

## Patient information

# Children and young people with diabetes multi-disciplinary team

### Hello and welcome

This leaflet has been designed to introduce you to the children and young people's diabetes team and to tell you a little about what we do. Your team is made up of:

#### Consultant paediatricians

Dr Binu Anand  
Tel: 07929 661 893 (secretary)

Dr Tom Houghton  
Tel: 07929 661 893 (secretary)

Dr Claire Harrison  
Tel: 07929 661 893 (secretary)

Dr Frances Nelson  
Tel: 07929 661 891 (secretary)

#### Paediatric diabetes specialist nurses and practitioners

Julia Harding  
Paula Olsen  
Nikki Onstenk  
Anna Groom  
Tel: 01284 713612

#### Paediatric dietitian

Ruth Whymark  
Tel: 01284 712866

#### Paediatric consultant clinical psychologist

Dr Emily Baker  
Tel: 07929 661 898 (secretary)

### How to contact us

**Routine queries:** Monday to Friday 9.00 am—5.00 pm

**Paediatric Diabetes Nurses** work Monday to Friday between the hours of 9.00am and 5.00pm. They can be contacted on 01284 713612. There is an answerphone on

this number and messages left after 2.00pm may not be answered the same day.

The paediatric nurses also have a text service for non-urgent enquiries only. The number for this is 07826 944 839. This number does not accept calls and you cannot leave a message.

If you need to leave a message for any member of the paediatric diabetes team you can email [pds@wsh.nhs.uk](mailto:pds@wsh.nhs.uk) and your message will be sent to all members of the team.

**If your call is urgent** you can call the hospital switchboard 01284 713000 and ask them to medic bleep the paediatric diabetes nurses on bleep 469.

**Out of hours:** The paediatric diabetes team runs an emergency service for urgent advice on issues that cannot wait until normal working hours. This is accessed by calling the hospital switchboard on 01284 713000. Please ask for the children's diabetes team on call.

This service is for urgent queries such as very low or high blood sugar levels or ketones that are not responding to normal treatment, or if you think your child needs to come in to the hospital. The switchboard will put your call through to the person on call but this may take a few minutes to connect.

**If your child is sick:** Test blood sugars every two hours. Test for ketones if blood sugar is above 14 mmol/l or if your child is unwell. Contact the children's diabetes team if ketones over 0.6 mmols. If blood ketones are 3.0 or higher your child must be seen for assessment at the hospital. If vomiting, severe thirst, tummy ache, deep rapid breathing or drowsiness is noticed URGENT advice is essential.

## **What can you expect from your diabetes team and what your diabetes team expects from you?**

- We aim to meet you and your child on the children's ward on the next working day after your diagnosis.
- We will provide a structured programme of education and written material to enable you and your child to become 'experts' at managing diabetes including weekly outpatient appointments for the first four weeks after discharge from the ward.
- We will provide ongoing education and support whilst you and your child are in our care as an outpatient.
- You will be offered outpatient clinic appointments every 3 months or sooner if the young person has difficulty with their diabetes control.

- You will be offered 4 outpatient appointments per year with a consultant, where you will also be able to meet other members of the team.
- Between these appointments we will provide regular telephone and/or email support with you and your child as appropriate.
- You will meet the dietitian on diagnosis and will be offered at least annual appointments thereafter. They will also work with you when you are learning to carbohydrate count and if you are considering going on an insulin pump.
- You will meet the clinical psychologist either on the ward or at one of your weekly outpatient appointments in the first month following diagnosis and offered the opportunity to come in to discuss your experience and any worries or difficulties you have. Thereafter if you would like to discuss any concerns with the psychologist please tell any member of the team and the psychologist will contact you to arrange an appointment.
- We can arrange to contact your school to educate and support them regarding your child's diabetes. Schools can also contact the diabetes nurses for support by telephone if required.

## **What will happen at outpatient appointments?**

- When you first arrive, the staff on the reception desk will check you into your appointment. The outpatient team will then check your child's height, weight and blood pressure. They will also do an HbA1c test which is a simple finger prick blood test.
- You will then be called in to see the consultant and your child's overall diabetes control will be reviewed and discussed with you and/or your child. This includes discussing the HbA1c results, which will be explained to you fully.
- You will have the opportunity to see your consultant and one of the diabetes nurses and usually the dietitian. The psychologist will also usually be running a clinic at the same time and will be available to speak to you briefly and you can book further appointments at the outpatient reception desk.
- Every year your child will be offered an 'annual review' health check. This monitors for early signs of diabetes complications or conditions that can occur alongside diabetes. It will include blood tests, urine tests and discuss foot and eye tests. Your consultant will explain these investigations fully to you.
- Multi-disciplinary clinics run on Tuesday mornings and Wednesday afternoons.

You may also be offered additional outpatient clinic appointments in one of the nurse-led clinics on a Thursday afternoon. If you need additional support to get your blood sugar levels under control or wish to discuss other concerns.

## What can you do to help us provide a good service?

- Please let us know as far in advance as possible if you are unable to attend a booked appointment. We will always try to change it to one that you are able to attend and we can then offer your old appointment to someone else. For appointment queries contact Helen Handley on 07929 661 893
- Please encourage your child to bring their blood glucose diary (or downloaded the appropriate technology) and blood glucose meter to all appointments.
- Please also bring a diary showing 3 recent days of more intense blood testing pre and 2 hrs post meals and a 2.00am reading
- For children on pump treatment, please bring a recent fasting study result to clinic appointments
- Please contact us if you have any questions, concerns or queries about your child's condition or care.
- Please let us know if you and/or your child are struggling to stick to the recommended treatment plan so we can support you to find ways to make the treatment work for you.
- We are always striving to improve the service we provide. We appreciate and value your comments and feedback. You can speak to any member of the team or contact the Patient Advice and Liaison Service (PALS) on 01284 712555 (24-hour answerphone service) or [pals@wsh.nhs.uk](mailto:pals@wsh.nhs.uk)

*If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (formerly DisabledGo)*

<https://www.accessable.co.uk>



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