PATIENT INFORMATION

## CARBOHYDRATE COUNTING REFERENCE TABLES



The enclosed tables list the carbohydrate content of usual foods. You can use these to calculate the carbohydrate content of meals and snacks you eat. You can then alter your insulin doses accordingly.

The list shows the amount (grams) of carbohydrate in a typical serving although this can vary depending on your portion size. Compare this with your serving and multiply or divide the value accordingly.

It also includes the average carbohydrate value per 100g (Reference Value). You can use this information when calculating the carbohydrate value of a weighed food portion e.g. cooked rice.

## Example:

Cooked rice has 30 g carbohydrate per 100 g
$30 \div 100=0.3$ (this is the amount of carbohydrate in 1 g )
Weigh your portion e.g. 200g
$0.3 \times 200 \mathrm{~g}=60 \mathrm{~g}$ of carbohydrate in your portion

A selection of brand foods is also shown. Values can differ between products.
More information is available from food labels, remember this should be the TOTAL carbohydrate content including both starches and sugars.

Note: On the table headings $\mathrm{CHO}=$ Carbohydrates

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Weight Conversions (approximately):

$$
\begin{gathered}
1 / 20 z=15 \mathrm{~g} \\
1 \mathrm{oz}=25 \mathrm{~g} \\
2 \mathrm{oz}=50 \mathrm{~g} \\
3 \mathrm{oz}=75 \mathrm{~g} \\
4 \mathrm{oz}=100 \mathrm{~g} \\
8 \mathrm{oz}(1 / 2 \mathrm{~b})=225 \mathrm{~g} \\
16 \mathrm{oz}(1 \mathrm{ib})=450 \mathrm{~g} \\
1 \text { teaspoon }=5 \mathrm{ml} \\
1 \text { tablespoon }=15 \mathrm{ml} \\
\text { Liquid measures }(1 \mathrm{ml}=1 \mathrm{~g}) \\
\\
5 \mathrm{fl} \mathrm{oz}(1 / 4 \text { pint })=150 \mathrm{mls} \\
10 \mathrm{fl} \mathrm{oz}(1 / 2 \text { pint })=285 \mathrm{mls} \\
15 \mathrm{fl} \text { oz }(3 / 4 \text { pint })=425 \mathrm{mls} \\
20 \mathrm{fl} \mathrm{oz}(1 \text { pint })=550 \mathrm{ml}
\end{gathered}
$$

| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual Portion/ CHO |
| :---: | :---: | :---: | :---: | :---: |
| White bread | 1 thick slice (large loaf) | 20 | 50 |  |
|  | 1 medium slice (large loaf) | 15 | 50 |  |
|  | 1 thin slice (small loaf) | 10 | 50 |  |
| Wholemeal bread | 1 thick slice (large loaf) | 20 | 42 |  |
|  | 1 medium slice (large loaf) | 15 | 42 |  |
|  | 1 thin slice (small loaf) | 10 | 42 |  |
| Wholemeal Bap | 1 | 20 | 50 |  |
| White Bap | 1 | 30 | 52 |  |
| White Finger Roll | 1 | 20 | 52 |  |
| French Stick | 1" slice | 10 | 55 |  |
| Crusty White Roll | 1 | 25 | 58 |  |
| Granary Bread | 1 medium slice (35g) | 15 | 46 |  |
| Bread Muffin | 1 toasted (68g) | 27 | 40 |  |
| Crumpet | 1 toasted (40g) | 17 | 43 |  |
| Rye Bread | 1 average slice (25g) | 10 | 42 |  |
| Bagel | 1 Bagel (70g) | 40 | 60 |  |
| Pitta Bread | 1 standard | 30 | 58 |  |
| Croissant | 1 | 20 | 38 |  |
| Burger Roll | 1 | 25 | 50 |  |
| Waffle | 1 waffle (45g) | 15 | 30 |  |
| Naan Bread | Large | 75 | 50 |  |
| Tortillas (wheat) | Medium (40g) | 25 | 60 |  |
| Chapatti | 6 ' diameter (medium) | 25 | 50 |  |
| Crackerbread | 2 slices | 8 | 80 |  |


| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual <br> Portion /CHO |
| :---: | :---: | :---: | :---: | :---: |
| All Bran | 6 tbsp | 20 | 43 |  |
| Bran Flakes | 7 tbsp | 30 | 70 |  |
| Cocoa Pops | 8 tbsp | 30 | 94 |  |
| Cornflakes | 7 tbsp | 35 | 85 |  |
| Fruit' n Fibre | 6 tbsp | 30 | 73 |  |
| Frosties | 7 tbsp | 25 | 95 |  |
| Sugar Free Muesli | 2 tbsp | 20 | 67 |  |
| Puffed Wheat | 6 tbsp | 12 | 67 |  |
| Ready Brek | 40 g | 30 | 69 |  |
| Rice Krispies | 7 tbsp | 25 | 84 |  |
| Rolled Oats | 10 z (25g) | 15 | 62 |  |
| Porridge with Milk | 200 g | 30 | 14 |  |
| Weetabix | 1 Biscuit | 10 | 76 |  |
| Shredded Wheat | 1 Biscuit | 15 | 68 |  |
| Shreddies | 5 tbsp | 30 | 74 |  |
| Special K | 6 tbsp | 20 | 82 |  |


| Food Item | Typical Portion | CHO Per Portion | CHO Per <br> $\mathbf{1 0 0 g}$ | Individual <br> Portion/ CHO |
| :---: | :---: | :---: | :---: | :---: |
| Plain e.g. Rich Tea | 2 biscuits | 10 | 75 |  |
| Digestive Biscuit | 1 biscuit | 10 | 66 |  |
| Garibaldi Biscuits | 2 biscuits | 10 | 70 |  |
| Ginger Biscuits | 2 biscuits | 10 | 80 |  |
| Plain Crackers | 2 cream crackers | 10 | 68 |  |
| Crispbread (Rye) <br> Full Chocolate Coated | 1 crisp bread <br> 1 biscuit e.g. <br> Penguin <br> Jaffa Cake | 2 | 15 | 70 |
| Flap Jack | 15 | 67 |  |  |
| Muesli Bar - <br> Jordan's <br> Fruesli Bar (60g) | 1 | 35 | 68 |  |

## BUNS \& CAKES

Food Item
Typical Portion (g)
CHO Per Portion
CHO Per 100g
Individual Portion/ CHO

| Almond Slice | 35 | 20 | 60 |
| :---: | :---: | :---: | :---: |
| American Muffins | 72 | 35 | 49 |
| Mini Muffins - <br> Chocolate <br> Apple Strudel | 28 | 14 | 49 |
| Apple Turnover | 115 | 41 | 36 |
| Bakewell Tart <br> (Individual) <br> Black Forest Cake <br> (Gateau) <br> Chelsea Bun | 43 | 27 | 78 |

BUNS \& CAKES CONTINUED

| Food Item | Typical Portion (g) | CHO Per Portion | CHO Per 100g | Individual Portion/ CHO |
| :---: | :---: | :---: | :---: | :---: |
| Cherry Fruit Cake | 42 | 25 | 60 |  |
| Chocolate Cake (butter icing) | 65 | 38 | 58 |  |
| Cupcakes (iced) | 41 | 18 | 44 |  |
| Cream Filled Choux Bun | 95 | 27 | 29 |  |
| Cream Horn | 60 | 15 | 26 |  |
| Chocolate Éclair | 90 | 27 | 31 |  |
| Currant Bun | 60 | 30 | 50 |  |
| Custard Tart (Individual) | 94 | 30 | 32 |  |
| Custard Slice | 108 | 41 | 38 |  |
| Danish pastry (medium) | 110 | 56 | 51 |  |
| Doughnut | 60 | 28 | 47 |  |
| Flapjack (medium) | 60 | 36 | 60 |  |
| Fruit Cake (plain) | 90 | 52 | 58 |  |
| Fruit Cake with Icing | 70 | 44 | 63 |  |
| Gateau Slice | 85 | 37 | 43 |  |
| Iced Bun | 35 | 21 | 59 |  |
| Madeira Cake | 40 | 23 | 58 |  |
| Malt Loaf (slice) | 35 | 20 | 57 |  |
| Mince Pies | 55 | 30 | 55 |  |
| Meringue Nest (small) | 15 | 14 | 93 |  |
| Rock Cake | 45 | 26 | 58 |  |
| Scone (Fruit) | 48 | 25 | 53 |  |
| Sponge | 60 | 31 | 52 |  |
| Swiss Roll | 30 | 17 | 58 |  |
| Teacake (Fresh) | 60 | 31 | 52 |  |

