Diabetes Services
for Adults and Children
In the Borough of Hounslow

NHS Hounslow Clinical Commissioning Group
Green Zone (Pavilion CG)
Ground Floor
Civic Centre
Lampton Road
Hounslow
TW3 4DN

Telephone: 020 8538 2400
Email: HOUCCG.communications@nhs.net
Website: www.hounslowccg.nhs.uk
Twitter: @HounslowCCG

Booklet designed by Hounslow Diabetes Patient Reference Group
in partnership with Hounslow CCG Diabetes GP Lead Dr R Delgado,
Julia Tyson & Local Diabetes Services.

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Diabetes is a long term condition that affects children and adults. People with diabetes are at higher risk of suffering kidney failure, heart attacks, strokes, lower limb amputations and vision impairment compared to people without diabetes.

There are different types of diabetes but everyone with diabetes from the age of 12 onwards should receive 9 essential checks at least once a year.

What are these 9 checks?

1. Blood sugar/glucose levels (HbA1c)
2. Kidney function: blood test (U+E, eGFR)
3. Kidney function: urine test to check for proteins (ACR)
4. Blood test for lipids (fats such as cholesterol)
5. Photographs of the back of the eyes (retinal screening for retinopathy)
6. Foot examination to check your risk of having complications and prevent ulcers and amputations
7. Weight (BMI-Body Mass Index)
8. Blood pressure
9. Check smoking status
These checks will help you and your healthcare professional make decisions on the type of treatment needed to prevent or delay the complications associated with diabetes.

Most of these checks take place at your registered GP Surgery except for retinal screening. Some adults with diabetes and all children receive these checks at hospital diabetes services. Referrals to these services are done by your GP Practice.

More information on these essential checks are available from Diabetes UK websites [www.diabetes.org.uk](http://www.diabetes.org.uk) and [www.diabetes.co.uk](http://www.diabetes.co.uk)
Referrals to this service are only via your GP and diabetes hospital services. The diabetes self-management courses accept direct referrals from patients, see below for more information.

The Community Diabetes Service offers access to:

- Diabetes consultant
- Diabetes nurses
- Diabetes dieticians
- Diabetes podiatrists (foot care)
- Interpreters
- Home visits for housebound patients
- Diabetes self-management courses for patients with Type 2 diabetes
- Diabetes education and support for GPs and Practice nurses
- In house support to GP Surgeries in Hounslow: consultant and DSN support to GPs and practice nurses caring for people with Type 2 Diabetes.

Diabetes Self-Management Courses

These are informal and friendly courses that give you the opportunity to learn more about diabetes and meet other people living with diabetes. You can attend these sessions with a friend or a relative.

The courses are run from various locations in Hounslow and evening and weekend sessions may be available if more convenient.

During these courses you will learn more about how to reduce your blood pressure, weight, cholesterol and blood glucose levels and manage your diabetes better. You will become more confident at making better food choices and clear up diet myths and misconceptions.

For patients, X-pert insulin will help address any concerns on using insulin injections and it will improve confidence at managing insulin regimes.

Attending a course can be a big time commitment and you might want to know that under the Equality Act 2010 you are entitled to take time off work to attend. It is also helpful to explain to your employer that attending an education course may reduce time taken off sick and you will be better at managing your diabetes long-term.
What courses are available?

- **X-pert** for Type 2 Diabetes
- **X-pert Insulin** for Type 2 Diabetes patients using insulin injections
- **X-pert Asian** a tailored made program for patients of Asian origin: available in Urdu, Punjabi and Hindi

Your GP Practice and Diabetes Hospital Services can refer you to these programs but you can also self-refer to the General X-Pert programmes.


