

Endocrinology department

Type 1 diabetes enhanced service (T1DES)

Information for patients

Introduction

This leaflet explains what the type 1 diabetes enhanced service (T1DES) is and how it can support you. If you have any questions about the information below please speak to a member of our team.

What is the type 1 diabetes enhanced service (T1DES)?

It is a service run by Imperial College Healthcare NHS Trust that supports people to self-manage their type 1 diabetes. We are a multidisciplinary (multiskilled) team that:

- supports insulin pump and continuous glucose monitoring technologies
- provides the Dose Adjustment For Normal Eating (DAFNE) structured education programme
- offers a specialist physical activity clinic
- supports pregnant women and those planning pregnancy

What should I bring to my appointments?

Please bring your most recent glucose results and your monitoring devices. This helps staff to see if they need to make any changes to your diabetes medication. It is also helpful to bring a list of questions and concerns you may have about your diabetes to help focus the consultation on your individual needs.

What happens when I arrive at the clinic?

Please check-in at our reception desk or at one of the check-in kiosks.

Will I be physically examined?

One of the team will check your blood pressure, height and weight. We may ask to look at your injection sites or your feet and may examine you if there are other concerns. We may also ask you to provide a urine sample. Your privacy, dignity and cultural beliefs will be respected at all times.

Will I need a blood test?

An up-to-date blood sample will help with your diabetes care plan. We will usually ask you to attend the diabetes clinic one to two weeks before your appointment. We do not routinely ask people with type 1 diabetes to fast before blood tests.

How can I find out the results of my blood tests?

We recommend reviewing your blood tests before you come to clinic. The best way to do this is via the Care Information Exchange (CIE): www.careinformationexchange-nwl.nhs.uk. This is an online program that provides the latest information about your health, including your blood tests results. Please ask at reception for information about signing up to CIE.

The important diabetes blood tests are:

- HbA1c:** This test measures how much glucose is stuck to your red blood cells and is an overall measure of glucose over the 8 to 12 weeks before your appointment.
- Kidney tests:** One of the signs of kidney damage is protein leaking into the urine. This is measured in your urine sample by a test called Albumin:Creatinine ratio (ACR). Blood tests show how well your kidney is filtering and may be reported as Creatinine or eGFR.
- Cholesterol:** This can also be called your lipid profile and is important as higher cholesterol can build up in blood vessels and block them, leading to a heart attack or stroke. The team will talk to you about your target.

You can find out more information on the Diabetes UK website: www.diabetes.org.uk/info-p

You can have a blood test via our walk-in phlebotomy services (blood sample collection service) - please choose the site most convenient for you:

Hospital	Phlebotomy service location	Opening hours
Charing Cross Hospital	First floor, main outpatients department	Mon-Thurs: 08.30-17.30 Friday: 08.30-15.00
Hammersmith Hospital	Ground floor, main outpatients department	Mon-Fri: 08.00-17.00
St Mary's Hospital	First floor, mint wing, Coulter suite, metabolic day ward	Mon and Thurs: 14.00-16.00 Wed: 09.00-12.00

Please do not fast unless your doctor tells you to.

How long will my appointment last?

We try to ensure that you have as much time as you need with the right members of the team. If you see several members of the team the appointment may take more than one hour.

Who will I see at my appointment?

Our multidisciplinary team includes:

- **diabetes doctors:** specialists (consultants) in the management of type 1 diabetes. They may also work with trainee doctors
- **diabetes specialist nurses:** trained to support patients with type 1 diabetes to manage their condition with education and advice
- **dietetic support:** dietitians offer support and education to help you match your insulin and carbohydrate intake, to help control your glucose levels. This may include carbohydrate counting. We can support you with lifestyle changes and give advice on eating well and different diets if this would be helpful. We also provide advice on diabetes and pregnancy and insulin pump therapy, and run diabetes and physical activity clinics
- **podiatry:** people with diabetes can develop foot problems. If you have concerns please tell the T1DES team. The Imperial multidisciplinary foot service cares for those with severe foot changes or wounds. The team works closely with local community diabetes podiatry (foot) services that will be able to assist you with simple foot needs
- **psychological support:** the T1DES psychology team can help you deal with any distress related to living with diabetes. We will talk to you about mental health and what support services are available

Can I bring a friend or relative with me to the appointment?

You are welcome to have a friend or relative with you. However, to respect your privacy, they may be asked to wait outside if you are being examined or while tests are being performed.

Please note that to help with the on-going training of NHS staff, medical students or other NHS staff may be present at your appointment. If you would prefer them not to be please let us know. Your request will be respected and this will not affect your care in any way.

How do I book my next appointment?

You will agree your next appointment with the team. Please ask at the reception desk for a time convenient to you.

What if I cannot attend or remember when my next appointment is?

To help avoid appointment slots being wasted, please tell us if you cannot attend. To cancel, change or check an appointment, please contact us by phone or email:

- booking and appointment line: **020 3313 5000**
- email: **appointments@imperial.nhs.net**

What if I need an interpreter?

The T1DES service can provide an interpreting service which involves using a telephone in the room. If this is not appropriate, for example, when using British Sign Language (BSL), a face-to-face interpreter can be arranged.

Can I get diabetes-related advice at home?

Diabetes advice is available between appointments by telephone and email. The service operates between 12.00 and 14.00 (Monday to Friday only). Please note this advice service is not able to discuss non-diabetes related health concerns or diabetes test results (results will be discussed at your appointment):

- diabetes advice line: **020 3313 0066**
- email: **imperial.diabetes@nhs.net**

If you have urgent (but non-emergency) healthcare needs, please telephone NHS 111 for advice. For emergencies always call 999.

Further information about the advice line can be found in the '*Contacting the adult diabetes specialist nursing team*' leaflet. Please ask us for a copy.

Confidentiality

All NHS employees are legally bound to protect patients' personal information. In some circumstances, your doctor may need to share information with legal bodies such as the Driver and Vehicle Licensing Agency (DVLA).

Unacceptable behaviour/zero tolerance

The Trust has a zero tolerance policy for unacceptable behaviour which includes verbal aggression, non-verbal assault, physical assault and damage to Trust property.

How do I make a comment about my visit?

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**

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