## CONFECTIONERY

| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual Portion/ CHO |
| :---: | :---: | :---: | :---: | :---: |
| Aero Bar | 48 g | 26 | 55 |  |
| Bounty | 57g twin pack | 32 | 56 |  |
| Chocolate Buttons | 65 g packet | 37 | 57 |  |
| Caramel Bar | 50 g | 32 | 64 |  |
| Caramel Egg | 40 g | 23 | 58 |  |
| Chocolate Éclair | 9g each | 7 | 75 |  |
| Chocolate Peanuts | 227 g packet | 73 | 32 |  |
| CHOMP | 26 g | 12 | 68 |  |
| Crunchie | 42 g bar | 28 | 68 |  |
| Curly Wurly | 29 g | 19 | 64 |  |
| Dairy Milk Bar | 43g (vending) | 19 | 57 |  |
| Dolly Mix | 56 g bag | 50 | 90 |  |
| Flake | 34 g bar | 19 | 56 |  |
| Flake in 99 icecream | 9 g | 5 | 56 |  |
| Galaxy | 47g bar | 28 | 60 |  |
| KitKat | 49g (4 fingers) | 29 | 60 |  |
| Lion Bar | 53g | 36 | 67 |  |
| Maltesers | 37 g bag | 23 | 61 |  |
| Mars | 65 g bar | 45 | 70 |  |
| Marshmallows | 5 g each | 4 | 83 |  |
| Milky Bar | 13g | 7 | 56 |  |
| Milky way | 26 g bar | 19 | 72 |  |
| Mints - Extra | 46 g tube | 45 | 98 |  |


| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual Portion/ CHO |
| :---: | :---: | :---: | :---: | :---: |
| M \& Ms - Plain | 45 g packet | 31 | 68 |  |
| Picnic | 49g bar | 28 | 59 |  |
| Quality Street | 8 g each | 5 | 66 |  |
| Rolo | 58 g tube | 36 | 63 |  |
| Skittles | 60 g packet | 55 | 92 |  |
| Snickers | 61g bar | 33 | 54 |  |
| Toffee Crisp | 48g bar | 29 | 61 |  |
| Time Out | 40 g bar | 22 | 55 |  |
| Turkish Delight (fry's) | 51g bar | 40 | 78 |  |
| Twirl | 44g bar | 24 | 56 |  |
| Twix | 28 g per finger | 18 | 63 |  |
| Wine Gums | 45 g tube | 34 | 75 |  |
|  | 4 g each | 3 | 75 |  |
| Wispa | 39g bar | 21 | 54 |  |
| Yorkie | 66 g bar | 39 | 59 |  |



| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual Portion/ CHO |
| :---: | :---: | :---: | :---: | :---: |
| Fresh Milk: Skimmed \& Full Cream | 200mls (1/3rd pint) | 10 | 5 |  |
| Evaporated Milk | 90 mls | 7 | 8 |  |
| Dried Skimmed Milk | 2 tbsp | 10 | 53 |  |
| Natural Yogurt | 125g | 10 | 7 |  |
| Low Fat Yogurt | 125 g | 17 | 14 |  |
| Diet Yogurt | 125 g | 10 | 6 |  |
| Custard Powder | 1 tbsp | 10 | 92 |  |
| Custard Made Up | 120 g | 20 | 17 |  |
| Tapioca (Raw) | - | - | 95 |  |
| Sago (Raw) | - | - | 94 |  |
| Milk Pudding | Average (150g) | 20 | 14 |  |
| White Magnum | From Multi Pack | 29 | 25 |  |
| Vanilla Cornetto | From multi pack | 26 | 34 |  |
| Choc Ice | Individual (25g) | 14 | 28 |  |


| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual Portion/ CHO |
| :---: | :---: | :---: | :---: | :---: |
| Apple Juice | 160 mls | 20 | 12.5 |  |
| Eating Apple | Medium (120g) | 15 | 12 |  |
| Stewed Apple | 6 tbsp | 10 | 8 |  |
| Apricots Fresh | 4 whole | 10 | 7 |  |
| Dried Apricots | 4 ready to eat | 10 | 37 |  |
| Banana (no skin) | 1 medium (100g) | 23 | 23 |  |
| Grapes | 10 medium sized | 12 | 15 |  |
| Grapefruit | Half | 5 | 7 |  |
| Grapefruit Juice | 160 mls | 13 | 8 |  |
| Kiwi | 2 | 12 | 10 |  |
| Mango | 1/3rd | 10 | 14 |  |
| Melon | 1 slice | 10 | 6 |  |
| Nectarine | 1 medium | 10 | 9 |  |
| Orange | 1 medium | 10 | 8 |  |
| Orange Juice | 160 mls | 16 | 10 |  |
| Paw-Paw | $1 / 4$ | 10 | 9 |  |
| Peach | 1 medium | 10 | 8 |  |
| Peaches (tinned in juice) | 100g | 10 | 10 |  |
| Pear | 1 medium | 10 | 10 |  |
| Pineapple | 1 slice | 10 | 10 |  |
| Pineapple (tinned in juice) | 1 ring/ 6 chunks | 5 | 12 |  |
| Dessert Plum | 2 | 10 | 9 |  |
| Pomegranate | - | - | 20 |  |
| Prunes (dried) | 3 medium | 10 | 34 |  |
| Raspberries | 25 | 5 | 6 |  |
| Raisins | 30 g | 20 | 70 |  |
| Satsumas | 2 | 10 | 8 |  |
| Strawberries | 10 | 5 | 5 |  |



## HOME BAKING

Food Item

| Cornflour | 1 tbsp | 12 | 92 |
| :---: | :---: | :---: | :---: |
|  <br> Wholemeal <br> flour <br> Sugar <br> Dried Fruit <br> Oats | $10 z(25 \mathrm{~g})$ | 20 | 76 |
| Syrup/Honey | $10 z(25 \mathrm{~g})$ | 10 | 100 |
|  | $10 z(25 \mathrm{~g})$ | 15 | 70 |

## MEAT PRODUCTS

| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual <br> Portion/ CHO |
| :---: | :---: | :---: | :---: | :---: |
| Steak \& Kidney Pie | 1 individual (160g) | 40 | 25 |  |
| Yorkshire Pudding | 1 average ( 80 g ) | 20 | 25 |  |
| Sausage Roll | Medium (60g) | 21 | 35 |  |
| Pork Pie | Individual (140g) | 34 | 24 |  |
| Cornish Pastie | Medium | $40-50$ | 25 |  |
| Scotch Egg | Average (120g) | 15 | 30 |  |


| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual Portion / CHO |
| :---: | :---: | :---: | :---: | :---: |
| White Rice | 1 tbsp (35g) | 10 | 30 |  |
| White Rice (uncooked) | $30 z(75 \mathrm{~g})$ | 65 | 86 |  |
| Brown Rice | 1 tbsp (35g) | 10 | 32 |  |
| Basmati Rice | 1 tbsp (35g) | 10 | 30 |  |
| Fresh Egg Pasta | - | - | 23-31 |  |
| White Pasta (cooked) | $1 / 2 \operatorname{cup}(50 \mathrm{~g})$ | 11 | 22 |  |
| White Pasta (uncooked) | 15 g | 11 | 74 |  |
| Egg Lasagne (dried) | 1 sheet | 10 | 68 |  |
| Wholemeal Pasta | 20 strands ( 45 g cooked) | 10 | 23 |  |
| Tortellini (cooked) | 180 g | 54 | 30 |  |
| Egg Noodles (dry) | 68g | 48 | 70 |  |
| Macaroni Cheese | 300 g | 42 | 14 |  |
| Pot Noodle | 1 pot | 40-50 | 60 |  |
| Ravioli | 200 g small tin | 20 | 10 |  |
| Couscous (cooked) | 150 g | 77 | 51 |  |



| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual Portion / CHO |
| :---: | :---: | :---: | :---: | :---: |
| Crisps | 1 small packet (25g) | 15 | 60 |  |
| Peanuts | 50g packet | 5 | 10 |  |
| Raisins | 30 g | 20 | 70 |  |
| Dried fruit \& Nut | 30g packet | 10 | 38 |  |
| Popcorn (unpopped) | 1 tbsp | 10 | 50 |  |
| Popcorn (popped) | 1 teacup ( 20 g ) | 10 | 50 |  |
| Twiglets | 25 g packet | 15 | 62 |  |
| Pringles | 50 g | 25 | 47 |  |
| Tortilla Chips | 50 g | 30 | 60 |  |
| Bombay Mix | 30g bag | 10 | 32 |  |