**Contact details:**
Hounslow Community Diabetes Team  
3rd Floor Heart of Hounslow Centre for Health  
92 Bath Road, Hounslow TW3 3EL  
[www.hrch.nhs.uk/_resources/assets/attachment/full/0/10077.doc](http://www.hrch.nhs.uk/_resources/assets/attachment/full/0/10077.doc)  
Email: hrch.diabeteshounslow@nhs.net  
Telephone: 020 3903 3670
The service looks after adults with diabetes referred by their GP and hospital diabetes services. It has close links with the Diabetes Foot Care Clinic at West Middlesex University Hospital and some patients with complex foot care problems are sometimes looked after by both services.

It offers routine appointments and 24 hour emergency response Monday to Friday.

**The service offers the following:**

- **Nail cutting services** ONLY for those at increased and high risk of having ulcers or amputations
- **Regular foot checks** for patients at increased and high risk of complications
- **One episode of care to low risk patients** with ingrowing toenails, corns and calluses
- **Home visits only** to housebound patients

Patients who have a **low risk** foot assessment and cannot reach their toenails or see well enough to cut their nails, can access Age UK Hounslow nail cutting services. Age UK Hounslow provides an affordable nail cutting service. Also a carer or a relative could assist with this.

For more information please contact

www.completefeetcare.co.uk

Telephone: 020 3794 5488

**Who checks my feet and how do I find out about my foot risk?**

People with diabetes are 30 times more likely to have an amputation compared to the general population. Learning to look after your feet and receiving a foot check at least once a year to assess your risk is an essential part of good diabetes care.

A practice nurse, a GP and the hospital diabetes service can carry out a foot check. This involves taking shoes and socks off and checking both feet for pulses and sensation.

After the examination, you should be told the risk of having foot problems. Patients at **moderate and high risk** should be referred to the Diabetes Podiatry service to ensure they receive 3-6 monthly checks throughout the year.
Patients at low risk should continue to receive annual checks as normal from their GP Practice or hospital diabetes services.

It is also very important that in between visits, you learn how to check and look after your feet. Diabetes UK has information available in different languages on how to look after your feet.

You should report any ulcers, infections, corns, calluses or deformities to your GP, hospital diabetes services or the Diabetes Podiatry Service (if you are already under their care).

Children receive foot checks at the Hospital Diabetes Paediatric Service. This service can refer directly to podiatrists if any foot problems or complications arise.

People with diabetes can develop sight impairment and blindness due to damage to the small blood vessels in the back of the eye (the retina). This is called Diabetic Retinopathy and it is the most common cause of sight loss amongst people with diabetes and a leading cause of blindness in the UK.
What is the National Diabetes Retinal Screening Program?

Diabetic Retinopathy can be treated if detected early enough but it may not give any symptoms until it has reached advanced stages. This is why it is so important to attend retinal screening checks once a year.

In North West London Diabetes Retinal Screening Program is run by Health Intelligence. This program has almost 140,000 patients with diabetes and is the largest programme in London. It runs from various locations across North West London and offers weekdays, evening and Saturday morning appointments.

An expert from the retinal screening program studies the photographs of your eyes after you have been screened. If there are any problems or questions they may call you back for another assessment.

Remember, diabetic eye screening is not covered as part of your normal eye examination with opticians.

Also remember, diabetes retinal screening does not look for other eye conditions and you should continue to visit your opticians regularly for an eye examination as well.

How and when do I get these checks?

Diabetes Retinal Screening is offered every year to anyone with diabetes aged 12 and over.

The program accepts referrals from GP practices and hospital diabetes services and you receive this check once a year. The program will write to your GP and to yourself with the results.

A direct referral to eye hospital services will be made by the program if any problems are detected that might need more investigations or treatment.
Retinal Screening locations for Hounslow patients

Acton Town
Medical Centre
122 Gunnersbury Lane
Acton Town, Acton
London W3 3BA

Heart of Hounslow
Centre for Health
92 Bath Road, Hounslow,
Greater London TW3 3EL

Feltham Centre
for Health
Third Floor
The Centre Feltham
London TW13 4GU

For more information on other venues across North West London please visit North West London Diabetic Eye screening Programme. www.nwldesp.co.uk

Psychological Support Services

You are not alone….

