

# Lung defence and respiratory immunology: patient advice and support service

Patient information sheet

## Lung defence and respiratory immunology patient advice and support service

The lung defence nurse specialists are part of the lung defence and respiratory immunology team who aim to ensure that you can get the best advice and support when necessary.

The nurse specialists run a non-urgent email and telephone advice and 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 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.

## What kind of advice does the lung defence and respiratory immunology patient advice and support service provide?

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

sent directly from your electronic patient record 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.

## When can I contact the lung defence and respiratory immunology patient advice and support service?

If you require advice from the lung defence nurse specialists:

Email: [papworth.ldcicns@nhs.net](mailto:papworth.ldcicns@nhs.net)

Contact via switchboard: **01223 638000**

The service operates from 09:30-12:30, Monday to Friday (excluding bank holidays).

To help us with your enquiry please include some patient identification in any email communication, eg: your name, Royal Papworth Hospital number if known, date of birth or NHS number, your contact telephone number, and a brief description of your enquiry.

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

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Emails and calls are triaged daily and will be picked up until 12:30 each working day. 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 or emergency services.

**The lung defence and respiratory immunology patient advice and support service does not deal with:**

- Routine outpatient appointments and clinic appointment queries - please contact the booking office on 01223 638135
- General medical advice - your GP remains your first point of contact.
- Nebuliser equipment and filter pads - please contact respiratory physiology on 01223 638207 or email: [papworth.nebuliser@nhs.net](mailto:papworth.nebuliser@nhs.net)
- Needles and syringes for nebulised antibiotics and to request postal sputum kits - please email: [papworth.acuconsumables@nhs.net](mailto:papworth.acuconsumables@nhs.net)
- Ambulatory care clinic appointment queries such as home IV antibiotics, and immunoglobulin (IVIG) therapy - please contact 01223 638027.

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