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Diabetes Service

***Information for patients attending the
JJR Macleod Diabetes Clinic***

**David Anderson Building
Foresterhill, Aberdeen, AB25 2ZP**

What is this leaflet for?

This leaflet is about the diabetes clinic at the JJR Macleod Centre for Diabetes, Endocrinology and Metabolism.

At the diabetes clinic you may be seen by a number of different health professionals, including: doctors, diabetic specialist nurses (DSNs), dietitians, podiatrists and psychologists.

This leaflet explains what the different members of the team do and how the clinic is managed.

You can also find out more on the NHS Grampian diabetes website. To go to our website either use the address below or scan the QR code with your smartphone.

 **www.nhsgrampiandiabetes.scot.nhs.uk**



Scan with your smartphone to go to the NHS Grampian diabetes website

About the clinic

Appointments

Clinics run every morning and some Wednesday evenings.

While there are some specialist clinics that only run on certain days of the week (such as pump clinics, young people's clinics, pre-pregnancy clinics), we'll try to arrange your appointments on days which are more suitable for you.

However, we try to make sure that you have follow-up appointments on the same day of the week so that the same clinical team is looking after you (this means that some people will always come on a Monday and others on a Tuesday etc).

We've changed our appointment system to try and reduce the amount of time patients are kept waiting at the clinic. However, this means that fewer appointments are available.

If you've given us your mobile number, we'll send you text reminders about your appointments.

If you can't attend your appointment please phone and let us know. If you give us enough warning, we can give your appointment to another patient.

If you cancel at short notice you may have to wait a while before another appointment is available but you can contact members of the team (contact numbers are listed in this leaflet) if you need more urgent support.

To cancel or change an appointment, please contact:

Reception
Diabetes Clinic
 **01224 555700** 

What happens during my clinic appointment?

The appointment time in your letter is **not** the time that a **doctor** sees you, but is the time when you'll be seen by the **laboratory and nursing staff**. They will take some simple measurements including:

- your glycated haemoglobin level (HbA1c) from a drop of your blood. This gives us an idea of what your average blood glucose has been over the last 2 to 3 months.
- your weight and height
- your blood pressure
- test your urine (**please bring with you a sample of urine, ideally taken first thing in the morning** – don't worry if you forget; we can arrange for you to give a sample at the clinic).

If you use a blood glucose meter at home, please bring it with you so we can download the results. This allows you and the doctor to identify any changes in your medication or doses which may be beneficial.

At each visit, we'll offer you a checklist of items which you may wish to discuss with the doctor. It's important to think about what you would like to discuss during your consultation and to feel that you can ask what you want.

Your appointment with the doctor lasts for 15 to 20 minutes for return / repeat appointments and 30 to 40 minutes for new patients.

Annual questionnaire

Once a year, we give you a questionnaire to assess if you're feeling stressed or low in mood as we know that this can affect how you manage your diabetes.

You can complete your questionnaire in the waiting room while waiting to see the doctor.

Future appointments

Just before you leave the clinic, please make another appointment at the reception desk. The doctor will discuss with you when you next wish to be seen. Sometimes you might value a little bit of extra input and other times when you're managing well, you might need seen less often.

Sometimes the doctor may suggest you see one of the specialist nurses or dietitian on the same day.

In between clinic appointments, you might have contact with the specialist nurse, dietetic, podiatry or psychology teams.

If there's a delay while waiting for your appointment

While the changes to the appointments system should reduce delays at the clinic, there will be times where we can't avoid delays (such as in a clinical emergency).

If you take insulin always carry a carbohydrate snack, but if you forget and feel hypoglycaemic please let the clinic nursing team know. Also, if you've forgotten your meter and will be driving home, and it's more than 2 hours since you last tested, the clinic nurse team can test your glucose for you.

About the clinic team

Who are all the different health professionals at the clinic?

Doctors

You'll be under the care of a senior doctor, however you may not be always seen by that doctor.

Senior doctors oversee all the patients, and although they may not see you, they will have a discussion about the patients under their care with the other doctors in the team.

We are a training hospital and are involved in training junior doctors to become diabetes specialists and therefore have a number of trainees who see patients at the clinic.

We also have specialty doctors who are usually general practitioners (GPs) who have chosen to do more specialist work in diabetes.

You can ask to see a specific doctor, but you'll probably have to wait a bit longer for an appointment if you do so.

Diabetes Specialist Nurse (DSN)

The DSN service across Grampian is there to support, educate and provide information to people with Type 1 and Type 2 diabetes.

We can see people for a variety of reasons including those newly diagnosed with Type 1 and Type 2 diabetes, give support to manage medication, hypoglycaemia, hyperglycaemia and sick days, blood glucose monitoring and travel plans.

