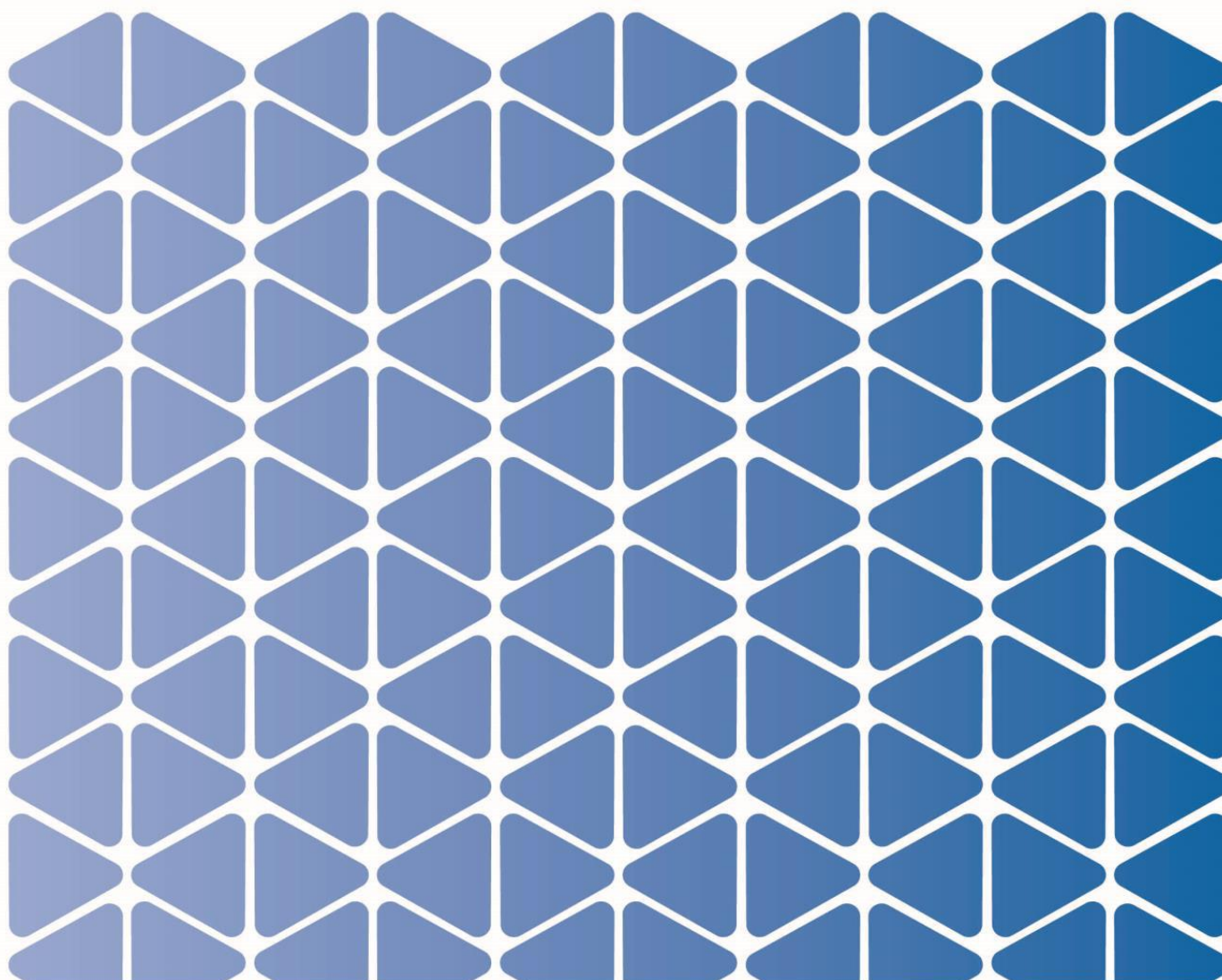




PATIENT INFORMATION

Paediatric Diabetes-
WORCESTERSHIRE PAEDIATRIC
DIABETES SERVICE



The Paediatric Diabetes Team is divided into the 3 localities of Worcester, Redditch and the Wyre Forest. You will be referred to the nearest centre to where you live.

It is recommended that a child or young person with diabetes is looked after by a specialist team of professionals in Paediatric Diabetes.

Your child will be seen in clinic every 3 months for review by your Consultant, Paediatric Diabetes Specialist Nurse, and Paediatric Diabetes Dietitian. You are encouraged to contact the team should you have any queries or concerns between these visits. The team clinical psychologist may also be present during clinic appointments. Your Paediatric Diabetes Specialist Nurse will also visit you at home from time to time to help with problem solving and continuing with ongoing education regarding diabetes.

