



# The children's diabetes on-call telephone service

**This leaflet explains more about the children's diabetes on-call telephone service for parents, children and young people living with diabetes. If you have any further questions, please speak to a doctor or nurse caring for you.**

## What is this service?

The children's diabetes on-call telephone service is an out-of-hours phone line provided by consultants and diabetes specialist nurses from Evelina London Children's Hospital, King's College Hospital, Princess Royal University Hospital and University Hospital Lewisham. It is available to children and young people with Type 1 diabetes and their parents or carers.

The service provides out-of-hours urgent advice and treatment recommendations for diabetes-related problems.

The telephone service is in place for urgent problems, for example, if you have taken/given your child too much insulin, the wrong type of insulin, or you don't know what kind of insulin to use. Parents with a newly diagnosed child may need more support and should telephone the out-of-hours service if they are concerned.

Day-to-day advice, such as general diabetes management, or insulin regimes will continue to be provided by your hospital during the hours of 9am and 5pm.

**If there is a medical emergency at any time, please dial 999 to get immediate assistance.**

## When is the service available?

This service operates out-of-hours, Monday to Thursday, 5pm to 9am, and Friday 5pm to Monday 9am (all weekend).

It is available every day, including bank holidays.

## How do I use the phone line?

1. Dial **t:** 020 7188 7188 for the Guy's and St Thomas's switchboard.
2. When the call connects, press '0' to go directly to an operator, or you can wait on the line until an operator answers.
3. Ask the operator for the **children's diabetes on-call clinician**. This will ensure the right on-call service is contacted.
4. The operator will ask you for your name and phone number.
5. The operator will phone the clinician on call, and ask them to ring you back.
6. The clinician will call you back within 30 minutes.
7. The clinician will ask various details about the patient, including name, age, duration of diabetes, insulin regime, and so on. They will also ask about the current issue and give you some advice on what to do about it.
8. Depending on the situation, you may wish to let your usual clinician know about any issue or problem you have had.

## Contact us

Below are some useful contact numbers for your hospital diabetes service.

<b>Staff member</b>	<b>Contact</b>
Paediatric Diabetes Consultants	<b>t:</b> 020 7188 4678 <b>t:</b> 020 7188 6129
Paediatric Diabetes Nurse Specialists	<b>t:</b> 020 7188 4614 <b>t:</b> 020 7188 4617 <b>pager:</b> 876575
Paediatric Diabetes Dietitian (Tuesday afternoon/ Wednesday/Thursday)	<b>t:</b> 020 7188 8195
Paediatric Diabetes Dietician (Wednesday/Thursday)	<b>t:</b> 020 7188 1967
Paediatric Diabetes Clinical Psychologists	<b>t:</b> 020 7188 4640 <b>t:</b> 020 7188 4648

## Useful sources of information

### **Diabetes UK Family Support Group**

The Diabetes UK Family Support Group offers help, support and advice for young people and families living with Type 1 diabetes in Lewisham, Lambeth & Southwark.

**e:** [DUKlands@gmail.com](mailto:DUKlands@gmail.com)

**w:** [www.lslfamilysupportgroup.diabetesukgroup.org](http://www.lslfamilysupportgroup.diabetesukgroup.org)

### **Contact us**

If you have any questions or concerns about diabetes, please contact our diabetes co-ordinator on **t:** 020 7188 7188 ext 53102 (Monday to Friday, 9am to 5pm). Out of hours, please contact a paediatric diabetes clinician via the switchboard on **t:** 020 7188 7188.

For more leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.evelinalondon.nhs.uk/leaflets](http://www.evelinalondon.nhs.uk/leaflets)

### **Evelina London Medicines Helpline**

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline.

**t:** 020 7188 3003 10am to 5pm, Mon to Fri

**e:** [letstalkmedicines@gstt.nhs.uk](mailto:letstalkmedicines@gstt.nhs.uk)

## **Your comments and concerns**

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**t:** 020 7188 8801 (PALS)

**e:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**t:** 020 7188 3514 (complaints)

**e:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

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A list of sources is available on request



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