

## Multiple Sclerosis Nurse Service

### Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net).

### What is Multiple Sclerosis (MS)?

MS is a condition that affects the Central Nervous System (CNS). This includes the brain and the spinal cord. Some nerves in the CNS have a coating on them called myelin. In MS, this coating becomes damaged. This can result in messages not travelling through the nerve correctly. There are many different nerves in the body that can be affected. The problems experienced can differ from one person to another.

### Each person with MS is different

The CNS is complex and, because of this, the problems that you may experience can be different to those that another person with MS may experience. How MS will affect you in the future is also difficult to predict and may differ from one person to another.

At present there is no cure for MS but there is a lot of research being carried out. Many of the symptoms of MS can, however, be treated to lessen the impact on your daily life.

### What is the role of the MS specialist nurse?

- To provide information, advice and support to people affected by MS, encouraging individuals with MS to participate in decisions concerning their care.
- To be a point of contact when symptoms change and offer support with treatments.
- To expand and develop services by working with people affected by MS and those who care for them.
- To communicate with others at home or in hospital who may be helpful to you.
- To work closely with GP, hospital consultant and others for your benefit.

### How do I get to see the MS specialist nurse?

Anyone involved with your care can refer you to this service.

## When and where would I see the MS specialist nurse?

The specialist nurse sees patients in a variety of settings including nurse-led clinics and appointments are arranged by the MS team.

A Telephone Advice Line is available Monday – Friday with a few exceptions. All telephone messages are responded to as soon as possible.

## Contact numbers for information

- **Carol Turner**  
MS Specialist Nurse  
North Devon District Hospital  
Raleigh Park, Barnstaple, EX31 4JB  
Tel: 01271 311747  
[carolturner2@nhs.net](mailto:carolturner2@nhs.net)
- **MS Trust**  
Tel: 01462 476700  
[www.mstrust.org.uk](http://www.mstrust.org.uk)
- **Multiple Sclerosis Society**  
National freephone helpline: 0808 800 8000  
[www.mssociety.org.uk](http://www.mssociety.org.uk)
- **South West MS Centre**  
Tel: 01392 447411
- **Shift.ms**  
Online community for people with multiple sclerosis.  
[www.shift.ms](http://www.shift.ms)

## MS related patient information videos

<https://northern-devon.healthandcarevideos.com/neurology>



## **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## **Have your say**

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at [www.careopinion.org.uk](http://www.careopinion.org.uk).

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