

# Diabetes Psychological Medicine Service

## Information for patients

### Diabetes and psychological health

People with diabetes can experience a variety of emotional responses to their diagnosis, their treatment, and the professionals providing their health or social care.

These emotional responses range from confusion, anger, sadness, guilt, resentment, distress, helplessness, hopelessness, feeling different or feeling invisible because the illness is all that anyone sees. Sometimes these feelings can become overwhelming and make people feel hopeless.

These feelings can in turn affect how they cope with their day to day lives as well their diabetes.

These situations are quite common in diabetes and in other long term illnesses but they can be addressed.

Addressing these issues has been shown to improve people's quality of life in terms of relationships and functioning.

### What the service offers

**We offer people an opportunity to express feelings about:**

- their diagnosis
- their treatment
- the impact of the illness (not just diabetes but all the associated problems that come with diabetes like disability, weight gain, visual loss, heart or kidney problems, disease of the feet)
- the experience of the treatment they have received

**We offer people the opportunity to think about:**

- low mood
- anxiety
- memory problems
- how to get the most out of their interactions with the professionals providing their care.
- how to improve relationships with the people around them
- how they want their care delivered and how to achieve this.
- their functional abilities and needs, social situation and what they want to achieve as goals for improving their quality of life.

# Diabetes Psychological Medicine Service

## What happens when you see us?

We offer a non-judgemental, holistic approach and aim to work with people so that they can take back some of the control in terms of their treatment and their lives. People who are referred to this service will speak to a clinician who specialises in diabetes care and understands the way that diabetes can affect their emotions and vice versa.

The first appointment usually lasts about an hour depending on the need. The clinician may feel that you would benefit from further appointments, a therapeutic intervention with them, or referral onto another service; or they may feel that you would benefit from medication.

The agreed plan would be dependent upon what you and the clinician feel is the best way forward for you at this time in your life.

An interpreter will be available if required.

## Where will you be seen?

You will be asked to choose which of the following types of appointment you would prefer and we will do our best to accommodate your first or second choice

- A) Telephone
- B) Home visit
- C) Joint appointment with GP at surgery
- D) Charing Cross Hospital outpatient clinic

## After your appointment

You will be asked if you have any questions or concerns and you will be offered the opportunity to ask about these after the end of the appointment in case you think of something later.

The clinician who sees you will write to your GP with your permission, explaining the main issues that were discussed with advice about the next steps and you will be sent a copy of this letter for your records.

## If you are unhappy about any aspect of this service

If you have any concerns you can contact the service manager on 020 8354 8465  
You can also contact the trust's PALs team (Patient Advice and Liaison Service) on 08000643300 or [pals@wlmht.nhs.uk](mailto:pals@wlmht.nhs.uk) for free and confidential advice.

## Other sources of help and information

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| Diabetes UK<br><a href="http://www.diabetes.org.uk">www.diabetes.org.uk</a>              | Website with information and advice   |
| "talk to someone with diabetes"<br>0843 3538600  | Telephone helpline for people in emotional crisis (Sun-Friday)                              |
| Samaritans<br>08457 90 90 90<br><a href="mailto:jo@samaritans.org">jo@samaritans.org</a> | Telephone helpline for people in emotional crisis.<br>Available 24 hours/day, 365 days/year |
| Careline<br>0845 120 2960  | Telephone helpline for people in emotional crisis. Available Monday- Friday                 |
| Patient.co.uk<br><a href="http://www.patient.co.uk">www.patient.co.uk</a>                | Patient information leaflets available in a number of languages about many conditions       |
| Assessment Team<br>Claybrook Centre,<br>Claybrook Road, London W6<br>020 7386 1113       | 9-5 Monday to Friday walk in service for people with mental health                          |