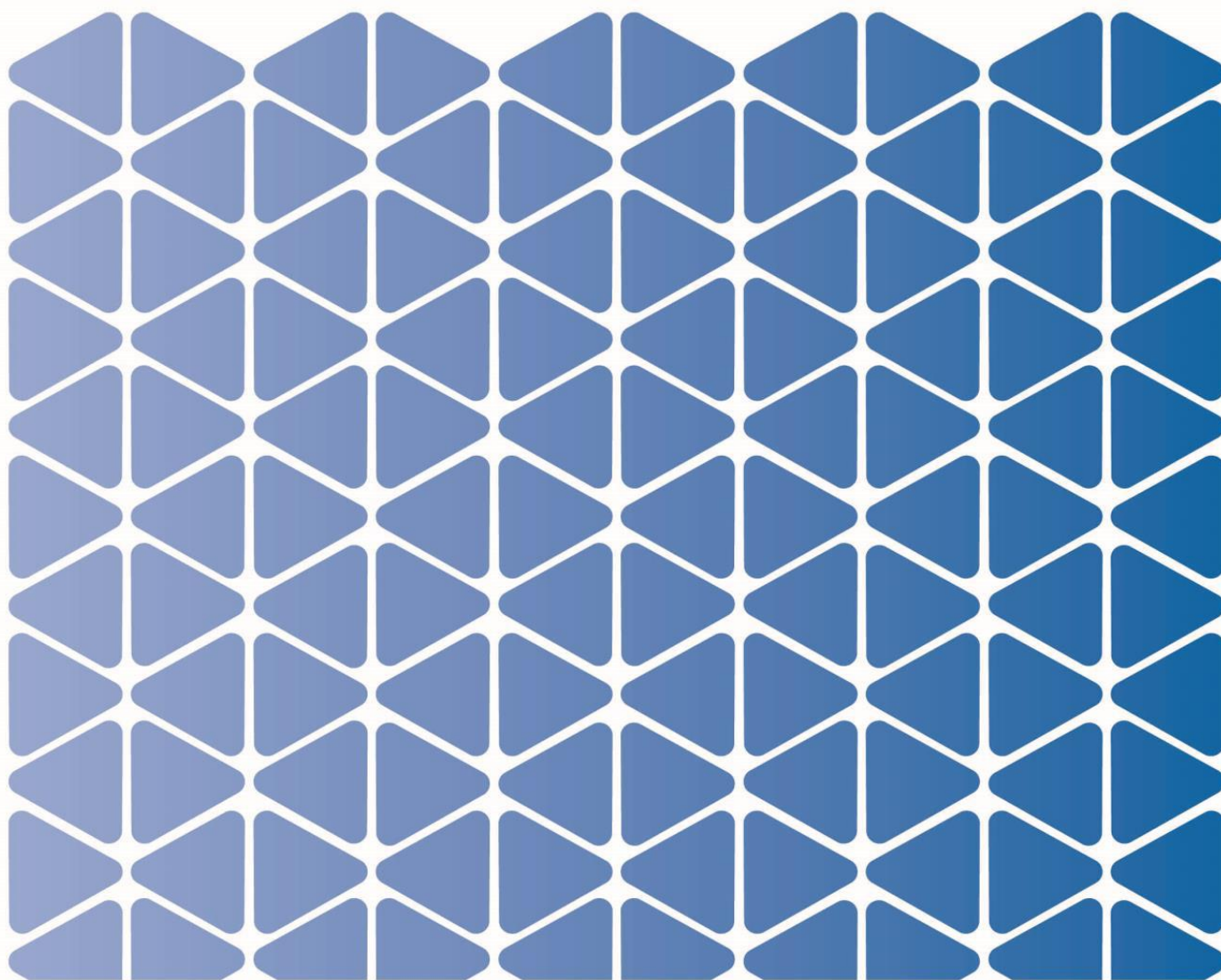


PATIENT INFORMATION

PAEDIATRIC DIABETES – Wearing Identification



It is advisable for all people with diabetes to wear or carry identification, especially when you become more independent in travelling and going out. This will inform people that you have diabetes and give a contact number of someone who knows you very well, for instance your parents or guardian. Some identification jewellery also allows you to record your medication.

There are two main reasons for this:

- If you are ever unwell and unable to tell people that you have diabetes, which may happen if you are hypoglycaemic (low blood glucose) or hyperglycaemic (high blood glucose), your ID will tell them you have diabetes. This means you will be treated quicker and more effectively.
- If you are involved in an accident and are unable to tell people you have diabetes, people can read your ID and will know that you will need your insulin and glucose and/or carbohydrates very soon.

Your Paediatric Diabetes Specialist Nurse will provide an ID card for you to keep with you at all times.

Alternatively you could look for necklaces or bracelets to wear, which can have your details put on them, in jewellery shops or on the Internet.

One website to look on is: www.info@medicalert.org.uk

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.