

DSN & DSDs:

- Are working remotely and will not be coming to practices at this time – however patients can be booked into telephone slots at the practice (change all clinic slots to telephone call)
- If patients then need to be seen face to face will ask the patient to attend the Hackney Diabetes Centre for review.
- Are no longer providing a 'drop in service' to patients.

How can I get urgent support or advice?

PLEASE DO NOT SEND ANY PATIENTS TO THE DIABETES CENTRE. FOR ANY URGENT, (INCLUDING ASYMPTOMATIC PATIENTS) QUERIES PLEASE;

- **E-Mail DSNs**

lauraelwood@nhs.net AND annchambers@nhs.net

- **Call**

Diabetes Centre **0208 510 5920** (Monday - Friday, 9-5pm)

DSN mobile **07833 048047** (9am-10pm Mon-Friday).

Please send e-mail to support calls well

WHEN SENDING THE PATIENT TO THE DIABETES CENTRE FOR INSULIN START. THE G.P SHOULD:

1) Complete the required prescription for the patient.

This should include (for both possible Type 1 and Type 2 Diabetes):

1. Novorapid Flex pen 1box
2. Lantus Solostar 1 box
3. 4 mm BD viva needles 1box
4. Contour next strips 1 x 50 strips
5. GlucoRx lancets 1box
6. Ketostix (Type 1 only) 1 box

2) Complete a written letter and provide the patient with a copy- (as we may not be able to access EMIS). The Letter should include details of:

- Presenting symptoms
- Presence or absence of ketones

- Random blood glucose
- Any co-morbidities/ PMH

3) The patient will be required to collect their prescription from the pharmacy before coming to the Diabetes Centre with:

- collected prescription and
- letter from G.P

Please ensure that patients must have a confirmed appointment arranged via email with DSN Ann Chambers.

All aspects of insulin administration will be completed at the centre and follow up support will be provided by the team.

Our Diabetes Psychological Therapist; Samina Hassan will continue to provide support to appropriate patients remotely

Please do let us know if we can adapt the service in any other way to best support primary care. We will keep the service provision under constant review as the pandemic evolves.

Many Thanks, Hackney Diabetes Team