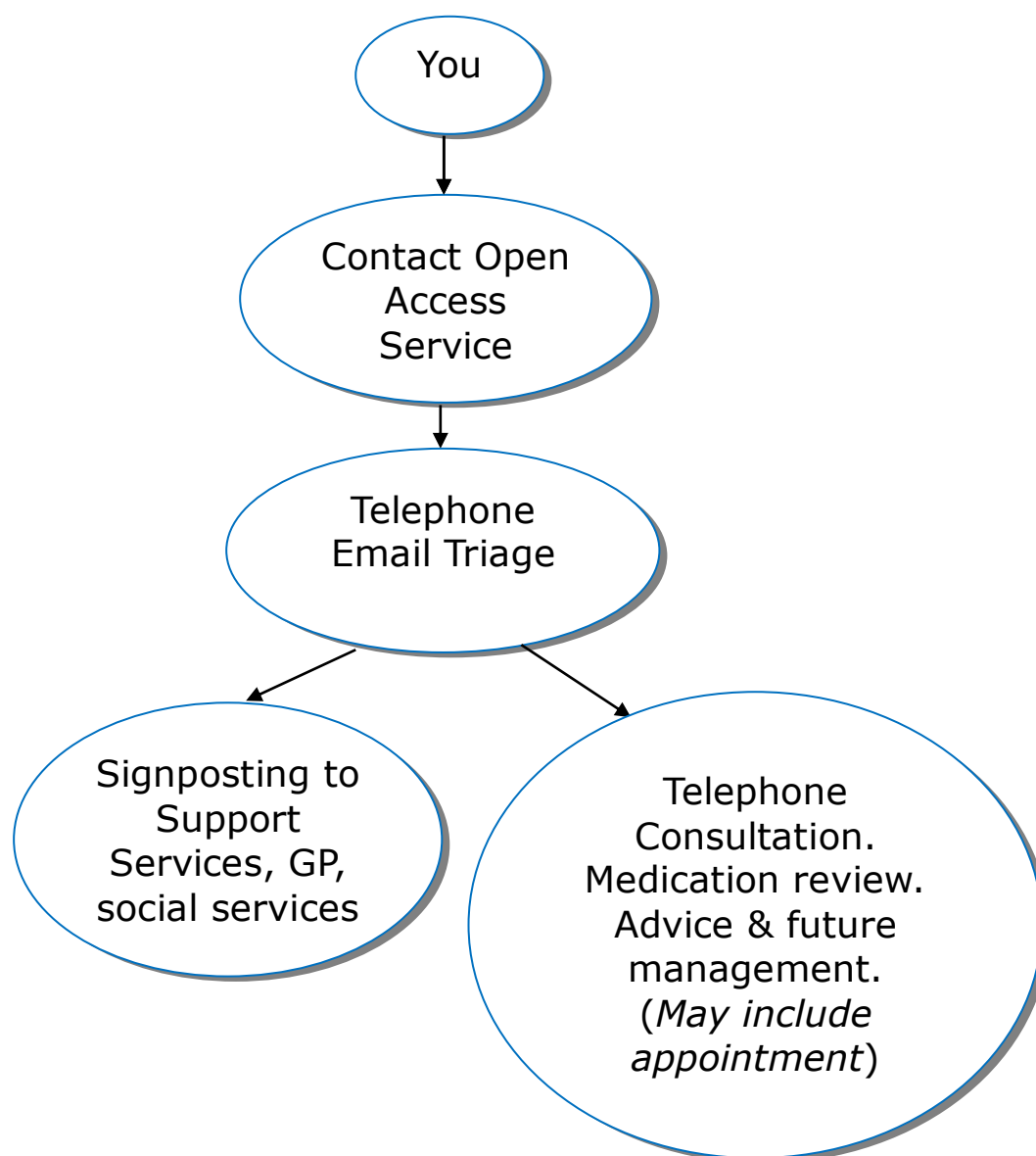
- *Provide advice / information and / or implement changes*
- *Book you an appointment in clinic so see the Nurse Specialist or Consultant.*

Frequently asked Questions

When should I call the Epilepsy Advice Line?

If you are having seizures, side effects from your medication or have concerns about your epilepsy or your epilepsy medication then ring the Open Access Line. Be sure to leave your NAME, DATE OF BIRTH and TELEPHONE NUMBER each time you ring.

How the Open Access Epilepsy service work.



OPEN ACCESS LINE:

01633 238528

Email:

adultepilepsyteam.abb@wales.nhs.uk

When should I not call the Epilepsy advice line?

If you or a person you care for is having a seizure, have experienced a serious seizure-related injury or need medical assistance. This is an emergency, your need to call 999.

The advice line only deals with issues related to your epilepsy. Any queries about appointment times is not dealt with by the advice line and is best directed to the appointment booking number on your appointment letter.

I have had recent changes to my medication and need a repeat prescription?

All clinical letters and plans are available for your GP practice on Clinical workstation. If your practice has not received a letter, please ask them to check CWS rather than call us as this will delay your medication change. You can also use your paper copy of your clinic letter to show your surgery.

Can you help me complete benefits forms?

No, but you can use your clinic letter as supporting evidence. Also consider contacting Epilepsy Wales or Epilepsy Action for advice and support around benefits.

How quickly will the Epilepsy Specialist Nurse get back to me?

We aim to return calls in a timely manner. However, due to clinical commitments and high volume of contacts this can mean several days before we can return calls. If we are unavailable we will aim to leave details of this on the answerphone message.

We often return calls and are unable to reach patients or leave a message. If you do not have an answerphone facility, please consider email in order to obtain a response for us.

Aneurin Bevan operates a ZERO TOLERANCE OF ABUSE TO STAFF POLICY. Please note: Abusive messages via phone or email will not be responded to.

Useful Epilepsy Resources:

Epilepsy Action:

www.epilepsy.org.uk/

Epilepsy Wales:

0800 228 9016

www.epilepsy.wales

Epilepsy Society:

www.epilepsysociety.org.uk/

SUDEP Action:

www.sudep.org

UK Epilepsy & Pregnancy Register:

www.epilepsyandpregnancy.co.uk

**“This document is available in Welsh /
Mae'r ddogfen hon ar gael yn Gymraeg”.**