We may see you just once at the clinic or you might have ongoing appointments to help you set goals and manage your own care.

For those with more complex needs, we work closely with GPs and practice nurses.

You can be seen by the Diabetes Specialist Nurse in the clinic or in your GP practice along with the practice nurse or we can speak to you on the phone.

Your GP, hospital consultants and other healthcare professionals can refer you and you can also refer yourself.

Diabetes Nurses advice line
Monday to Friday (9am to 1pm)

 01224 559977 

(an answering machine is available if the line is busy or you call outwith these times. For urgent advice / advice out of hours, contact your GP or NHS 24 on **111**).

Diabetes specialist dietitians

Diabetes dietitians can offer you specialist dietary advice. This advice takes account of your nutritional status, medication, diabetes control, diet, lifestyle and exercise.

We can support you with learning about adjusting your insulin dose based on your food choices, blood glucose levels and management of exercise. We can give personalised weight management advice to help reduce the risk of cardiovascular disease.

We offer 1 to 1 appointments for individual assessments, advice and support around any dietary aspects of managing your diabetes. We can also offer joint appointments with a Diabetes Specialist Nurse. We also offer an introduction to carbohydrate counting group sessions for people with Type 1 diabetes and a longer structured education course for people with Type 1 diabetes. We're involved in supporting people with diabetes pre-pregnancy, during their pregnancy and in the postnatal period.

We work closely with all the members of the team (doctors, nurses, podiatrists and psychologists) to provide the best advice and support for you.

You can arrange to see us by asking at reception or phoning to book an appointment.

Reception
Diabetes Clinic
 **01224 555700** 

Psychologists

Living with a lifelong condition like diabetes can be difficult. At times, people can feel overwhelmed by the demands of trying to look after themselves and the demands of life in general. It's common to have a range of different emotions including anxiety and low mood. To make things more complicated, people with diabetes are often trying to change the way they have lived their lives for a long time. That's not easy for anyone.

The Psychology Service provides relatively short-term support for people who are struggling with aspects of diabetes self-management. We are interested in helping people deal with whatever is getting in the way of this. The sorts of things that can get in the way of people looking after themselves might be to do with diabetes, or they might be to do with other important aspects of life such as partners, family, friends, work and so on.

You can arrange to see us by calling

Shona Robertson
Secretary

 **01224 558075** 

Pamela Souter
Secretary

 **01224 558121** 

Alternatively, you can email:

gram.psychologydiabetes@nhs.scot

Podiatrists

This specialist team provides foot care to people with diabetes who have been assessed as being at high risk of or who already have foot disease (ulcers and other diabetic foot complications).

If you have high risk feet, active foot disease or are in remission (have had foot ulcers or other diabetic foot complications in the past) you may need care from our team.

We work closely with the rest of the diabetes multidisciplinary team to provide patient centred care.

Our clinic runs 5 days a week and is by appointment only. You can be referred to the specialist podiatry service by your GP, hospital consultant and other health care professionals.

Referral for routine podiatry care can also be made by your GP.

Podiatry

 **01224 558100 (advice only)** 

Where can I get more information about my diabetes?

NHS Grampian Education sessions and groups for people with diabetes

Please discuss these with your clinic team and they can tell you more about these sessions and groups.

- **DIANE (Diabetes Insulin Adjustment for Normal Eating) NHS Grampian.**

People are encouraged to refer themselves if they have had diabetes for at least one year.

- **Type 2 Education Groups**

Education groups for new and recently diagnosed patients.

- **Carbohydrate counting groups**

For patients with Type 1 diabetes.

- **Carbohydrate awareness groups**

For patients with Type 2 diabetes.

NHS Grampian diabetes website

You can find more information about diabetes services and links to other websites to help you manage your diabetes on our website:

 **www.nhsgrampiantiabetes.scot.nhs.uk**

Research

We are involved in many aspects of diabetes research. There may be information about different projects in the waiting room or we may give you leaflets to tell you more when you come to the clinic.

Feedback

We welcome feedback and comments to help us improve the service we offer. You can do this in a number of ways:

- there is a suggestion tree in the waiting room and pens and post-its to add your thoughts;
- you can obtain a feedback form from reception;
- You can also share your story anonymously at **www.careopinion.org** or call them on **0800 122 31 35**. Use David Anderson Building, Aberdeen Royal Infirmary and Diabetes Clinic to identify our department.



**Scan me to go to
Care Opinion's website**

**This leaflet is also available in large print.
Other formats and languages can be
supplied on request. Please call Quality
Development on 01224 554149 for a copy.
Ask for leaflet 1643.**

Feedback from the public helped us to develop this leaflet.
If you have any comments on how we can improve it, please
call 01224 554149 to let us know.