



# The diabetes on-call telephone service

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

## What is this service?

The children's diabetes on-call telephone service is an out-of-hours phone line provided by consultants from

- Evelina London Children's Hospital
- King's College Hospital
- Lewisham University Hospital
- Princess Royal University Hospital
- Queen Elizabeth Hospital.

It is available to children and young people with diabetes, and their parents/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, 9am-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-9am, and Friday 5pm-Monday 9am (all weekend).

It is available every day, including bank holidays.

## How to use the phone line

- 1 Call the Guy's and St Thomas' switchboard, **tel:** 020 7188 7188.
- 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 make sure 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. 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 want to let your usual clinician know about any issue or problem you have had.

## Useful sources of information

### Diabetes UK Family Support Group

offer help, support and advice for young people and families living with type 1 diabetes in Lewisham, Lambeth and Southwark.

**email:** [DUKllands@gmail.com](mailto:DUKllands@gmail.com)

**web:**

<https://lslfamilysupportgroup.diabetesukgroup.org/>

### Contact us

If you have any questions or concerns about diabetes, please contact our diabetes co-ordinator, **tel:** 020 7188 7188 extension 53102, Monday to Friday, 9am-5pm.

Out of hours, please contact a paediatric diabetes clinician as described in this leaflet.

For more leaflets on conditions, treatments and services offered at our hospitals, please visit **web:** [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.

**tel:** 020 7188 3003, Monday to Friday, 10am-5pm, **email:** [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), **tel:** 020 7188 8801,

**email:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk). To make a complaint, contact the complaints department, **tel:** 020 7188 3514, **email:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

## **Language and accessible support services**

If you need an interpreter or information about your care in a different language or format, please get in touch, **tel:** 020 7188 8815, **email:** [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

## **NHS 111**

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics.

Available over the phone 24 hours a day, **tel:** 111, **web:** [www.111.nhs.uk](http://www.111.nhs.uk)

## **NHS website**

This website gives information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing, **web:** [www.nhs.uk](http://www.nhs.uk)

## **Get involved and have your say: become a member of the Trust**

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch,

**tel:** 0800 731 0319,

**email:** [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk), **web:**

[www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

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