Worcester Patients

Your local Worcester Team consists of:

Dr James West	Consultant Paediatrician
Dr Corinne Hield	Consultant Paediatrician
Dr Jessica Dale	Speciality Doctor
Esther Anstey & Jane Francis	Paediatric Diabetes Specialist Nurses
Dorota Amador Bueno	Paediatric Diabetes Dietitian
Dr Amy Symonds	Clinical Psychologist
Sarah Phillips	Clinic Nurse
Mia Parslow / Sharon Francis	Clinic Administrator
Sarah Dent	Support Medical Secretary

Clinics are held in the Children's and Young People' Outpatients Department on Riverbank level at the Worcester Royal Hospital on Wednesday afternoons and Thursday mornings.

Team Contact Details

- **Contacting Dr West:** Dr West is based at: Worcester'shire Royal Hospital,
Charles Hastings Way,
Worcester, WR5 1DD.

To contact Dr West please phone his secretary, Sarah Scotford on **01905 760647**.

- **Contacting Esther & Jane,** Paediatric Diabetes Specialist Nurses: both the Paediatric Nurses and Adult Service Nurses are all based at:
The Diabetes Centre,
Aconbury West,
Charles Hastings Way,
Worcester, WR5 1DD.

Esther and Jane operate a Monday to Friday service, with no service on Bank Holidays. Contact numbers: **01905 760225** or **07879440181**.

- **Contacting Dorota Amador Bueno,** Paediatric Diabetes Dietitian – Tel **07834172228**.
- **Contacting Dr Amy Symonds,** Clinical Psychologist – ask your diabetes consultant, specialist nurse or dietitian to see Dr Amy or contact directly Wed/Thu/Fri on **01905760734**.
- **Contacting Sarah Dent,** Support Medical Secretary, Mon/Tues and mornings only on Wed/Thurs/Friday, call 01905 763333 and ask for ext. 33084, mob 07720167617.

Contact Children's clinic at Worcestershire Royal Hospital on 01905 763477 to change your appointments or should you have any query regarding your appointment or clinic visit.

For all non-urgent queries you can email the Paediatric Diabetes Team on:

wah-tr.paeddiabetes@nhs.net

Redditch Patients

Your local Redditch Team consists of:

Dr Naeem Ahmad	Consultant Paediatrician
Becki Walling & Lee-Ann Edwards	Paediatric Diabetes Specialist Nurses
Dorota Amador Bueno	Paediatric Diabetes Dietitian
Dr Victoria (Toya) Smalley	Clinical Psychologist
Mel Davies / Angela Roberts	Clinic Nurse
Debbie Boden	Clinic Administrator
Sarah Dent	Support Medical Secretary

Clinics are held in the Children's and Young People' Outpatients department at the Alexandra Hospital on Monday and Thursday afternoons.

Team Contact Details

- **Contacting Dr Ahmad:** Dr Ahmad is based at: The Alexandra Hospital,
Woodrow Drive,
Redditch,
B98 7UB.

To contact Dr N Ahmad please phone his secretary Gaynor Richards on
01527 503030.

- **Contacting Becki Walling & Lee-Ann Edwards,** Paediatric Diabetes Specialist Nurses both the Paediatric Nurse and Adult Nurses are all based at:
The Diabetes Centre, Smallwood House,
Church Green West, Redditch,
Worcestershire, B97 4BD.

The Paediatric Diabetes Nurses operate a Monday to Friday service, with no service on Bank Holidays. Tel **07786 981146** or **07881 787239**.

- **Contacting Dorota Amador Bueno,** Paediatric Diabetes Dietitian – Tel **07834172228**.
- **Contacting Dr Toya Smalley,** Clinical Psychologist – ask your diabetes consultant, specialist nurse or dietitian to see Dr Toya or contact directly on Tuesdays, Wednesdays until 2pm and Thursday on **07599 101224**.
- **Contacting Sarah Dent,** Support Medical Secretary, Mon/Tues and mornings only on Wed/Thurs/Friday, call 01905 763333 and ask for ext. 33084, mob 07720167617.

Contact Children's clinic at Alexandra Hospital on 01527 512758, to change your appointments or should you have any query regarding your appointment or clinic visit.

