

Endocrinology department

# Contacting the adult diabetes specialist nursing team

## Information for patients

### Introduction

We understand that living with diabetes can be difficult so being able to contact the department for advice and support is an important part of the care we offer to you. This leaflet explains who to contact and when, to make sure your question is answered by the right person as quickly as possible. It also explains the role of your named diabetes specialist nurse. If you have any questions about the information below please speak to a member of our team.

### The Care Information Exchange

The Care Information Exchange (CIE) provides you and the healthcare professionals caring for you with secure online access to your latest medical record, such as blood test and x-ray results. For more information please ask at reception or visit:

[www.careinformationexchange-nwl.nhs.uk](http://www.careinformationexchange-nwl.nhs.uk)

### Booking and appointment line

**By phone: 020 3313 5000 or email: [appointments@imperial.nhs.net](mailto:appointments@imperial.nhs.net)**

If you need to check the time or date of your appointment or rearrange it please call or email us. Please **do not call or email the booking and appointment line:**

- if you urgently need to see a nurse or doctor
- to discuss your tablets or medicines
- to discuss your blood glucose results

### Diabetes advice line and email support

**By phone: 020 3313 0066** (12.00 - 14.00, Monday to Friday)

The advice line is answered by a diabetes specialist nurse but it may not be your named nurse (the nurse you normally see in clinic). They will try to deal with your problem but may contact your named nurse and ask them to phone you back. If the advice line is engaged, please leave a message on the answerphone. We will aim to call you back later that day (by 16.00) or before 09.00 the next working day.

**By email: [imperial.diabetes@nhs.net](mailto:imperial.diabetes@nhs.net)**

This mailbox is checked Monday to Friday between 12.00 and 14.00. We aim to reply within two working days. The response may not come from your named nurse but if we pass your email onto your named nurse we will tell you.

You can phone the advice line or email us to discuss your medication or blood glucose results.

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Please **do not call the advice line or email us:**

- if you think you need urgent medical attention. If you have an urgent (emergency) healthcare need please call 999. For non-emergencies, please call NHS 111 for advice and they will direct you to the appropriate service
- to rearrange your appointments
- to ask about recent blood tests - they will be discussed with you in clinic or you can access them via the Care Information Exchange (please see page 1)
- if you wish to discuss health problems not immediately related to your diabetes
- while you are abroad – you will need to seek advice from local healthcare services
- if you are no longer a patient of the department. Please contact your GP or NHS 111 for advice instead

## When to contact your GP

Please contact your GP with questions about your general health or for repeat prescriptions. The diabetes team cannot issue repeat prescriptions.

## Your named diabetes specialist nurse

Your named nurse will work with you to create a care plan that will help you meet your diabetes goals. They will provide the support and information you need to meet these goals.

## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross and Hammersmith hospitals), or **020 3312 7777** (St Mary's Hospital). You can also email PALS at **imperial.pals@nhs.net**. The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf. Alternatively, you may wish to complain by contacting our complaints department: Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY.

Telephone: **020 3312 1337 / 1349**

Email: **ICHC-tr.Complaints@nhs.net**

## Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:

**imperial.patient.information@nhs.net**

## Wi-fi

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK\_FREE or WiFiSPARK\_PREMIUM