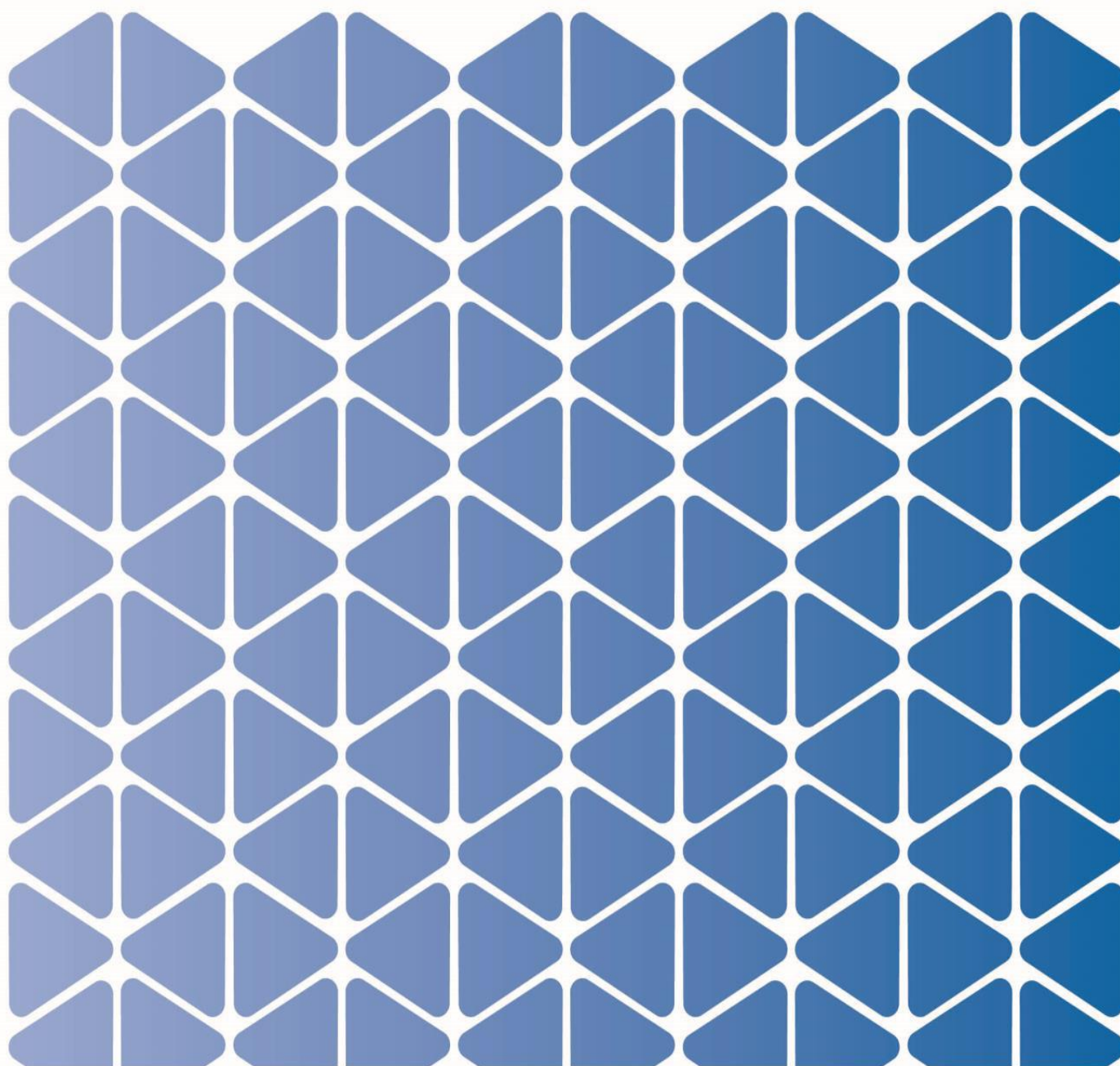


PATIENT INFORMATION**PAEDIATRIC DIABETES –
Disposal of Sharps**

You will have been given a sharps bin for you to safely dispose of used needles and lancets called “sharps” in your home.

Sharps bins are specially designed yellow containers. You will be able to order a 1 litre sharps box on your repeat prescription from your GP.

Do

Do only use a sharps bin to get rid of you sharps which include

- needles
- syringes
- lancets
- insulin pump tubing
- cannula insertion devices

Do use a needle clipper if you have one – your paediatric diabetes nurse will discuss this with you. Do not use this device to clip off your lancets.

Do keep sharps bins in a safe place out of reach of children and pets.

Do use the temporary closure on the lid after each use to improve safety and prevent accidental spillage of contents.

Don't

Don't put the sharps bin out with your household waste.

Don't put any other waste in the sharps bin such as cotton wool, tissues, test strips or insulin pens (any needle removed). This can all be disposed of in your normal household waste.

Don't try to remove a needle or lancet from the sharps bin.

Don't over fill the sharps bin. Only fill it to the black line clearly displayed on the sharps bin.

When your sharps bin is full to the black line

- **Lock it – close the opening to permanent closure.**
- **Complete the Label – write your GP practice, your name and date.**
- **Only return clean, locked bins – no blood splashes.**

Please contact your GP or local pharmacy to check to see who can dispose of your sharps bin.

If you are on an insulin pump, please discuss the provision of a larger sharps box and where to dispose of it when full.

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.