



**Bradford Teaching Hospitals**  
NHS Foundation Trust

# Rheumatology Advice Line





## **Aim of the Rheumatology Advice line service**

To provide advice and support for patients under the care of the rheumatology department at Bradford Teaching Hospitals NHS Foundation Trust.

**We have updated our service to allow patients to take more control of their care and give better access to other resources.**

## **When should you use this service?**

### **This is not an emergency service.**

It is for you to use if you are worried about any of the following:

- A 'flare' of your symptoms that has not responded to your usual self-help treatments and you would like further advice.
- Side effects from the medication prescribed for your rheumatology condition.

### **You can also contact the service if you:**

- Have been asked by the Rheumatology team to report your progress.
- Have other questions about your condition or treatment.
- Have worries or concerns that cannot wait until your next appointment.

## How does it work?

There are **two** ways you can book an advice line call. You can do this by either using the on line form or by contacting the Central Patient Booking Service (CPBS) on 01274 274274.

- If you have access to the internet we encourage you to use the online form so you can be directed to the correct service in a timely manner. Do not worry if you are not able to access or use the online service, you can still book a call via CPBS. The online method does not take priority; if you need to speak to a nurse either method will give you the next available advice line slot.

## How do I access and complete the online form?

- Scan the QR code (either via this leaflet; our website Rheumatology – Bradford Teaching Hospitals NHS Foundation Trust ([bradfordhospitals.nhs.uk](http://bradfordhospitals.nhs.uk)); or by using the link; <https://drdoctor.thirdparty.nhs.uk/nAkjBySo8q9z>)



- Log into the DrDoctor portal and enter your:
  - name
  - date of birth
  - post code
  - contact phone number
- You will be sent a text with an access code to your mobile phone. [Enter the code.](#)
- Next you will be taken to a series of questions to help direct you to the correct service.
- If you are having a flare of your inflammatory condition you will be able to fill in an assessment form, providing information on your condition ahead of your call with the nurse.
- Once directed to the correct service you will be able to book an advice line call (if required) via the online booking form. It will ask for your name, contact details and a brief reason for the call. If you have filled in an assessment form, you do not have to enter a lot of details again. A one word answer, such as flare will suffice.
- The booking form allows you to enter any specific dates or times more suitable to you. (But these will still be within the times allocated for this clinic).

- You will receive an appointment date and time when the Rheumatology Nurse Specialist will call you back. The call time is not an exact time it will be within a 2-3 hour period.

**We will try to contact you twice during the allocated time period. If we cannot contact you during this time you will need to rebook the call.**

***Please note that this service allows for blood tests to be booked via DrDoctor***

## **When I should not use this service?**

- If you have an urgent medical problem you must contact your GP surgery or ring 111 for advice.
- If you suspect you have an infection you must stop your rheumatology medications and contact your GP first or 111.
- Requesting results of blood tests or investigations, if any action is required you will be informed. It can take several weeks for some scans, biopsies and blood results to be reported and received.
- Changing appointments – ring the Central Patient Booking Service on 01274 274274.
- Contacting other departments e.g Physiotherapy (01274 365277).



## Prescription Line

- For repeat prescriptions, blood forms or information about injection deliveries please leave a message on 01274 365779.
- Prescription and blood form requests require at least one week's notice.
- Messages left about any other matter on this answerphone will not be returned.

## Other Information

### Other formats and languages

If you need this information in another format or language, please ask a member of staff.

You can contact us using the Relay UK app. Textphone users will need to dial 18001 ahead of the number to be contacted.

### Smoking

Bradford Teaching Hospitals NHS Foundation Trust is a smoke-free organisation. You are not permitted to smoke or use e-cigarettes in any of the hospital buildings or grounds.

## Useful numbers and websites:

Appointments (CPBS) - 01274 274274

National Rheumatoid Arthritis Society (NRAS)



[www.nras.org.uk](http://www.nras.org.uk)

Freephone Helpline: 0800 298 7650

Versus Arthritis



[www.versusarthritis.org](http://www.versusarthritis.org)

Freephone: 0800 5200 520

Lupus UK



[www.lupusuk.org.uk/](http://www.lupusuk.org.uk/)

Telephone number: 01708 731251

National Axial Spondylarthritis Society



[www.nass.co.uk/](http://www.nass.co.uk/)

Helpline and all enquiries: 020 8741 1515.



**SCLERODERMA  
& RAYNAUD'S UK** [www.sruk.co.uk/](http://www.sruk.co.uk/)

for patients with scleroderma

Vasculitis UK



**VASCULITIS UK** [www.vasculitis.org.uk/](http://www.vasculitis.org.uk/)

for patients with vasculitis

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