## SUGAR \& PRESERVES

| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual <br> Portion / CHO |
| :---: | :---: | :---: | :---: | :---: |
| Sugar or <br> Glucose | 2 teaspoons | 10 | 100 |  |
| Honey, Jam, or Syrup | 2 teaspoons | 10 | 70 |  |
| Glucose Tablets | 3 tablets | 10 | 90 |  |
| Lucozade <br> Fizzy drinks (not diet) <br> e.g. cocoa cola | $200 \mathrm{mls} / 2$ floz $/ 8 f l o z$ | 10 | 20 |  |
| Lemonade <br> (not diet) | $200 \mathrm{mls} / 8 \mathrm{floz}$ | 10 | 5 |  |


| Food Item | Typical Portion | CHO Per Portion |
| :---: | :---: | :---: |
| McDonald's: Thick shake | Regular Vanilla | 66 |
| McDonald's: <br> Hamburger | Each | 28 |
| McDonald's: Cheeseburger | Each | 28 |
| McDonald's: Quarterpounder | Each | 22 |
| McDonald's: Chicken Nuggets | 6 nuggets (100g) | 17 |
| Bacon \& Egg McMuffin | Each | 27 |
| McDonald's: French Fries | Medium / Large | $31 / 61$ |
| KFC: Chicken Original Recipe | Wing / Breast / Drumstick | 5/ 16/ 4 |
| KFC: Chicken Fillet Burger | Each | 33 |
| Pizza Hut - Thin \& Crispy Pizza | 1 slice medium pizza | 27-30 |
| Stuffed Crust Pizza | 1 slice medium pizza | 45-46 |
| Pan Pizza | 1 slice medium pizza | 44-46 |
| Burger King: French Fries | Small / Medium / Large | $32 / 50 / 74$ |
| Chicken Tenders | 4 pieces | 9 |
| B King: Whopper or Double Whopper | Plain or with Cheese | 47 |
| B King: Bacon Double Cheese or Hamburger/Cheeseburger | Basic burger with sauce | 28 |
| Indian - Poppadom | 1 fried (13g) | 5 |
| Indian - Samosa | Medium (70g) | 16 |
| Indian - Naan | Large | 75 |
| Indian - Meat Tikka | Main Course (200g) | 8 |
| Indian - Vindaloo etc. | Main Course (350g) | 13 |
| Indian - Biryani | Meat \& Rice ( 400 g ) | 100 |


| Food Item | Typical Portion | CHO Per Portion |
| :---: | :---: | :---: |
| Indian - Pilaw Rice | 200 g side platter | 50-60 |
| Indian / Chinese Boiled Rice | Takeaway rice portion (foil tray) | 90-100 |
| Mexican - Chilli con Carne | 200g (meat \& beans Only) | 16 |
| Mexican - Tortilla | Medium | 25 |
| Mexican - Taco shell | 14 g | 12 |
| Egg Fried Rice | 270g (whole portion) | 85 |
| Sweet \& Sour Pork | Average portion (300g) | 30 |
| Chow Mein | Average portion | 60 |
| Pancake Roll | Small (90g) | 22 |
| Prawn Crackers | 70 g | 35 |
| Chip Shop: Chips | $\begin{gathered} S / M / L \\ (130 / 180 / 240 g) \end{gathered}$ | 44/60/82 |
| Scampi | Average portion $(150 \mathrm{~g})$ in breadcrumbs | 38 |
| Chip Shop: Battered Cod | Medium (180g) | 25 |
| Doner Kebab | Small | 30 |
| Potato Waffle | 40 g | 12 |
| Sweet Waffle | 65 g | 27 |