For non-urgent queries you can email the Paediatric Diabetes Team on:

wah-tr.paeddiabetes@nhs.net

Wyre Forest Patients

Your local Wyre Forest Team consists of:

Dr James West	Consultant Paediatrician
Siobhan Nangle & Lee-Ann Edwards	Paediatric Diabetes Specialist Nurses
Dorota Amador Bueno	Paediatric Diabetes Dietitian
Dr Victoria (Toya) Smalley	Clinical Psychologist
Beverley Derbyshire	Clinic Nurse
Abigail Wright	Clinic Administrator
Sarah Dent	Support Medical Secretary

Clinics are held in the Children's and Young People's Outpatients Department (first floor) in the Kidderminster Treatment Centre on Tuesdays mornings and afternoons.

Team Contact Details

- **Contacting Dr James West:** Dr James West is based at:
Worcestershire Royal Hospital
Charles Hastings Way
Worcester
WR5 1DD
To contact Dr West please phone his secretary, Sarah Scotford on **01905 760647**.
- **Contacting Siobhan Nangle & Lee-Ann Edwards,** Paediatric Diabetes Specialist Nurses: both the Paediatric Nurse and Adult Nurses are based at:
The Diabetes Centre, Level 3, C block,
Kidderminster Hospital, Bewdley Road,
Kidderminster, Worcestershire, DY11 6RJ.
The Paediatric Diabetes Nurses operate a Monday to Friday service, with no service on Bank Holidays. Tel **01562 826393** or **07436037361**.
- **Contacting Dorota Amador Bueno,** Paediatric Diabetes Dietitian – Tel **07834172228**.
- **Contacting Dr Toya Smalley,** Clinical Psychologist – ask your diabetes consultant, specialist nurse or dietitian to see Dr Toya or contact directly on Tuesdays, Wednesdays until 2pm and Thursday **07599 101224**.
- **Contacting Sarah Dent,** Support Medical Secretary, Mon/Tues and mornings only on Wed/Thurs/Friday, call 01905 763333 and ask for ext. 33084, mob 07720167617.

Contact Children's clinic at Kidderminster Hospital on 01562 823424 to change your appointments or should you have any query regarding your appointment or clinic visit.

For non-urgent queries you can email the Paediatric Diabetes Team on:

wah-tr.paeddiabetes@nhs.net

All Patients

Where to Seek Advice

- **Your first line of advice** about diabetes during a normal working day should be your Paediatric Diabetes Nurses. If it is urgent it is useful to leave a message on the mobile number as they may not always be working from the Diabetes Centre.
- **For out of hours' advice** (after 5pm and before 08:30am) and weekend advice, please contact **Riverbank Children's Ward**, at Worcester Royal Hospital on **01905 760588**. Ask to speak to the Registrar, who will be able to advise you until your nurses are next available.
- When paediatric diabetes nurses are unavailable there will be a clear message on both phones to indicate how to contact their Paediatric Diabetes Nurse colleagues in other localities for advice or the Ward as above.

Other Support

Locally:

- **Orchard Service, the Hospital at Home** service for Children and Young People may be involved in your care when you are diagnosed to give you support and guidance at home until your paediatric diabetes nurse is available. They will give you their contact information if they are involved in your care.
- There is also a Parents Support Group that meets a few times a year run by the Paediatric Diabetes Nurse Service across the County. This also includes social events such as a Christmas party for younger children and a summer BBQ for children and families. There will be flyers throughout the year, ask your Nurse if you wish to be put on the mailing list. Your Paediatric Diabetes Nurse can also put you in touch with another family for support if you wish to do this.
- The Paediatric Diabetes Nurse Service across the County also run an annual residential activity weekend for 8–13 year olds and an activity day for older teenagers, both are good events to raise self-esteem in young people with Diabetes.
 - Wyre Forest only: There is a **Diabetes UK Wyre Forest Branch** self-help group which is designed with the purpose of providing individuals with a safe, social forum to discuss diabetes and its effects. For more information, please call 01902 916 444 or email midlands@diabetes.org.uk

These extended activities are dependent on donations and support from our parent support groups and our local Diabetes UK group.

Useful websites and apps:

- **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 also have key educational areas for your child's age group on their web site.
- **DigiBete App** – provides a wide range of clinically approved, age appropriate resources to help with the self-management of Type 1 Diabetes. We will give you a code to link this app with our clinic for access to the latest news, announcements, and opportunities.
- **Deapp** – a structured education programme for newly diagnosed patients and for re-education, ask a member of your Diabetes team for further details and we will give you a personal code for this app.
- **Carbs and Cals app** – for carbohydrate counting, find more information on <https://www.carbsandcals.com/>

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 Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. 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.