



**Brighton and Sussex  
University Hospitals**  
NHS Trust

# Telephone support for the Neuro Clinical Nurse Specialists

Providing support and information for patients and their families

Neuroscience South East  
Royal Sussex County Hospital

## What kind of telephone support can I expect?

The Specialist Nurses provide telephone support for patients and their carers/families during normal working hours 9am-4pm.

## How will I know who to phone?

You will be given the name and contact details of your Specialist Nurse (also known as your Key Worker) either by the nurse themselves when you meet them or by the doctor at the hospital. You will be given an information leaflet and a business card which will contain their details.

## Will my Specialist Nurse always pick up the phone when I ring?

It is not always possible for your Specialist Nurse to be at their desk to respond to telephone calls immediately. They may be in a clinic or on one of the wards seeing patients or their relatives. They also have teaching commitments which may mean they are busy elsewhere. Your nurse will advise you of their hours of work. In some cases the Specialist Nurse may only work part time. Every Specialist Nurse has an answer phone or 'voicemail' facility and they will encourage you to leave a message for them with your full name, telephone number and sometimes a date of birth which is useful for identifying your records quickly.

## How will I know when I will be called back?

Your Specialist Nurse will ensure that their answer phone message informs you whether they are in the hospital on that day.

You will then have an indication of when they will next be able to respond to calls. Calls will be returned as soon as possible, but this may NOT necessarily be the same day.

**FOR EMERGENCIES PLEASE DIAL 999. ANY URGENT CONCERNS SHOULD BE DISCUSSED WITH YOUR GP.**

## What about when my nurse is on holiday or away for any other reason?

Your Specialist Nurse will leave a message on their answer phone informing callers of their return to the office. If they are away on holiday, they may leave an alternative number for you to contact. If they are away for unplanned reasons, they may ask a colleague to alter their message for them.

## What about if telephoning is not convenient for me?

The Specialist Nurses will provide you with their email address as this can sometimes be a useful way of contacting them at a time that is good for you. This is useful if you find you have a question that occurs to you outside of working hours and you want to put it in writing while it is fresh in your mind.

## Contact details

### **Ruth Smith, Neuro Clinical Nurse Specialist**

**01444 441881 Ext. 8466**

Work mobile **07876 392543**

Email address [ruth.smith@bsuh.nhs.uk](mailto:ruth.smith@bsuh.nhs.uk)

### **Gill Walsh, Macmillan Neuro-oncology Nurse Specialist**

Work mobile **07769 884957** This phone is only switched on during working hours Monday to Friday

Email address [gill.walsh@bsuh.nhs.uk](mailto:gill.walsh@bsuh.nhs.uk)

### **Kim Bateup, Skull Base clinical Nurse Specialist**

Work mobile **07788 398227** This phone is only switched on during working hours.

Email address [kim.bateup@bsuh.nhs.uk](mailto:kim.bateup@bsuh.nhs.uk)

### **Carley Rowe, Macmillan Support Worker**

**01444 441881 Ext. 8466**

Email address [carley.rowe@bsuh.nhs.uk](mailto:carley.rowe@bsuh.nhs.uk)

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#### Disclaimer

The information in this leaflet is for guidance purposes only and is in no way intended to replace professional clinical advice by a qualified practitioner.

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