

PATIENT INFORMATION**PAEDIATRIC DIABETES –
Moving up to Adult Service –
Redditch and Bromsgrove**

Your local Redditch & Bromsgrove Diabetes Team consists of:

Alexandra Hospital

Dr Irfan Babar	Consultant Endocrinologist
Dr Munir Babar	Consultant Endocrinologist

Natalie Trigg, Wendy Butters, Sara Molineaux
Diabetes Specialist Nurses, Alexandra Hospital Site

Community Diabetes Specialist Nurses – Adult Service

Jane Wilson
Hannah Webb
Suzy Reynolds
Sara Molineaux
Wendy Butters

Your new key worker is.....

Other Services

Becki Walling/Lee-Ann Gayle	Paediatric Diabetes Specialist Nurses
Dietitian Service	Alexandra Hospital

Clinics are held as below:

Dr Irfan Babar

- Tuesday Mornings Alexandra Hospital Redditch
- Thursday Afternoons Princess of Wales Hospital Bromsgrove

Dr Munir Babar

- Wednesday morning Princess of Wales Hospital Bromsgrove

All Consultant clinics will have other Doctors working in them called Registrars so you may not see your Consultant every time. From time to time medical students may also be observers in clinic as part of their learning.

Contacting Dr Irfan Babar and Dr Munir Babar

They are based at:
The Alexandra Hospital
Woodrow Drive
Redditch, Worcs
B98 7UB

Ring the Hospital number **01527 503030** and ask for Dr Babar's secretary. **If you are at University they will help you accommodate requests for home time appointments rather than ringing through to the Outpatient service.**

Contacting the Community Diabetes Nurses:

Both the Paediatric Nurse and the Community Diabetes Specialist Nurses for adult services are all based at:

The Diabetes Centre
Smallwood House
Church Green West
Redditch, Worcs
B97 4BD

Community Diabetes Nurses for adult services

Answer phone & Fax Tel 01527 488649

The Diabetes Nurses operate a Monday to Friday service, with no service on Bank Holidays. Currently Jane Wilson & Suzy Reynolds run nurse led clinics at the Princes of Wales Hospital and Hannah Webb and Sara Molineaux and Wendy Butters run nurse led clinics at the Diabetes Centre Smallwood House. You may also see them working in partnership with your GP practice. You can contact the nurses direct for advice on your diabetes by phone or for an appointment. Leave a message on the answer phone for them to contact you.

It is important to realise that you will no longer be able to have home visits as you have done in the paediatric service and it is very much your responsibility to make contact when you require advice or support now you are an adult.

Contacting the Hospital Diabetes Nurse:

This will be mainly for those of you who are young adults that are an inpatient, those who are pregnant and also for discharge from hospital follow up. The nurse will give you her direct details when required.

Contacting Dietitians

You will need a referral to this service from your Consultant, Diabetes Nurse or your GP or Practice Nurse. As well as one to one advice the dietetic service also provides courses to help you improve your own self management of diabetes. Your nurse will discuss these with you when appropriate.

Contacting to change your appointments

Should you have any query regarding your hospital appointment contact the number on your appointment letter or appointment card. Having your hospital number to hand will help speed up any query you have.

If your appointment is with the Community diabetes nurses at Smallwood House or the Princess of Wales, then contact them direct.

Where to seek advice

Your first line of advice about diabetes during a normal working day should be the Diabetes Nurses or your GP practice.

For out of hours advice (after 5pm and before 08.30am), weekend and Bank Holiday advice, please contact the 111 service.

Getting the most out of your appointment

Bring along your diary or computer download of you blood glucose meter results to discuss patterns and trends with your health professional. Think about questions you would like to ask beforehand to get the most out of your consultation. Ask if there is anything you do not understand about any of your treatment or the investigations that may be suggested. This is your appointment so make the most of it.

At each Consultant appointment you have you will be given a form for a standard blood test to have a week before your next appointment. This is so that you Consultant can discuss your HbA1c result with you when you see them. You will also be asked to give a fresh urine sample to the clinic nurse, you can bring this with you or use the toilet in the outpatients area.

Know your Numbers

There has been lots of research that tells us that to keep yourself in the best of health with diabetes, you should aim to keep the following tests within the range given below.

- **Blood Glucose Levels 4-7mmol/l pre meals and up to 9mmol/l 2 hours after meals (you should be 5mmol/l or above before driving and target pre bed 5-8mmol/l).**
- **HbA1c 48 mmol/mol or less**
- **Blood Pressure 130/80 or less.**
- **Cholesterol 4mmol/l or less**

These may seem difficult to achieve for some and you should discuss personal targets with your health professional.

Other Support

- Diabetes UK have an excellent part of their web site for young adults called "My Life" at www.diabetes.org.uk
- www.jdrf.org.uk is another good web site to access
- If you are very keen on sport then www.runsweet.com is an excellent site giving practical advice and knowledge on how to manage your particular sport.
- If you require support with your mental health you can talk to your GP, diabetes consultant and/or nurse about the struggles you are experiencing, as they will know which service(s) can best support your needs. For Worcestershire, you can also contact the Worcestershire Wellbeing Hub on 01905 766124 or WHCNHS.wellbeinghub@nhs.net for advice.

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.