

The Lung Defence Unit Telephone Support Service does not deal with:

- Routine outpatient appointments and clinic appointment queries: Please contact the Thoracic Outpatient Department on 01480 364281
- General medical advice: your GP remains your first point of contact
- Nebuliser equipment and filter pads: Please contact Respiratory Physiology on 01480 364815
- Needles and syringes for nebulised antibiotics: Please contact Thoracic Outpatient Department on 01480 364281

Lung Defence Telephone Support Service
direct line: **01480 364456**

or Switchboard: 01480 830541

Papworth Hospital NHS Foundation Trust
Papworth Everard, Cambridge, CB23 3RE

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Tel: 01480 364240



Large print copies and alternative language versions of this leaflet can be made available on request.

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Lung Defence Unit Patient Telephone Support Service

A patient's guide

Lung Defence Unit Patient Telephone Support Service

The Lung Defence Nurse Specialists are part of the Lung Defence team who aim to ensure that you can get the best advice and support when necessary.

The Nurse Specialists run a non-urgent telephone support service to provide you with expert advice and information regarding your chest condition.

To give you the best information and advice during your contact with the telephone support service the Nurse Specialist will need to ask you a series of questions related to your enquiry so that they can carry out an assessment of your chest symptoms.

They may be able to give you immediate advice, but sometimes they will need to discuss your symptoms with a member of the Lung Defence medical team and arrange a return call following this with a plan of action.

When can I telephone?

If you require advice from the Lung Defence Nurse Specialists please leave a message on the voicemail system which operates from 09.30am-12.30pm, Monday to Friday excluding Bank holidays.

To help us with your enquiry please leave your name, Papworth Hospital number if known, contact telephone number and a brief description of your enquiry.

Calls will be picked up until 12.30pm each working day and the Nurse Specialists will return your call as soon as possible. If you are unwell and cannot wait for advice you must contact your GP.

Lung Defence Unit Patient Telephone Support Service for?

The Service provides non-urgent advice and information to support your on-going treatment plan. This may include which antibiotics you need to take if you become unwell with a chest infection. In many cases prescription requests can be faxed to your GP for you to pick up locally.

You may already have a reserve course of antibiotics at home and require advice that your symptoms are in keeping with a chest infection and when to start treatment. Hopefully over time you will become confident in managing this yourself.

In some cases the medical team may ask the Nurse Specialist to contact you with results from sputum cultures or blood tests and to give advice regarding your treatment plan.