

New NHS Tayside Undernutrition Advice Line

What is the telephone line for?

This telephone line will provide practical tips and advice about how to stay well nourished when you or someone you know has a poor appetite and/or is experiencing unintended weight loss.

Who is the telephone line for?

This telephone line is open to members of the public living in Tayside who are experiencing unintended weight loss or poor appetite, and are concerned about the impact this is having on their health and wellbeing. We also welcome calls from carers and family members who are concerned about an individual they are supporting.

This is **not** an emergency telephone line, if there is an immediate concern about health and wellbeing, please contact your GP or NHS 24 on 111.

If a dietitian currently supports the individual, they should make contact with the local dietetic team in the first instance.

Who is responsible for the telephone line?

The telephone line has been set up by the NHS Tayside Nutrition and Dietetic Service, and is supported by staff who are able to provide evidence based information or sign post to further support and advice.

Why has the telephone line been set up?

Losing weight without meaning to can be a sign of undernutrition, even if you are overweight. It is important to be aware of your weight and appetite, particularly if you are older or have a pre-existing medical condition.

Around one in ten people over the age of 65 is undernourished. Most people with undernutrition in the UK live at home. There are many reasons, which affect our nutritional wellbeing including loneliness, mental health conditions and recovery during illness. We recognise during the evolving COVID-19 pandemic that these physical and social factors are likely to increase, and in turn, the risk of undernutrition will increase.

When is the telephone line open?

The lines opening hours are:

Monday – 0930 – 1230

Wednesday – 1200 – 1500

Friday – 0930 – 1230

There may be instances when we are unable to take a call, please call back within the opening hours.

What is the telephone number? **The telephone line is 01738 450556**