

## Other helpful contacts for Epilepsy

You can find trusted information on Epilepsy at these national charities:

[www.epilepsy.org.uk](http://www.epilepsy.org.uk)  
[www.sudep.org](http://www.sudep.org)

Disability Resource Centre,  
Dunstable

**Tel: 01582 470 900**

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

Carers in Bedfordshire

**Tel: 0300 111 1919**

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

Counselling and support - IAPT

**Tel: 01582 470 900**

[www.bedfordshirewellbeingservice.nhs.uk](http://www.bedfordshirewellbeingservice.nhs.uk)

Medical exemption

To claim free prescriptions,  
ask your GP or hospital doctor  
for the application form

**FP92A.**

### Confidentiality

We will not share any information that you give us without discussing this with you first and getting your consent. The only exception to this is if we consider that your life or the wellbeing of someone else could be at risk

### Compliments, Comments and Complaints

We welcome feedback about our services so please contact the Patient Advice and Liaison Service on freephone **0800 7834839** or email: [elft.palsandcomplaints@nhs.net](mailto:elft.palsandcomplaints@nhs.net)

If you are not happy with the service and your treatment, please ask to speak to the service manager to try and resolve this. Or contact the PALS team.

If you wish to make a complaint, you can call freephone **0800 085 8354**

or email: [elft.complaints@nhs.net](mailto:elft.complaints@nhs.net)

or write to:  
FREEPOST RTXT-HJLG-XEBE  
Complaints Department,  
The Green,  
1 Roger Dowley Court.  
Russia Lane,  
London E2 9NJ

*Bedfordshire adult and children's community health services are provided in partnership by East London NHS Foundation Trust (ELFT) and Cambridgeshire Community Services (CCS) NHS Trust.*



Bedfordshire Community

## Epilepsy Specialist Nurse Service

Patient Information Leaflet

**Tel: 0345 602 4064**

[elft.epilepsyservice@nhs.net](mailto:elft.epilepsyservice@nhs.net)



@EpilepsyNursing

## What is the Epilepsy Service?

The service supports individuals with epilepsy to maintain independence and focuses on self-care.

We are a community service and work collaboratively with hospitals, GP practices, community services and the voluntary sector.

We offer personalised care planning and support, training and guidance where needed and hope to reduce hospital re-admissions and associated health needs for their service users.

### Who is the service for?

The service is open to anyone over the age of 18 with a confirmed diagnosis of epilepsy, who has a Bedfordshire GP and is not under any other NHS epilepsy nurse service.

### How do I access the service?

You need to be referred to the service by a healthcare professional.

All referrals are to be made by calling the **BCHS Single Point of Contact (SPoA)** on

**Tel: 0345 602 4064**

## How do I contact the Epilepsy Nurse once registered with the service ?

You can contact the team by calling the **BCHS Single Point of Contact (SPoA)** on

**Tel: 0345 602 4064** or by emailing: [elft.epilepsyservice@nhs.net](mailto:elft.epilepsyservice@nhs.net)

### What can you expect from your Epilepsy Nurse?

Education, information and support with:

- Understanding the condition
- Managing symptoms
- Managing relapses
- Managing treatments
- Managing disability

### When should I contact the epilepsy nurse?

- If you are concerned about your symptoms or an aspect of your epilepsy.
- About someone you care for who has epilepsy.
- To rearrange or ask to bring forward one of your appointments.
- Contact us immediately if you are admitted to hospital.

## Education and training

The service is committed to improving and maintaining the standard of care for people with epilepsy and promote independence. We run awareness days for patients and, where relevant, we will provide support and training to employers and carers who work with people with epilepsy in the community.

Updates are shared through our [Twitter account](#)

 [@EpilepsyNursing](#)

## Where can I see the Epilepsy Nurse?

We can see you in a clinic, speak on the phone, video-call and when necessary, make a home visit.