Comments, compliments, concerns or complaints

South Tees Hospitals NHS Foundation Trust is concerned about the quality of care you receive and strives to maintain high standards of health care. However, we do appreciate that there may be an occasion where you, or your family, feel dissatisfied with the standard of service you receive. Please do not hesitate to tell us about your concerns as this helps us to learn from your experience and to improve services for future patients.

Patient Advice and Liaison Service (PALS)

This service aims to advise and support patients, families and carers and help sort out problems quickly on your behalf. This service is available at The James Cook University Hospital and the Friarage Hospital Northallerton, please ask a member of staff for further information.

Contact

We operate a telephone advice line although we are not always available because of clinical commitments. So if you leave a message on our voicemail with your name and telephone number we will return your call as soon as we are able to.

Telephone: 01642 854169

Or you can write to us at the following address:
Epilepsy Specialist Nurse
Neurosciences Division
The Murray Building
The James Cook University Hospital
Marton Road
Middlesbrough
TS4 3BW.

Further information about epilepsy can be obtained from the following:
Epilepsy Action - 0808 800 5050
Epilepsy Society - 01494 601 400
Cyberonics - www.cyberonics.com

Leaflet sponsored by: Cyberonics®

“We want to live in a society where everyone understands epilepsy and where attitudes towards people with epilepsy are based on fact, not fiction.”

Epilepsy Specialist Nurse Service
Patient Information

Author: Epilepsy Nurse Specialists

The James Cook University Hospital
Marton Road, Middlesbrough, TS4 3BW.
Tel: 01642 850850

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What is epilepsy?
Epilepsy is a tendency to have recurrent fits or seizures. Seizures are sudden electrical discharges in the brain. The brain is responsible for many different functions and therefore seizures can feel and look very different in each individual. For example, staring or jerking of limbs or shaking all over the body.

Although there are some tests which can be done to find out the cause of epilepsy sometimes no cause can be found. Your type of epilepsy and cause, if known, will be discussed with you.

Who are we?
We are epilepsy specialist nurses based at The James Cook University Hospital and believe in partnership, working with you and your carers, working with honesty, openness and respect.

You may be referred to the service by a consultant neurologist. If you are, then you can contact us directly for advice and information on this telephone number.

Telephone Advice Line: 01642 854169

The service
As a team we can help by providing information to you, your family or anyone that you choose to involve about your epilepsy. We can offer practical advice and tips to help overcome problems that you may face in living with epilepsy. Most importantly we are very good at listening and offering support in any decisions that you may need to make.

We can provide helpful information and resources that you can borrow such as DVDs.

Specific issues
We can provide support, help, advice and information on the following topics:
- drug treatments
- employment
- driving
- alcohol
- social and leisure activities
- safety
- first aid
- women’s issues (preconception, pregnancy etc.)
- travel or holidays
- finance (benefits and insurance)

Working together for you
The role of the team includes helping people to understand modern epilepsy care through education and training.

We are able to work with the other health professionals and non-professionals involved in your care.

If you are newly diagnosed
It may come as a shock to you if you have just been told you have epilepsy. We are here to help you allay any fears or worries you may have.

Philosophy of care
- Provide accurate information to enable people to make their own choices.
- Involve people in decisions about the management of their epilepsy.
- Promote high standards of epilepsy care.
- Create a relaxed, unhurried and supportive environment in which people feel able to express themselves.
- Recognise that each individual has their own needs, personal beliefs, ideas and to respect these.
- Promote attitudes which are unbiased and non judgmental.