

## Useful contacts

Named person from clinic/surgery to contact:

Telephone number:

### Education courses for Type 2 diabetes

In Hammersmith & Fulham and in Westminster

020 8102 6095

diabeteseducationprogramme@nhs.net

In Kensington & Chelsea

020 8102 5003 or 020 8962 4499

cbo@nhs.net

### Hammersmith & Fulham Diabetes Support Groups & Mentors

Peter Gilbert

020 7736 0044

peterhgilbert@gmail.com

### Type 1 Online Course

[www.bertieonline.org.uk](http://www.bertieonline.org.uk)

### Diabetes UK Online Course

Type 2 Diabetes and Me

[www.type2diabetesandme.co.uk](http://www.type2diabetesandme.co.uk)

### Diabetes UK

Careline & Switchboard

0345 123 2399

Monday to Friday 9 am to 7 pm

[www.diabetes.org.uk](http://www.diabetes.org.uk)



For more information and to see the complete range of services available to you locally, visit:

[www.knowdiabetes.org.uk](http://www.knowdiabetes.org.uk)



# Diabetes PERSONAL CARE charter

A checklist of your and your clinician's actions and responsibilities



When you're diagnosed with diabetes, your GP will work with you offering support, information and advice on any lifestyle changes you may need to make.

This charter is designed to make you aware of the responsibilities you and your GP have when it comes to managing your diabetes. By following the tasks and ticking them off as they are completed, you can ensure you live life to the full with diabetes.



You will take responsibility for your own wellbeing, which means...

#### Understanding your condition:

- Ask if you do not understand or are unsure about anything to do with managing your condition or complying with treatment.
- Agree your Personal Care Plan with your healthcare professional and commit fully to doing your part.
- Ask for the results of all your tests and find out what they mean for you.
- If prescribed, take your medication as directed and at the correct time each day.

#### Adjusting your lifestyle to maintain your health:

- Follow a healthy diet as advised.
- Aim to take 30 minutes of exercise, ideally daily but at least three times a week.
- Follow national guidance on alcohol limits (no more than 14 units a week for men and for women).
- If you are a smoker, ask for help to stop smoking if this is proving difficult.
- Have routine dental checks every six months.
- Always carry your diabetes identity (ID) card and if you are at risk of hypoglycaemia, always have some glucose tablets with you. Follow up with a starchy snack.
- Follow the driving advice in Part 1 of your Personal Record and Care Plan Book if you are on insulin or otherwise subject to hypoglycaemia.

### Being in control:

- Make sure you know which person to contact in an emergency or for advice.
- Contact your healthcare professional if you are unwell or if you think your medication may need adjusting or changing.
- Carefully read Part 1 of your Personal Record and Care Plan Book and keep Part 2 up-to-date.
- Regularly check and keep your blood glucose monitoring diary up to date.
- Take Part 2 of your Personal Record Book and your blood glucose monitoring diary with you to all your diabetes appointments and discuss what they mean for you with your healthcare professional.
- Attend all your appointments and call well in advance if you need to reschedule. Book a double appointment if you think you will need more time.

### Growing your knowledge:

- Actively seek to increase your knowledge of diabetes by attending group education courses, via the internet or by obtaining further information from Diabetes UK and other providers. Consider joining the Fulham or Hammersmith Diabetes Education & Support Groups or get involved by joining the local Diabetes Service User Group.

### Being pro-active:

- If you are not receiving all of the care detailed, or have any other concerns in managing your condition, you must immediately contact your nominated primary contact point for your diabetes care to discuss and agree your further needs.

Signed:

Name:

Date:

## Your doctor or practice nurse will:

### When you are diagnosed:

- Explain diabetes to you, what you need to do and what support you may need.
- Give you a full medical examination.
- Give you further information including the appropriate Diabetes UK Companion Guide for 'Type 2' or 'Type 1' diabetes.
- Tell you when you will receive your own two-part personal record and care plan books.
- Nominate a person at the practice as your primary contact point for your diabetes.
- Discuss your lifestyle and what changes you may need to make.
- If prescribed, explain how your medication works, give details on administering it and provide you with form 'FP92A' to get or renew a prescription payment exemption certificate.
- Develop a Personal Care Plan with you and include diabetes management goals.
- Explain and arrange HbA1c longer-term blood glucose, other blood tests and urine tests to assess your diabetes.
- Consider providing you with a blood glucose monitor, and if they do, explain how to use it, and how often and how to interpret the results.
- If a monitor is provided, explain completing your blood-glucose monitoring diary and its future use.
- Make time to listen to you and answer any questions or concerns you may have.

### Next steps & time frames:

- Give you details of your local diabetes patient education and support group.
- Offer to put you in touch with a diabetes mentor.
- If you drive, explain whether you need to inform your insurance company and the Driver Vehicle Licensing Agency (DVLA).
- Provide you with a diabetes identity ID card to carry with you at all times and explain if you may be subject to hypoglycaemia (low blood glucose) and how to deal with it.
- Refer you to a dietician or provide you with personal dietetic advice within 1 month of diagnosis.
- Refer you for retinopathy eye screening within 2 months of diagnosis and thereafter annually.
- If your feet are considered medium or high risk, refer you to a podiatrist within one month of diagnosis.
- Outline the benefits and refer you on to a Group Diabetes Education course within 3 months of diagnosis.

### Ongoing care:

- Carry out a periodic check-up with you every 2-6 months as required until blood glucose control is stable and then at least annually, including a medicines review, and update your care plan.
- Every 2-6 months arrange blood tests and every 12 months urine tests.
- Help you to understand when a change to your diabetes medication or management is required and explain your options.

Signed:

Name:

Date:

## Notes/Records

It is important that you discuss these points with your GP or practice nurse. Please use this space to note the results of your blood tests, your weight/BMI, and any concerns you would like to discuss with your GP.

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Central London  
Clinical Commissioning Group



West London  
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Hammersmith & Fulham  
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