



Specialist Community Neurology Service



Guide for People in Our Care

Telephone: 0300 125 5550

Email: sirona.neuro@nhs.net



Scan the QR code to view our page on
the Sirona care and health website.

Service provided by

Sirona
care & health

About Us:

The Specialist Community Neurology Service is an NHS funded service for adults who have neurological impairments and would benefit from therapy in the community.

This service is available to those with a Bristol, North Somerset or South Gloucestershire GP.

Who is in our Team?

- Occupational Therapists
- Physiotherapists
- Speech and Language Therapists
- Therapy Assistants
- Administrators
- Multiple Sclerosis Specialist Nurses (North Somerset only)

Where can we see you?

We try to visit people wherever it is most appropriate to meet their needs. This is usually at the person's home but could be somewhere else, for example at work or college. Where appropriate, we may also offer video or telephone appointments.

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What do we offer?

- Assessment and review of your health needs, helping you plan how your needs can best be met.
- Specific periods of therapy to help you reach health-related goals, to be agreed between you and your therapist.
- Information and support for you and your carers.
- We aim to work closely with other health and social care professionals and organisations e.g. GPs, hospitals, social services, specialist nurses, voluntary groups etc.
- To optimise communication within our team we have an electronic notes system. If you have any queries regarding this, please let us know.

How to Access the Service

If you have been known to our service within the last two years you can contact us by email or telephone to discuss re-referring yourself to the team. If you are new to the service any healthcare professional involved in your care can complete a referral.

We have a waiting list and will contact you when an appointment becomes available. If you feel your needs have changed since time of referral, or you want to know how long the waiting list is, please contact us.

Managing Missed Appointments

Due to the number of referrals to our service, your therapist may have to discuss discharge with you if you do not attend or frequently cancel appointments. We understand that there are many valid reasons that you may have to cancel.

However, if you have to cancel regularly or are unable to attend this can prevent us from supporting you, and we may need to decide with you whether now is the right time to be involved with the service.

Please be aware that this is an answer phone service and messages may not be picked up until the next working day

Other formats

We want you and the people who help you to understand what we send. If you need help with this letter or leaflet, please tell us.

We can help with larger print, audio (a message to listen to), Easy read, British Sign Language or this information in another language.



You can phone us on 0300 125 5550 email us at sirona.neuro@nhs.net

Please scan the QR code to listen to an audio version of this statement.

Date of creation: 06/2026 Date for review: 06/2028 URN: 0207

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