People with diabetes often have complex physical and mental health issues, depression, anxiety and eating disorders are common among patients with diabetes.
Left untreated, mental health problems can significantly reduce the motivation and energy to look after yourself and it can lead to poor management of diabetes leading to early complications.

Diabetes specific psychological and emotional difficulties can be improved with psychotherapy. This in turn can improve diabetes control and reduce complications.

**Hounslow offers a variety of services to support patients with mental health difficulties:**

- **West London Mental Health Trust Eating Disorder Service:** referrals via your GP and Hospital Services [www.westlondon.nhs.uk/service/eating-disorder-service/](http://www.westlondon.nhs.uk/service/eating-disorder-service/)
- **Children Diabetes Psychological Services at West Middlesex University Hospital.** Referrals via your GP Practice and Hospital Services
- **West London Mental Health Trust IAPT services;** talking therapies for patients with long term conditions. Referrals via your GP and self-referrals accepted
  Phone: 0300 123 0739 [www.hounslowiapt.nhs.uk/houccg.Hounslowiapt@nhs.net](http://www.hounslowiapt.nhs.uk/houccg.Hounslowiapt@nhs.net)

**If you are in crisis, feeling suicidal and need immediate help, then please do one of the following:**

- **Alcohol and Drug misuse services:**
  IHear [www.ihearpartnership.org](http://www.ihearpartnership.org/) self-referrals telephone line on 020 8538 1150. Friendly and trained staff will take your telephone referral Monday – Friday, 9am – 5pm.
- **If you are a client of the service call the West London Mental Health Trust 24/7 support line 0300 01234 244.**
- Go to your near A&E Department or call 999.
- Call the [Samaritans 08457 909090](http://08457909090) or email jo@samaritans.org 24 hours a day
- Call the [SANE Mental Health Helpline 0845 767 8000](http://08457678000) available 6pm-11pm 7 days a week
- Call the [NHS 111 Service](http://www.nhs.uk/111) when you need medical help but it is not an emergency 24 hours a day
- Call the [IHear 020 8538 1150](http://02085381150) Monday – Friday 9am – 5pm
- For general information call [0300 123 0739](http://03001230739) 24 hours a day
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Diabetes Children Hospital Services

West Middlesex University Hospital Children Diabetes Services supports children and young adults with diabetes and their families.

The Paediatric Diabetes Service offers a service in line with the Paediatric Best Practice Tariff (PBPT).

The following is offered under the Paediatric Best Practice Tariff:

- Each patient is offered a minimum of 4 clinic appointments with a multi-disciplinary team (MDT) i.e. paediatric diabetes nurse, dietician and doctor.
- Each patient will receive a structured education program tailored to the child and young person’s family.
- Each patient is offered a minimum of four haemoglobin HbA1c measurements per year. All results available and recorded at each MDT (multi-disciplinary team) clinic.
- All patients age 12 and above must be offered an appointment to the National Diabetes Retinal Screening Program.
- Offer patients and their families 24 hour access to expert advice and support.
- On diagnosis, a young person with diabetes needs to be discussed with a senior member of the paediatric diabetes team within 24 hours.
- All new patients diagnosed with diabetes must be seen by a member of the specialist paediatric team on the next working day.
- The service should offer a clear policy for transition of young adults to adult diabetes services.
The service also offers the following:

- Management of Type 1 Diabetes through Multiple Daily Injections (MDI) and Insulin Pumps
- Support from a psychologist with managing behaviour and addressing emotional needs
- Support with managing diet from the team’s dieticians
- Access to support looking at insulin pump uploads
- Support with using continuous glucose monitoring (CGM)
- Dedicated telephone and email support for families
- Training for school teachers and nursery staff on diabetes management (diet, injections, glucose readings)
- Transition clinics for young adults age 17-18 moving from children to adult services
- Diabetes education workshops for children, young adults and their families

This service is supported by consultant paediatricians with interest in diabetes, diabetes paediatric nurses, a diabetes psychologist and diabetes dieticians.

