

# **Your Guide to The Rheumatology Department**



**For the use of patients under the  
care of Rheumatology in Aneurin  
Bevan University Health Board  
only.**

## **Do You Need a New Biologic Medication Script?**

Please contact your Consultant's  
Secretary:

Dr Asif- 01633238363

Dr Ayas- 01873732369

Dr Callaghan- 01873732948

Dr Huws- 01633238172

Dr O'Beirn- 01873732298

Dr Pugh- 01633238363

Dr Rajamani- 01443802210

Dr Thomas- 01633238334

## **Do You Have a Query Relating to Your Appointment?**

Please call the booking team on  
01495765055 –option 4

You can also call this number if you  
need to rearrange your appointment,  
have missed or overdue for an  
appointment. Alternatively, you can  
e-mail:

**[ABB.RheumatologyRBC@wales.nhs.uk](mailto:ABB.RheumatologyRBC@wales.nhs.uk)**

## **Do You Have Your Medication Delivered by HomeCare or Sciensus?**

Sciensus- 0333 1039499

Lloyds- 0345 2636123

Alcura- 0800 9800686

Healthnet: 0800 0833060

If your delivery is overdue and would  
like to chase it up, please call the  
number on the bottom of your pack.  
Please do not call the advice line or  
the secretaries to chase deliveries.

## Patient Adviceline

**01873 732046**

**Only open: Monday, Tuesdays and  
Thursdays only, 8am -4pm**

The adviceline is for patients who are struggling with their rheumatological condition or medications and need to discuss them with our specialist nurses. Particularly for patients who do not have an appointment due in the next 7 days with a Rheumatology team member.

This is an answerphone service which will require your:

- Name, phone number, date of birth and the reason for your call.
- Please ensure you're calling to discuss issues relating to your rheumatological condition or medications
- If you are calling on behalf of someone ensure they are present to provide consent each time you call.

### The adviceline is for:

- ✓ Informing us of your worsening joint pains
- ✓ Increasing or decreasing your rheumatology medication
- ✓ Switching your rheumatology medication (if only previously discussed with a rheumatology team member)
- ✓ Need to change or give update regarding day unit visit
- ✓ If you experience unexpected side effects to your rheumatology medication.
- ✓ If you are struggling to reduce your steroids.
- ✓ If you have an infection/COVID or been in contact with someone with chicken pox/shingles and **want guidance on what to do with your rheumatology medications only (for assessment and treatment speak to GP)**

### The adviceline is not for:

- ✗ **Pain control** or general medical queries not related to your rheumatological condition. Eg Chest pain, leg swelling, shortness of breath, dental issues, following accidents and injuries, dizziness, loss of consciousness
- ✗ This is not an emergency line (only for rheumatology advice)
- ✗ If you have flu like symptoms this needs to be assessed by your GP to assess your need for antibiotics.
- ✗ Not to be used if you cannot get through to secretary
- ✗ If your appointment with one of the rheumatology team is in the next 7 days; we will not call back
- ✗ If you have any issues with your local pharmacy dispensing biologic prescriptions. Please contact your consultants secretary
- ✗ Any results blood test or radiological results
- ✗ Regarding appointments, please call the booking office number provided
- ✗ Requesting of **biologic** prescriptions - please contact the secretaries
- ✗ If you have seen your GP and they are sending urgent referrals to Rheumatology, no need to ring us