



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

Children and Young Person's Diabetes Service

Paediatric Department



The Children and Young Person's Diabetes Service

The Diabetes team is multi-professional and includes specially trained Consultant Paediatricians, Paediatric Diabetes Nurses, Dietitians and a Psychologist who will work closely with you to provide the best possible care and support for your child.

Consultant Paediatricians

Dr Shailini Bahl
Dr Sonali D'Cruz
Dr Ellie Day

Associate Paediatric Diabetes Nurses

Maria Roberts
Sophie Clarke

Paediatric Dietitian

Sarah Havard

Paediatric Clinical Psychologist

Dr Tessa Crombie

Additional team members who also may assist you and your child include:

On Call Paediatric Team
Paediatric Clinic Nurse
Play Specialist Team

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

Author: Jocelyn Hall

Department: Paediatrics

Version: 7

Published: Sept 2018

Review: Sept 2019

Contact Details

Paediatric Diabetes Nursing Team:

Office hours (excluding Bank & Public Holidays):
Monday – Friday (08:00 – 16:00)

Telephone: **01932 723314**

General email enquiries: asp-tr.generalpaeddiabetes@nhs.net

Download clinic emails: asp-tr.paeddiabetes@nhs.net

Paediatric Dietitian:

Telephone: **01923 723937**

Email: s.havard@nhs.net

Secretarial team:

Telephone: **01932 722722** or **01932 722546**

Email: paediatric.three@nhs.net

Paediatric Appointments:

Telephone: **01932 722508**

The Paediatric Diabetes Service

The paediatric diabetes service offers a full range of diabetes care services to meet individual needs of our patients including:

- Outpatient clinics, and follow up
- Telephone and email support
- Community diabetes care, including home and school visits
- Continuous Insulin Infusion Systems (Pump Therapy)
- 24 hour access to support and care
- Transitional Care moving from children's services to adult care
- Parent support network and training
- Educational meetings
- Virtual download clinics

Outpatient Services

Paediatric Diabetes Outpatient Clinics take place on:

Tuesday mornings at: Stephanie Marks Diabetes Centre,
St Peter's Hospital
and

Thursday mornings at: Children's Unit, Ashford Hospital

Children are reviewed by the diabetes team every three months, or more frequently if necessary.

Community Services

The Paediatric Diabetes Nurses may arrange to visit you at home to give advice and support as well as arranging visits to nurseries, schools and other organisations to give specialist diabetes advice and support.

24 hour access to support and care

Telephone and email support is available Monday – Friday during working hours by contacting the Paediatric Diabetes Nurses. The Paediatric Diabetes Nurses endeavour to reply to all calls and messages as soon as possible. However, please be aware, it is not an emergency service and responses will take place by order of medical priority.

If you require urgent diabetes advice outside of office hours please telephone St Peter's Hospital - 01932 872000 and ask the switchboard operator to bleep the on call Paediatric Registrar.

Transitional diabetes care

This service prepares children and young people to transfer when appropriate to adult diabetes services. Preparation for transition is a long process and research suggests the earlier the process starts the more successful transfer to adult services. Transfer to adult services usually takes place from 17-19 years and is based on individual need as well as age. Both Paediatric and Adult Diabetes Teams attend these clinics in order to help with the adjustment.

Family Support Group

The Paediatric Diabetes Team arranges regular meetings which are held quarterly on:

Saturday afternoons at Oak Ward, St Peter's Hospital.

Local diabetes support groups can also be found via Diabetes UK

Further Resources

Reference library at the Stephanie Marks Resource Centre

Diabetes UK: www.diabetes.org.uk

My life-for young people with diabetes:
www.diabetes.org.uk/Guide-to-diabetes/My-life

Juvenile Diabetes Research Foundation (JDRF):
www.jdrf.org.uk

Continuous Insulin Infusion Systems - Insulin pumps:
www.insulin-pumpers.org.uk