



MS Society

ADVICE LINE UPDATE

30th July 2022

Dear Friends

Please be aware that the MS Advice Line email address has changed and is now ouh.ms@nhs.net

Those individuals under the care of the OUH team should be aware of this as it has been updated on patient letters, but this note serves as a reminder to them and also to others who may require this information for their records.

Please also note that all calls to the MS Specialist Nurses should be made through the telephone number 01865 737465 only (this is the main number). Sue's direct line should no longer be used.

The service is currently an Administrator down and staff are helping to cover calls. By using the switchboard number, which will automatically revert to our voicemail service, ensures that Harriette or one of the nurses is able to check it throughout the day. We will aim to return all calls the same day, but please bear with us if there is a delay.

Finally, if your MS care/support is through our team, please remember that you do not need to go through the MS advice line. You should be ringing us directly on the number given above.

Best wishes
Sue Barnden

THE UPDATED DETAILS

- ✓ Email for the MS Advice Line - ouh.ms@nhs.net
- ✓ Phone number for Specialist Nurses - 01865 737465