

Paediatric Diabetes

Out of hours emergency contact and other information resources

During a normal working week (Monday – Friday 9am – 5pm) your usual diabetes nurse will be able to give advice should you experience any problems. Occasionally another Paediatric Diabetes Specialist Nurse (PDSN) in the County may be providing cover for your usual nurse. Contact numbers for the PDSN team are:

- Esther Anstey/ Jane Francis – 07879 440181
- Di Cluley – 07786 981146
- Tracey Jones – 07436 037361
- Victoria Howard - 07881 787239

Paediatric Wards - advice can also be sought out of hours or bank holidays from your local Ward. **Ward 1- Alexandra Hospital Redditch - 01527 512095** or **Riverbank Ward -Worcester Hospital – 01905 760588**

Insulin Pumps

If you use an insulin pump chose the appropriate company below for advice:

- **Medtronic – 01923 205167**
This is a 24hr helpline for technical problems with the pump or sensors (not for blood glucose or insulin dose related problems). You will only be charged for a local rate call even though the call goes to America.
- **Roche (Accu Chek) – 0800 731 2291**
Advice can be obtained overnight and weekends or bank holidays, for problems with blood glucose levels, insulin doses and pump errors.
- **Animas- 0800 0556606**
This is a 24hr helpline for technical problems with the pump or sensors (not for blood glucose or insulin dose related problems). Choose Option 2.
- **Omnipod- 0800 092 6787**
24 hour advice can be obtained from a diabetes nurse.

Blood Glucose Meters

If you have a problem with your blood glucose meter please contact the relevant company below:

- **Bayer – 0845 600 6030** Monday – Friday 8.30am-5.30pm
- **Abbott – 0500 467 466** Monday – Friday 8.00am-5.30pm
- **Roche (Accu Chek) 0800 701 000** Monday – Friday 8.00am-6.00pm

Other information resources

Diabetes UK and JDRF (Juvenile Diabetes Research Foundation) are leading national charities in the UK which do a great deal of work to help people with diabetes; supporting them and helping them to understand and manage their condition, they raise large amounts of money which goes towards research. They also have key educational areas for your child's age group on their web site. Ask a member of your Diabetes team for further details. If you join Diabetes UK, Balance magazine or a magazine related to your age (Tadpole times, On The Level) will be sent to you every few months, which contains information on Diabetes, latest news and recipes. JDRF also have a wide range of support material.

Diabetes UK offer a free year's subscription if your child has Diabetes and JDRF offer a free kids pack with Rufus the Bear. Both organisations also provide additional support material for schools. If you want to meet other people living with diabetes, to share and learn from each other in a relaxed and fun environment? Then Diabetes UK's events are for you. They have events for children, adults and families.

All the blood glucose meter companies have useful helplines and web sites with additional support materials some particularly relating to children and young people.

Local Parents Group

There is a local parent support group which has about 3-4 meetings a year. They have a Facebook group to help support local families. You can contact the group by searching on **Facebook for "Worcestershire Juvenile Diabetes Group"**. If you have difficulties accessing this or wish to be put on the mailing list, contact your Diabetes Nurse who will ensure you are invited to join the group.

West Midlands Paediatric Diabetes Network

This is a local organisation where all the professionals involved can meet and network the best ways forward to improve their services. There is also a Facebook group that lets parents connect to families in the West Midlands.

Search on **Facebook "West Midlands Paediatric Diabetes Network Parents Group"**

Useful websites

Diabetes UK www.diabetes.org.uk **JDRF** www.JDRF.org.uk

Abbott www.diabetesnow.co.uk **Lifescan** www.lifescan.co.uk

AccuChek www.accu-chek.co.uk **Bayer** www.bayer.co.uk

For teenagers www.t1dstars.com (helpful for newly diagnosed)

www.teenagehealthfreak.org

For sporty teenagers www.runsweet.com

For ID www.medicalert.org.uk www.nextofkin.eu