West Middlesex University Hospital
Adult Diabetes Services

The West Middlesex University Hospital Diabetes Adults Service provides a whole range of outpatient and inpatient services to people with diabetes. The service works closely with other hospital services to better serve the needs of people with diabetes attending the hospital.

West Middlesex University Hospital provides a whole range of services for adults with diabetes:

- Antenatal Diabetes Services
- Pre-pregnancy counselling services
- Adult Diabetes out-patient clinics
- Insulin Pump Services
- Foot Care Diabetes Clinics
- Carbohydrate counting courses
- Inpatient Diabetes Care
- Dialysis Unit
- Works with Paediatric Diabetes Service to support Transition Clinics
- DAFNE Type 1 Diabetes structured education programme

Referrals to most of these clinics are via your GP, community clinics and hospital services.
The Diabetes Hospital Foot Care Clinic opens Monday to Friday and offers routine and 24 hour emergency appointments. It has close links with the community foot care clinic and some patients are under the care of both clinics. The clinic can be accessed by a referral from your GP or the hospital and community services. In the future, this clinic may offer a walk in service.

The Pre-Pregnancy Counselling Service sees women who are planning on becoming pregnant now or in the near future. It is very important for women with diabetes of child bearing age to have a diabetes care plan with advice on medication, diet and lifestyle. This service offers self-referrals via email anc@wmuh.nhs.uk or text TEXT PPCDM request to 07768466565

Please do not stop using contraception before talking to your diabetes team as most damage to the baby can occur in the first 6-7 weeks of pregnancy. Learning to control your blood glucose (sugar) levels and taking the right medication during your pregnancy, can minimize serious complications to mother and baby.

The Antenatal Diabetic Clinic offers a service with dedicated diabetes team to women who are pregnant. Women with diabetes who are pregnant should seek an urgent referral from their GP Practice or self-refer for antenatal care, ideally by 10 weeks of pregnancy but the earlier the better. Email for self-referrals anc@wmuh.nhs.uk Website www.westmidmaternity.org.uk/choosing_referral.php
We have listed a range of websites and Apps to help you find out more about diabetes and useful Apps to support self-management. Please have a look and share with friends and relatives if you find them helpful.

Clinical waste may contain:

- hypodermic needles
- blood
- human tissue
- or other infectious body fluids

Patients should ensure that this clinical waste is disposed of in sharps boxes or yellow sacks.

For more information on referral please visit www.hounslow.gov.uk/info/20002/recycling_and_rubbish/clinical_waste

Contact us
Email: ask@medisort.co.uk
Telephone: 01903 719646
Websites

Diabetes websites
www.diabetes.org.uk
www.diabetes.co.uk

InDependent Diabetes Trust
www.iddt.org

Know Diabetes
Website with diabetes resources across North West London
www.knowdiabetes.org.uk

Hounslow and Richmond Community Healthcare NHS Trust
www.hrch.nhs.uk/our-services/services-directory/services-in-hounslow/diabetes-hounslow/

The College of Podiatry
www.scpod.org/foot-health/keep-on-walking/living-well-with-diabetes

One You Hounslow
Lifestyle intervention programs in the Borough of Hounslow
www.oneyouhounslow.org

Children and young adults Diabetes
www.jdrf.org

Apps

Free Diabetes Foot Screening App
www.scpod.org/news/diabetic-foot-app

Carbs and Cals Apps
www.carbsandcals.com/app/app

Carb Control App

Change4life App
www.nhs.uk/change4life/food-facts/sugar

Diasend App
www.diasend.com/en

Lowcarbprogramme
www.lowcarbprogram.com