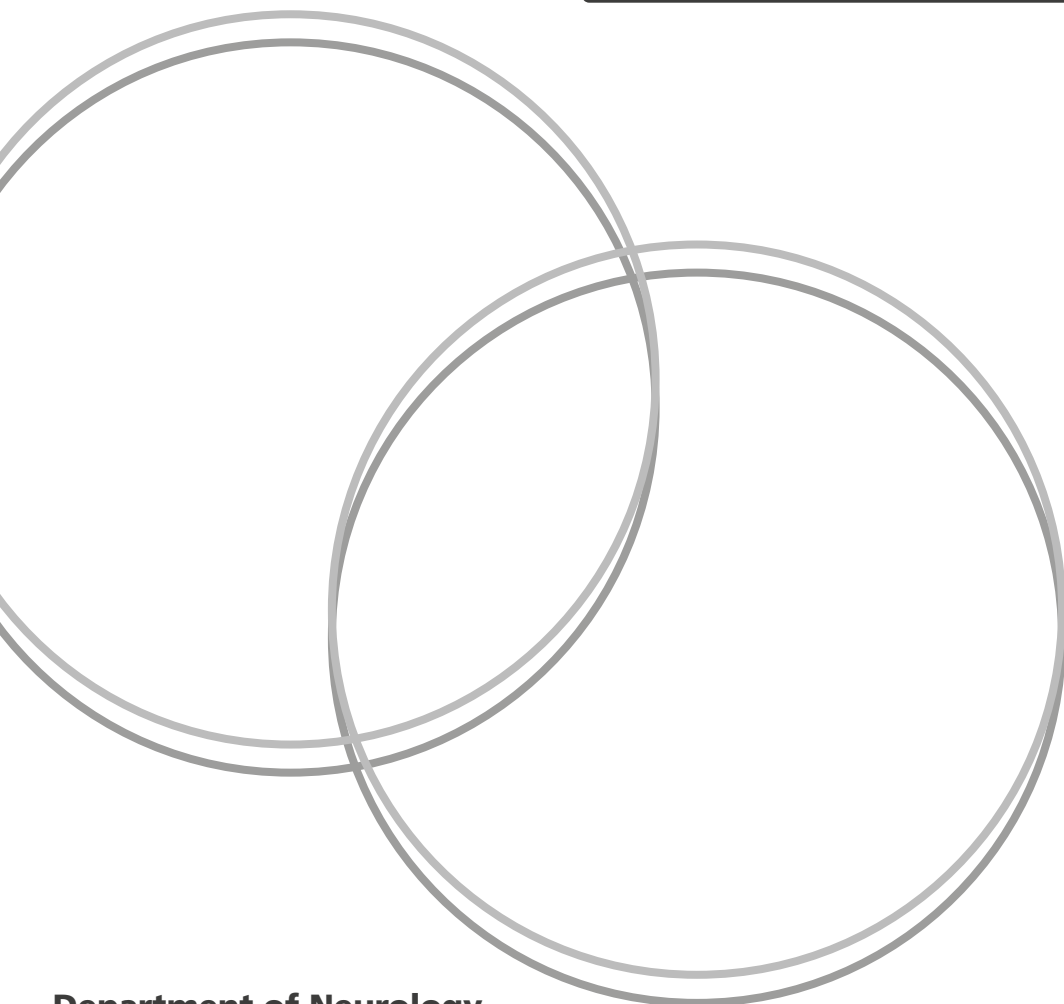




Oxford University Hospitals
NHS Foundation Trust

NMOSD and MOGAD Advice Line Service

Information for patients



Department of Neurology

Telephone: 01865 231 905

Email: nmo.advice@ouh.nhs.uk

What is the NMOSD and MOGAD Advice line service?

This is a telephone and e-mail support service for Neuromyelitis Optica Spectrum Disorder (NMOSD) and Myelin Oligodendrocyte Glycoprotein Antibody Disease (MOGAD) patients in the South of England. It allows you to contact a member of the NMO clinical team with any concerns or questions you may have.

