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| Useful epilepsy resources **Epilepsy Action:**  **0808 800 5050**  [**www.epilespy.org.uk**](http://www.epilespy.org.uk)  **Epilepsy Wales:**  **0800 228 9016**  [**www.epilepsy.wales**](http://www.epilepsy.wales)  **Epilepsy Society:**  **01494 601400**  [**www.epilepsysociety.org.uk**](http://www.epilepsysociety.org.uk)  **SUDEP Action:**  **01235 772850**  [**www.sudep.org**](http://www.sudep.org)  **UK epilepsy & Pregnancy Register:**  [**www.epilepsyandpregnancy.co.uk**](http://www.epilepsyandpregnancy.co.uk) | **Swansea Bay Regional Epilepsy Service** SBRES **Department of Neurology**  Clinical Accommodation Building  Floor 3A  Morriston Hospital  Heol Maes Eglwys  Swansea  SA6 6NL  Tel: 01792 516591  Email: [SBU.EpilepsyTeam@wales.nhs.uk](mailto:SBU.EpilepsyTeam@wales.nhs.uk) | Swansea Bay Regional Epilepsy Service  SBRES  Open Access service |
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| Swansea Bay Regional Epilepsy Service (SBRES) The open access system means that you will take ownership of your epilepsy care and reduce the number of appointments that you have to attend.  There are no longer routine booked follow up appointments.  If you are experiencing issues with your epilepsy you should ring or email the OPEN ACCESS SERVICE.  If your issue is immediate or an emergency you should call your GP for an appointment or 999 for emergency assistance.  When your message is received the Epilepsy Specialist Nurse will either:   * Provide advice/information and/implement changes * Book you an appointment in clinic to see the nurse specialist or consultant.  Frequently asked questions ***When should I call the epilepsy advice line?***  If you are having seizures, side effects from your medication or have concerns about your epilepsy or your epilepsy medication then contact us via open access. Be sure to leave your name, date of birth and telephone number each time you ring.  ***When shouldn’t I call the epilepsy advice line?***  If you or a person you care for is having a seizure, have experienced a serious seizure related injury or need medical assistance **this is an emergency, you need to call 999** | OPEN ACCESS LINE:  01792 516591  EMAIL:  SBU.EpilepsyTeam@wales.nhs.uk  How the SBRES Open Access Epilepsy Service works | The advice line only deals with issues related to your epilepsy. Any queries about appointment times is not dealt with the epilepsy advice line and is best directed to the appointment booking number on your appointment letter.  ***I have had recent changes to my medication and need a repeat prescription.***  All clinical letters and plans are available for your GP practice on Welsh Clinical Portal. If your practice has not received a letter please ask them to check Welsh Clinical Portal rather than call us as this will delay your medication change. You can also use your paper copy of your clinic letter to show your surgery.  ***Can you help me complete benefit forms?***  No, but you can use your clinic letter as supporting evidence. Also consider contacting Epilepsy Wales or Epilepsy Action for advice and support around benefits.  ***How quickly will the epilepsy specialist nurse get back to me?***  We aim to return calls in a timely manner. However, due to clinical commitments and high volume of contacts this could mean several days before we can return your calls. If we are unavailable we will aim to leave details of this on the answer phone message.  We often return calls and are unable to reach patients or are unable to leave a message. If you do not have an answer phone facility please consider email in order to obtain a response from us.  Swansea Bay operates a zero tolerance of abuse to staff policy. Please note abusive messages via phone or email will not be responded to. |