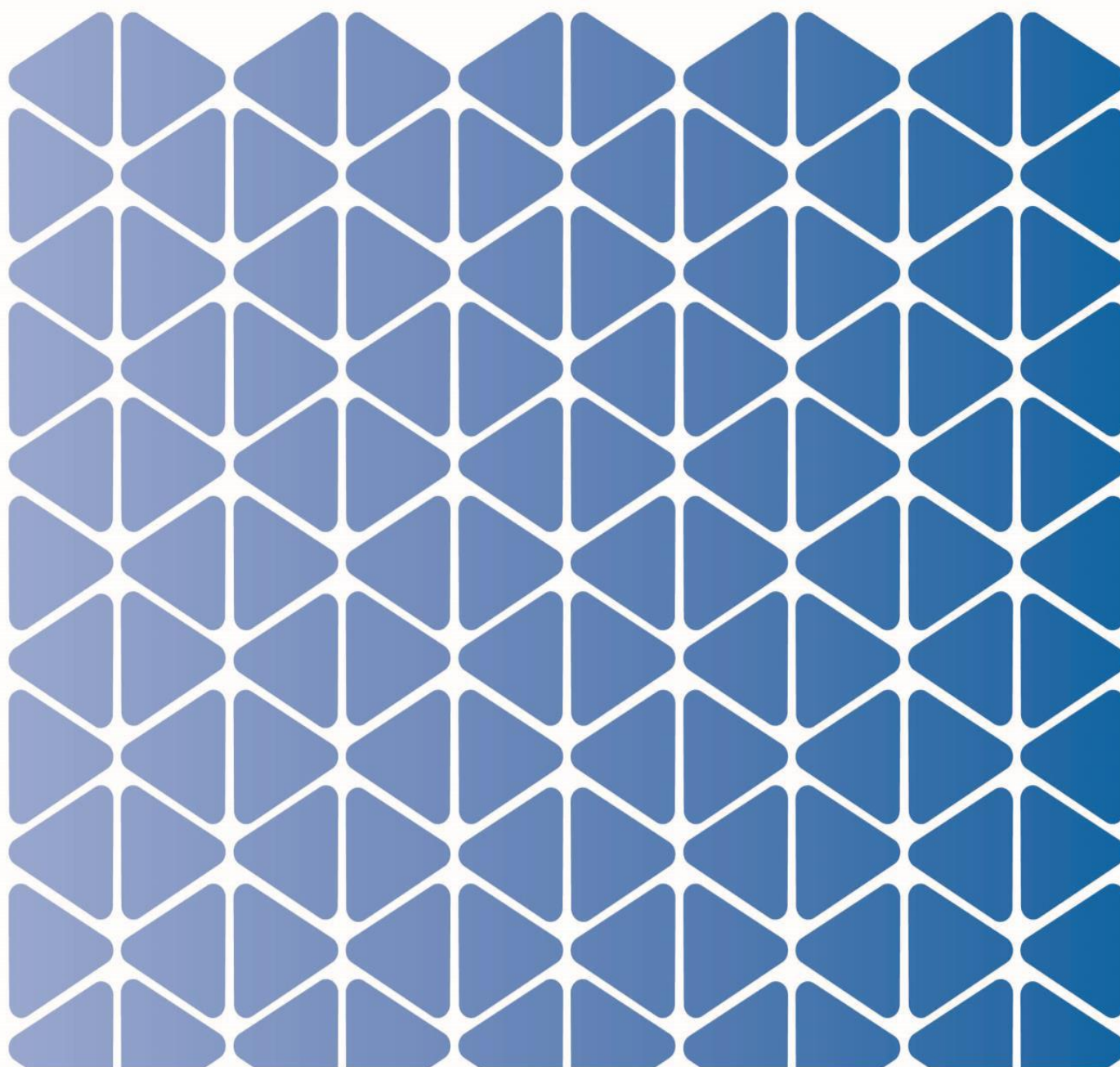


PATIENT INFORMATION

PAEDIATRIC DIABETES – What happens on Clinic Days



What happens on a clinic day?

We aim to arrange your first appointment to the multi-disciplinary team clinic 6 weeks after diagnosis and then an appointment will be offered every 3 months.

Before you come to clinic you must remember to bring with you:

- Your blood glucose meter (if applicable)
- If using a meter, your blood glucose diary filled in with your blood glucose results or a 2 week download of your meter results.
- Omnipod pump users should remember to bring their PDM to clinic.
- If applicable, other insulin pump users should do a download the day before and e-mail your Paediatric Diabetes Specialist Nurse to get the most out of your visit when you arrive in clinic.
- A list of questions you may want to ask the Diabetes Team
- Snack and hypo treatment
- Something to do while you wait

When you arrive at clinic you need to book in at reception.

- An outpatient nurse will check your height and weight. If you are 12 years old or over, they will also do your blood pressure at least once a year.
- At each clinic visit, you will need a finger prick blood test called a HbA1c which will be taken in clinic and the results will be discussed with you during your appointment. You can use your own lancing device if you prefer. See the separate information leaflet about the HbA1c test.
- There may be leaflets to read and take home if you wish, so feel free to browse or ask your Paediatric Diabetes Specialist Nurse (PDSN) for any specific ones.
- You will be seen by your Consultant/Speciality Doctor, Dietitian, PDSN, and sometimes the team Psychologist at each clinic visit. The whole team will be in the clinic room, so please make us aware if you feel this will be too overwhelming and we can make arrangements to reduce the number of people present.
- The team will help and support you with self-management of your diabetes. Your glucose readings and HbA1c result may help you identify any difficulties you may be experiencing and by working together we can support you to reach your target glucose levels and HbA1c.

- During your clinic visit, we will ask about where on your body you do insulin injections or place your insulin pump. Often we will need to check your skin in these different areas to ensure there are no lumps developing under the skin which can affect insulin absorption.
- Once a year, you will have a blood test taken from your arm or the back of your hand to check your thyroid gland is working properly and a check for coeliac disease. If you are 12 years old or over, the blood test will also check a lipid screen (your blood fat levels). Anaesthetic Gel (Magic cream) or a cold spray, to numb the area, is available so just ask us if you want to use it.
- If you are 12 years old or over, we will also ask for a urine sample usually once a year to screen for protein in the urine (checking for any early signs of kidney issues). We also check your feet are healthy, looking for any early signs of nerve or blood flow issues. You will also be contacted by a service separate from our clinic called 'Diabetes Eye Screening Programme', who check the back of your eyes every 1-2 years. Please see the leaflet on 'Complications of Diabetes' for more details.

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 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

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