

East Kent Hospitals University Foundation Trust (EKHUFT)

Children's Diabetes Team – Out of Hours Service

The Children's Diabetes Team Out of Hours service was launched in March 2022.

The Out of Hours service is for **Urgent telephone enquiries only** that require an **immediate response** due to the situation being so urgent it cannot wait until the next working day.

Children, young people (CYP) and their families or carers under the care of the EKHUFT children's diabetes team can access the service between:

- 5pm-9am Monday-Friday
- Weekends & bank holidays

Calls will be taken by the main hospital switchboard, who will arrange a call back from a Children's Diabetes Team out of hours clinician.

Examples of emergency calls include:

- Raised blood glucose and ketones when you are unsure of the action to take
- Persistent hypos (low blood glucose levels) despite treatment
- Giving the wrong kind of insulin (e.g. long acting instead of short acting) and you are not sure what action to take
- Your insulin pump or bolus advisor is lost or broken and you need help to calculate an insulin dose

CYP/families newly diagnosed with diabetes or newly starting on an insulin pump will also be advised to contact the out of hours service for support with any problems during the first week.

If the child or young person is seriously unwell then do not delay attending hospital, for example:

- They appear so unwell to you that they need an ambulance
- They have raised ketones and are vomiting

Process

Call **01233 633331**

Explain that you need advice from the **Children's Diabetes Team out of hours service**. You will be asked to provide the name of the child/young person the call relates to and your contact number. If you are not connected immediately you will receive a call back from the Children's Diabetes Team out of hours on-call clinician within 30mins (normally sooner).

Very rarely the call back may be delayed (for example if the on-call clinician is tied up with another call). **If you have not received a call back within 30mins then please call switchboard again** and advise you have not received a call within 30mins.

In the very rare event that you still do not receive a call back (i.e. until 60mins after your first call) please call switchboard again and advise you've still not received a call: you will then be put through to the children's ward for advice from a paediatric registrar.

If the call does not require an urgent response then CYP/families will be directed to advice or support via one of the non-urgent routes below.

Other options for non-urgent advice and support

1. ***'Diabetes: Telephone advice and troubleshooting for Children and Young People with Type 1 Diabetes'***.

The guideline above is referred to by CDT clinicians on-call and explain the actions required in many urgent situations, including those listed above, and are available to families directly:

- Available on request from the diabetes team
- Available via the DigiBete app

If you have not done so already then please download the DigiBete app and connect with the East Kent team. It's available from the App Store and Google Play, and you can find more information on the DigiBete site:

<https://www.digibete.org/digibete-app/>

The clinic code to link DigiBete up with East Kent is: HOUEO

2. Problems with technology

If the problem is with technology (e.g. blood meters, insulin pumps or sensors) then contact the company's technical support helpline in the first instance, as they will be able to support with trouble shooting and/or timely replacement of devices if required.

3. For non-urgent advice

Contact the Children's Diabetes Team by email: ekh-tr.diabetes@nhs.net
Leave a message on the non-urgent phone line: 01233 651885

Please ensure that you include the name and date of birth of the child or young person the query relates to (we do have some young people on our caseload with the same first and last name).