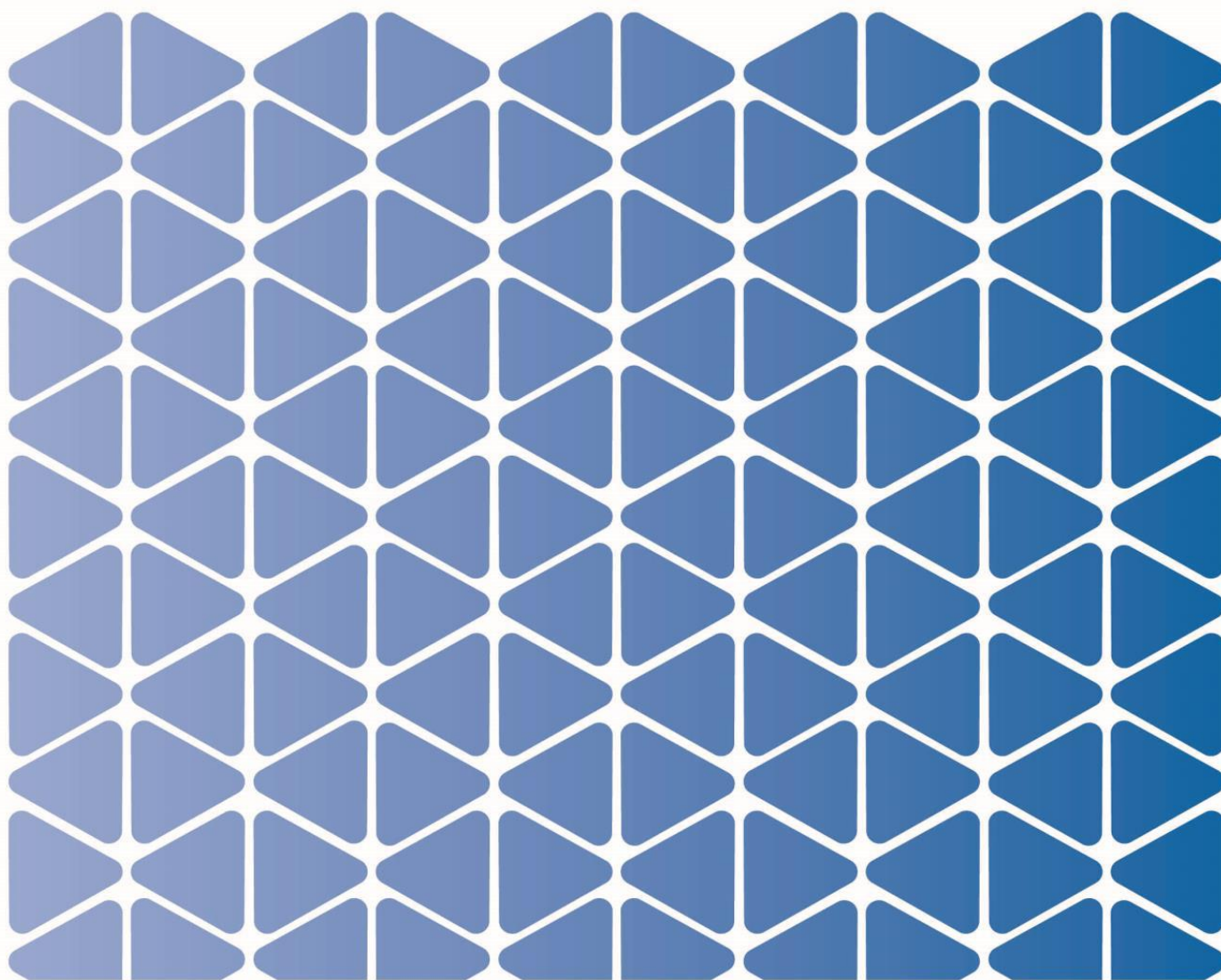


PATIENT INFORMATION

## PAEDIATRIC DIABETES – What Happens on Clinic Days



## **What happens on a clinic day?**

A visit to the multi-disciplinary team clinic will be offered every 3 months

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

- Your blood glucose meter which may be downloaded in clinic
- Your blood glucose diary, filled in with all your blood glucose results or a 2 week download of your meter results from your computer.
- 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 out-patients nurse will check your height and weight. They may also do your blood pressure (at least once a year).
- At each clinic visit you will also need a finger prick blood test called an 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).
- You will be seen by your Consultant, Dietitian and PDSN. The Team Psychologist may also be available to talk to. They will work with you to help you with your self-management of your diabetes. Your blood glucose and HbA1c results, help you identify any problems you may be experiencing and help us to work together to support you reach your target blood glucose levels and HbA1c.
- Once a year you will have another 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 you will also have a lipid screen (your blood fat levels) performed from the same blood test. 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 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](mailto: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.