

# ADVICE LINE

## 0845 077 6000

### HOW TO CONTACT US

The Advice Line is open from Monday to Friday 9.30am – 4pm.

- **Call:** 0845 077 6000 (Local call rate)
- **Email:** [advice@chss.org.uk](mailto:advice@chss.org.uk)
- **Text** from your mobile phone: Text 'chss' followed by your message to: 07766 40 41 42. (Messages charged at standard rates)
- **Fax:** 0131 220 6313
- **Write:** CHSS, Third Floor, Rosebery House, 9 Haymarket Terrace, Edinburgh EH12 5EZ.

We offer a **Text Relay service** for the Deaf and hard of hearing.

We can source health information in **foreign languages** for your patients or set up an Advice Line call with an interpreter, using Language Line – a confidential UK wide translation service.



### FIND OUT MORE

On the Advice Line page on the **Chest Heart & Stroke Scotland** website: <http://www.chss.org.uk>

On Facebook (we post regular updates on the '**Chest Heart & Stroke Scotland Advice Line**' page, and provide information and advice about chest, heart and stroke articles appearing in the news):

**facebook** [facebook.com/CHSSAdviceLine](https://www.facebook.com/CHSSAdviceLine)

You can also follow the CHSS Advice Line on:

**twitter** [twitter.com/CHSSAdviceLine](https://twitter.com/CHSSAdviceLine)



**Chest Heart & Stroke Scotland**  
Chest Heart & Stroke Scotland aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illness through medical research, advice and information and support in the community.

Chest Heart & Stroke Scotland and CHSS are operating names of The Chest Heart & Stroke Association Scotland, a registered Charity No. SC018761

Send to:

Chest Heart & Stroke Scotland  
Third Floor, Rosebery House, 9 Haymarket Terrace,  
Edinburgh EH12 5EZ

## WHO ARE WE?

Chest, heart and stroke illnesses represent a major health problem in Scotland, coronary heart disease being our biggest killer. Stroke is the main cause of disability in the community with more than 100,000 Scots affected. Furthermore, chest conditions are one of the biggest single reasons for using the health service.

**Chest Heart & Stroke Scotland** improves the quality of life for people in Scotland affected by chest, heart and stroke illness, through medical research, influencing public policy, advice and information, and support in the community.

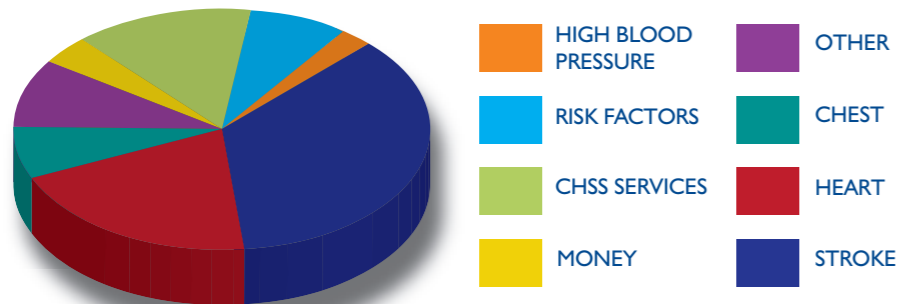
Many people don't know how much advice, support and help is available out there. The Advice Line is a confidential, independent service staffed by specialist nurses. We provide information, support and advice, refer people to other CHSS services, and signpost callers to other organisations as appropriate.

The first Advice Line nurse was appointed in 1995 and we now have 4 nurses taking calls. This has proved to be a very valuable service answering over 2,000 calls every year from patients, carers and health professionals.



## ADVICE LINE ENQUIRY CATEGORIES

The majority of calls to the Advice Line come from patients and carers, who in recent feedback cited the **Chest Heart & Stroke Scotland** Advice Line as an excellent source of support:



*“Your Advice Line gave me invaluable help which probably saved my life...You offer such a valuable service”*

(Comment on Facebook, 2011)

*“I have used the Chest Heart & Stroke Scotland Advice Line several times to get information for my patients which is appropriate for them to read and understand. I have also found them very helpful with practical advice. The information is always accurate and appropriate, and the service is quick”*

(Registered Nurse, 2011)

## THE TELEPHONE HELPLINES ASSOCIATION

In 2010, the **Chest Heart & Stroke Scotland** Advice Line became the first telephone helpline in the UK to be accredited with The Helplines Association (THA) for the **fourth** time. The THA quality standard is a specialised resource for telephone helplines to assess, improve and maintain their quality of service.



## SIGN GUIDELINE 118

The advice and support offered by the CHSS Advice Line nurses matches the recommendations for best practice from the Scottish Intercollegiate Network (SIGN):

*“Information should be available to patients and carers routinely and offered using active information strategies, which include a mixture of education and counselling techniques”.*

SIGN Guideline 118 (2010) 'Management of patients with stroke: Rehabilitation, prevention and management of complications, and discharge planning'.

## ADVICE LINE PROMOTIONAL MATERIALS ORDER FORM

Please tear off this form and send it to us at CHSS, Third Floor, Rosebery House, 9 Haymarket Terrace, Edinburgh EH12 5EZ.

If payment is required (ie. for over 100 bookmarks or over 25 fridge magnets). More than 100 bookmarks are 25p each. More than 25 fridge magnets are 20p each. Please enclose a cheque made payable to **Chest Heart & Stroke Scotland**.

	Quantity
Advice Line posters	<input type="text"/>
Bookmarks	<input type="text"/>
Cards (pack of 50)	<input type="text"/>
Fridge magnets	<input type="text"/>
Card boxes	<input type="text"/>

## SEND ORDER TO:

Name

Address

Postcode

Telephone