Information for patients and visitors

What Happens at the Diabetes Clinic?

Outpatient Department
Clinical Support Services
Scunthorpe General Hospital

This leaflet has been designed to give you important information about your condition / procedure, and to answer some common queries that you may have.
What is diabetes?
Diabetes is a condition caused by the body’s inability to control the glucose (sugar) levels in the blood. The consultant with whom you have an appointment is a specialist in this area of medicine.

What do I need to bring with me to the clinic?
You will need to bring the following:
- An appointment letter
- A list of current medications
- A urine sample – second of the day (any screw top container will suffice) or be prepared to provide a sample on arrival
- Record book of home blood glucose monitoring results if you have one
- Your diary or list of dates when you will not be available so suitable times can be booked for tests, treatment or follow up clinic appointments
- Some snacks to eat as you may have to see the podiatrist, dietitian and the clinical nurse specialist during your visit and this may result in a short wait

Where do I report to on arrival?
Please report to the clinic reception at the Diabetes Centre on Church Lane, 30 minutes before your appointment time so you can have a blood test before you see the doctor. The receptionist will check that all your details held on computer including your name, address and contact number are up to date and correct. You may also be asked for additional information which we are obliged to collect and will help us provide a better service, e.g. ethnic group.

What will happen when I arrive in clinic?
You will be greeted by a member of nursing staff who will measure your weight and height and take your urine sample for testing. You will also be asked about your current lifestyle.

How long will I have to wait?
We endeavour to see all patients within 30 minutes of their appointment time. If you are waiting longer than this please inform the nurse in clinic who will explain the reason for delay. Please do not worry if patients attending after you appear to be seeing the doctor before you. There will be more than one doctor working in the clinic all seeing patients from different lists.

Patients with earlier appointments may also be returning to clinic having had investigations carried out. All patients are seen in strict order of appointment, but if you have any doubts or worries please ask the nursing staff.

The reason for any delays and the length of time patients can expect to wait will be displayed in the clinic reception area.

How long will I be in clinic?
Your visit could take up to two hours. As the Diabetes Centre offers a multidisciplinary team approach to diabetes care it is possible that you will need to see the clinical nurse specialist, dietitian, or podiatrist (a specialist in foot care) after your consultation with the doctor.

Which doctor will I see?
You will see either the consultant to whom you have been referred or a member of his / her team.
Information for patients and visitors

Will there be anyone else present?
There may be medical or nursing students present in the clinic. This is a valuable part of their training. If you would prefer them to leave during your consultation please inform the nurse in charge of the clinic.

Can I bring a friend or relative with me?
Yes, a friend or relative is welcome. They can stay with you for the duration of your visit in most cases. However to respect your privacy they may be asked to wait outside if you are being examined or whilst tests are being carried out.

What will happen during my consultation?
The doctor will ask you general questions about your general health and symptoms you are having. He/she will want to know about any medication you are currently taking so please bring a list with you. He/she will make a full assessment of your condition and explain appropriate options.

Will I be examined?
To aid diagnosis and help the doctor to make a decision about appropriate treatment an examination may be necessary.

Will I need to be undressed?
You will be asked to remove or loosen relevant articles of clothing. Your privacy and dignity will be respected at all times.

Will I require further investigations?
Common investigations include:
- Blood tests which are usually carried out in the clinic before you see the doctor
- A urine sample to send to the laboratory for specialist testing. The clinic nurse will provide you with a sample bottle and instructions
- X-Rays or scans which will be carried out in the Radiology department

Will I require treatment?
Any suggested treatments and options will be explained fully during your consultation in order for you to make an informed decision. If you require medication you will be given a letter to take to your doctor who will prescribe the appropriate medication. If your consultant wants you to start the medication immediately you will be given a prescription to take to the hospital pharmacy who will dispense it before you leave.

How do I make my next appointment?
The doctor may require you to return to the hospital for monitoring or for the results of your tests. At the end of your consultation you will be given a form to take back to the receptionist to agree a suitable appointment time with you.

To whom do I direct any enquiries to?
For queries about your appointment, to cancel or change your appointment please ring the Contact Centre (refer to your appointment letter for telephone number). The consultant and nursing staff will be pleased to answer any queries you have about your condition or care at the time of your appointment.

If you need to discuss your referral or have queries about your condition which arise before or between appointments your GP
should be able to help. He / she will receive a letter informing them of the outcome of your consultation. It may be helpful to make a list of any questions you wish to ask the consultant before you attend for your appointment.

Interpreter Phone
Interpreting services are available via a telephone service. If you require this service inform the nursing staff on arrival. Alternatively, inform the Contact Centre on 01724 387710 prior to your appointment.

Catering
There is a cold drinks machine in the waiting room. Food can be purchased from the Coffee shop or the dining room in the main hospital.

Parking
Contact details within the Trust for patients to obtain additional information.

Concerns and Queries
If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which situated on C Floor.

Alternatively you can email: nlg-tr.PALS@nhs.net

Confidentiality
Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Zero Tolerance - Violent, Threatening and Abusive Behaviour
The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.
Risk Management Strategy
The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.
Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.
Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling
The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.
Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.
If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust
Diana Princess of Wales Hospital
Scartho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlgnhs.uk