When to contact the Advice line service

Please contact us:

- If you have concerns or questions about your symptoms.
- If you are experiencing side effects or reactions which you feel may be caused by the medication prescribed for your NMOSD/MOGAD.
- If you suspect you may be experiencing an NMOSD/MOGAD relapse.
- If you have questions about the management of your NMOSD/MOGAD.
- If you need to speak with the specialist nurse, physiotherapist or occupational therapist.

The advice service does not provide an emergency service. If you need urgent medical advice, you must contact your GP, who can liaise with your local Neurology team, or present to the Hospital A&E Department.

How does the NMO Advice service work?

You can access the NMO advice service via email for non-urgent queries or telephone if you need urgent advice.

Telephone message and e-mails will be checked throughout the day (**Monday to Friday, 8am to 4pm**). We aim to contact you the same day. However, when this isn't possible, we will try to contact you the next working day.

What information to include in your message

If you telephone us, please include the following:

- Your full name.
- Your date of birth or hospital.
- A telephone number where we can contact you back on.
- A brief reason for your call.

If you e-mail us, please include the following information in your message:

- Your full name.
- Your date of birth or hospital number.
- Details of your question or concern.
- We may need to speak to you to discuss your concern so please leave a contact number if possible.

Who may use this service?

This service is for people with NMOSD and MOGAD. Your relatives may also call or e-mail. They will only be given general guidance unless we have your specific permission to speak to them. Your own GP and other healthcare professionals, such as District Nurses, can also use this service if they need to discuss your care.

MDT roles

You may wish to request a consultation with the specialist nurse, physiotherapist or occupational therapist.

Please see below a description of their roles and how they may be able to support you.

Role of NMOSD /MOGAD specialist nurse

Better understanding your condition can help you to manage your symptoms and reduce worries and concerns. The Specialist Nurses within our team have expert knowledge of your condition and can also help support you with:

- Understanding your medications.
- Acting as a point of contact if you are worried or concerned about any new symptoms.
- Assessing concerns if you think you may be having a relapse.
- Providing advice and liaison with local neurological services regarding management following a relapse.
- Providing assessment and management advice of ongoing symptoms.
- Onward referral to local services, for example rehabilitation or continence services, and pain teams.

Role of NMOSD /MOGAD Physiotherapist

Physical symptoms that can present following diagnosis can include things like weakness, sensory loss, balance problems, increased tone /spasticity and joint stiffness. These can lead to reduced levels of mobility and physical activity. A physiotherapist has specialist knowledge in providing assessment and management on the following aspects:

- Optimising your mobility.
- Balance issues that could be causing falls or trips.
- Knowledge on bone health.
- Focussed exercise prescription.
- Management of joint range and tone.
- Adapting ways to keep you active, thinking about what really matters to you.
- Liasing with local services including local rehabilitation providers and wheelchair services.
- Promoting healthy lifestyle choices.

Role of NMOSD /MOGAD Occupational therapist (OT)

Living well with a long-term condition can sometimes be challenging because the everyday tasks and roles you did prior to diagnosis may have become more difficult. An Occupational Therapist has skills to help you adapt or rethink how you carry out daily tasks to help increase ease and efficiency. They can also provide advice and management on:

- Managing fatigue.
- Improving sleep.
- Identifying equipment to promote independence with daily activities such as personal care, productivity, or leisure.
- Optimising your living environment.
- Supporting you to become more physically activity.
- Maintaining a healthy weight.
- Linking with local services like sensory impairment services, Adult social care, community rehab services.
- Signposting to resources that promote a healthy living.
- Advice in accessing your local community.
- Vocational support.

If you need to book an appointment with the specialist nurse, physio or OT, please contact the NMO coordinator on:

Telephone: 01865 231 900

Email: NMOadvice@ouh.nhs.uk

How to contact the nurse advice line:

You may telephone or email us:

Telephone: 01865 231 905

Email: nmo.advice@ouh.nhs.uk

Website: www.nmouk.nhs.uk

If you telephone via hospital switchboard you may not be connected to the right number. If you have not heard from us within 48 hours (excluding weekends) please call again on the direct advice line number given above.

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
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