

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 you may have.



Information for patients and visitors

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, please ensure it is washed and clean) 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
- Your medication as you may need to see other health professionals during your hospital visit which would lengthen your hospital visit

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 and they all seeing patients from different lists.



Information for patients and visitors

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.

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 questions about your general health and symptoms you are experiencing. 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 to 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.



Information for patients and visitors

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 enquires 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. If you require a copy of the letter sent to your GP please ask during 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.



Information for patients and visitors

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service offers confidential advice, support and information on any health related matters.

If you have a comment, concern, complaint or compliment about the care or service you have received from the Trust you can contact the PALS team as follows:

Telephone: 03033 306518

Email: nlg-tr.PALS@nhs.net

There are also offices at both the Diana Princess of Wales Hospital (near the main entrance) and Scunthorpe General Hospital (on the C Floor, near the outpatient department), should you wish to visit.

Please note: PALS should not be contacted for clinical advice relating to the content of this leaflet. The service should be contacted directly in the first instance.

Northern Lincolnshire and Goole NHS Foundation Trust

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