## VEGETABLES

| Food Item | Typical Portion | CHO Per Portion | CHO Per 100g | Individual Portion/ CHO |
| :---: | :---: | :---: | :---: | :---: |
| Baked Beans | 3 tbsp | 15 | 15 |  |
| Red Kidney Beans (cooked) | 3 tbsp | 17 | 17 |  |
| Red Kidney Beans (tinned) | 3 tbsp | 17 | 17 |  |
| Chick Peas (cooked) | 2 tbsp | 12 | 18 |  |
| Chick Peas (tinned) | 2 tbsp | 11 | 16 |  |
| Lentils (cooked) | 2 tbsp | 15 | 18 |  |
| Mung Dahl (cooked) | 2 tbsp | 12 | 15 |  |
| Potatoes (old raw) | - | - | 17 |  |
| Potatoes (old boiled) | 1 average size (60g) | 10 | 17 |  |
| New potatoes with skin, boiled | 1 egg size | 6 | 15 |  |
| Baked Potato with skin | 1 medium (150g) | 50 | 32 |  |
| Chips | 5 medium cut ( 30 g ) | 9 | 30 |  |
| Roast Potato | 1 small (50g) | 12 | 25 |  |
| Mashed Potatoes | 1 scoop (60g) | 10 | 15 |  |
| Sweet Potato | 130 g | 26 | 20 |  |
| Potato Croquette | Fried (90g) | 20 | 22 |  |
| Crisps | 30g packet | 15 | 50 |  |
| Peas | 2 tbsp | 6 | 10 |  |
| Sweetcorn (canned) | 2 tbsp | 15 | 25 |  |


| Item | Typical Portion | CHO Per Portion |  |
| :---: | :---: | :---: | :---: |
| Red Wine | 150mls | Trace |  |
| White Wine (Dry) | 150 ml | Trace |  |
| White Wine (Medium) | 150mls | Trace |  |
| White Wine (Sweet) | 150 mls | 5 | Insulin for the CHO in |
| Standard Beer | 1 pint | 10 | Alcoholic drinks should |
| Standard Lager | 1 pint | 10 | Only be given with |
| Cider (dry) | 1 pint | 15 | Food. |
| Cider (sweet) | 1 pint | 25 |  |
| Cider (vintage) | 1 pint | 40 | If you do choose to |
| Spirits | 25 mls | Trace | Give extra insulin, only |
| Port | 50 mls | 5 | give half the dose |
| Sherry (dry) | 50 mls | Trace | required for the amount |
| Sherry (sweet) | 50 mls | 5 | of CHO. |
| Vermouth (dry) | 50 mls | Trace |  |
| Vermouth (sweet) | 50 mls | 5 |  |
| AlcoPops | 275 ml bottles | 15-30 |  |
| Liqueur e.g. cherry brandy | 25 mls | 5 |  |

## NON ALCOHOLIC DRINKS

Item
Orange Juice (unsweetened)

Apple Juice (unsweetened)

| Cola | 160 mls | 17 |
| :---: | :---: | :---: |
| Cola (diet) | 160 mls | 0 |
| Lemonade | 160 mls | 9 |
| Lemonade (diet) | 160 mls | 0 |
| Dry Ginger Ale | 160 ml | 6 |
| Tonic Water | 160 ml | 4 |
| J2O (Britivic) | 275 ml bottle | $25-31$ |

## Resources

Nutritional information for menu options are available from:

- HARVESTER
www.harvester.co.uk
- JD WETHERSPOONS www.jdwetherspoon.co.uk
- MCDONALDS www.mcdonalds.co.uk
- PIZZA HUT
www.pizzahut.com
- DOMINO'S
www.dominos.com

Many supermarkets and restaurants produce nutrition information. Contact the places you go for more information.

Cookbooks containing carbohydrate information are available from Diabetes UK and some slimming clubs.

Pocket sized calorie/ carbohydrate counting guides are also available from most bookstores.

## Paediatirc Diabetes Dietitian

Dorota Amador Bueno - tel 07832172228

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

## Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

## Feedback

Feedback is really important and useful to us - it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test - cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

## Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services \& experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

## How to contact PALS:

## Telephone Patient Services:0300 1231732 or via email at: wah-tr.PET@nhs.net

## Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30 am to 4.00 pm . Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.

