Community Multiple Sclerosis Team
Patient Information Leaflet

Shining a light on the future
Introduction
We hope this leaflet will provide you with information that you will find useful when attending the Community Multiple Sclerosis Team. If you are not sure about anything in this leaflet please ask a member of staff.

What is the Community Multiple Sclerosis (MS) Team?
The MS Team provides specialised community and outpatient rehabilitation for people with MS and we also offer support to families at any stage following diagnosis.

You may be seen at Walkergate Park, your home, your workplace or another community setting.

Who can access the Team?
Clients with a confirmed MS diagnosis who live in the North East Region.

Who can refer to the Team?
Anyone can refer to the Community MS Team.

How do I refer?
By telephone, letter or email - see back page for contact details. Please note that information sent to the Trust via email is sent at your own risk.

Following referral, you may be contacted for further information this will help us to identify how our service can be of the best help to you.

You will be offered an appointment via telephone or letter. There is a waiting list, but we will see you as soon as possible, but please be patient with us.

The Team
The following staff work in the Multiple Sclerosis Team and you may have contact with them during your treatment.

- **Physiotherapists**
  Improve physical independence through personal treatment plans and exercise programmes as well as specialist services such as vestibular rehabilitation, Functional Electrical Stimulation (FES) and pain management.

- **Rehabilitation Assistants**
  Support the work of the therapists in carrying out the rehabilitation programmes.

- **Occupational Therapist**
  Focus on daily living, self care activities, equipment adaptations, fatigue management and support at work.
Personal Safety
Trust staff carry devices that can monitor and record abusive behaviour. They can alert and receive support from emergency services and the recordings may be used in court proceedings.

You may also be able to access the following:
- **Getting to Grips with MS Course** - A short programme aimed to support people newly diagnosed with MS.
- **Access to Complementary Therapies** - Reflexology or massage to help with stress and relaxation.

What if I have a comment, suggestion, compliment or complaint about the service?
If you want to make a comment, suggestion, compliment or complaint you can:
- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.ntw.nhs.uk (click on the ‘Contact Us’ tab)
- telephone the Complaints Department Tel: 0191 245 6672
- we are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.
  - **Points of You** - available on wards or from staff. Some areas of the Trust have electronic feedback touch screens, staff can help you to use these.
  - **Friends and Family Test** - available from staff or online at www.ntw.nhs.uk/fft

Useful Contacts
- **Patient Advice and Liaison Service (PALS)**
  North of Tyne Tel: 0800 032 0202 Mon-Fri 9am-4.30pm
  Provides information and advice about local NHS services and support organisations and helps sort out any problems with NHS services

- **MS Society - National MS Helpline**
  Freephone: 0808 800 8000 Mon-Fri 9am-9pm
  Email: helpline@mssociety.org.uk
  The National Centre provides information and will be able to put you in touch with your local branch.
• **MS Research and Relief Fund**  
  Tel: 01670 505 829 Mon-Fri 9am-5pm  
  Complementary Therapies and various exercise classes for people affected by MS. One to one fitness sessions with qualified instructors to tailor your workout for your individual needs.

• **Neurology RVI (MS Nurse Specialist)**  
  Tel: 0191 282 5403

**Contact details**  
Community MS Team  
Walkergate Park  
Benfield Road  
Newcastle  
NE6 4QD  
Tel: Suzanne Arthur, Secretary – 0191 287 5130  
Fax: 0191 287 5057  
Email: Community.msteam@ntw.nhs.uk

Please note that information sent to the Trust via email is sent at your own risk.

Enquiries 9am - 4pm weekdays. If no-one is available to take your call, please leave a voicemail and we will get back to you.

Please note
• We are not an Emergency Service, in these circumstances please contact your GP or local emergency services.
• The Community MS Team provides planned therapeutic interventions.
• We are unable to fast track individuals through external service waiting lists eg: wheelchair or loan equipment services.
Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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