

PATIENT INFORMATION

PAEDIATRIC DIABETES – Receiving a Good Service from your Paediatric Diabetes Team

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Receiving a good service from your Paediatric Diabetes Team and how to access additional support from Social Services

The paediatric diabetes team across Worcestershire aims to give young people and their families a high standard of timely care, education and support to encourage self-management of diabetes, taking into consideration the continued growth and development of a young person.

The service Lead Paediatric Diabetes Consultant is **Dr James West**

The service Lead Paediatric Diabetes Nurse is **Becki Walling**

Please see our **Mission Statement** which is available in all of our clinics. This states what care we offer and what expectations we have of a young person and parents regarding engagement and working with the service.

Getting involved in improving services

If you would like to get involved in improving local health services and have your say, then please contact your paediatric diabetes specialist nurse or “Healthwatch Worcestershire”. This is an independent consumer champion organisation that represents the views of local people both at national and local level.

You can contact Healthwatch Worcestershire at:

Civic Centre

Queen Elizabeth Drive

Pershore

WR10 1PT

Tel 01386 550264

E mail: info@healthwatchworcestershire.co.uk

If you wish to compliment or complain about the service

If you have a problem or a complaint about our service, you are encouraged to discuss it with a member of the Paediatric Diabetes team in the first instance to see if the matter can be resolved at a local level. Of course we would also be pleased to receive your comments about what is going well with the service to help us make future improvements.

If you feel you need further support then you can contact PALS, the Patient Services Department. This is a confidential service available to patients and families to support them with dealing with problems and also to help signpost to other services if required.

You can contact PALS at:

PALS (Patient Services Department)

3 Kings court (First Floor)

Worcestershire Royal Hospital

Charles Hastings Way

Worcester

WR5 1DD

Tel 0300 123 1732 E mail: wah-tr.pals@nhs.net

Contacting Children's Services in Worcestershire.

If you feel your child or family require additional support regarding parenting or other social issues, your health professional or you as a parent/guardian can contact the **Family Front Door** to find out about a range of early help services going on in your local area. If it is identified that a child or young person meets the criteria for a more specialist social care service, then the Family Front Door staff can facilitate a referral to the appropriate service. The team are co-located alongside the Social Service access centre and can also signpost parents to support for themselves as carers.

Contact details

- **Family Front Door:** Tel 01905 822666 Mon-Fri 8.30am to 5pm
- **Out-of-hours:** Weekends and bank holidays - tel 01905 768020
- **Services delivered by Worcestershire County Council – see their website for up to date details**

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.