

## Diabetes Advice during Covid-19

The diabetes team in Leeds is available to help patients and healthcare professionals when advice is needed.

In addition, NHS England have set up a national helpline for patients, that some patients may prefer to contact if they want advice but we would encourage patients to contact their local service if possible.

Contact details are as follows:

**The Leeds Diabetes Care line** is based at St James' Hospital on **0113 2065068 open Mon - Fri 8:30am -4:30pm.**

They are continuing to offer diabetes support through these uncertain times of COVID 19. The call is answered by an administration assistant and triaged to a specialist nurse who will phone the caller back.

Please note this is not an urgent service.

**The Community Diabetes Team** can be contacted on **0113 8434200 open Mon-Fri 8.00am-4pm.**

You will be connected to the administration team, who will arrange for you so speak to a clinical member of the team, usually by return phone call later in the day. If the query is less urgent, advice and guidance can be obtained by an email to [lchdiabetes.service@nhs.net](mailto:lchdiabetes.service@nhs.net).

A better option for Systmone practices is to send a task our administrators in the diabetes team and this will enable to gain access to the patient's Systemone records which is helpful when giving advice.

It is helpful if the query is generally sent to the team that has recently cared for the patient when possible.

If very urgent medical advice is needed, guidance for this can be found on the diabetes referral DART form for foot care and pregnancy issues but advice can also be gained via PCAL.

**NHS England and NHS Improvement have launched a new Diabetes Advice helpline** to support people living with insulin-treated diabetes during the COVID-19 pandemic. The helpline offers clinical advice for people who cannot access their usual care teams due to local service disruption.

We would like your help in disseminating information about the service which we help will assist in taking some pressure off local GP practices and NHS 111.

**Please find attached a one page FAQ for local healthcare professionals along with promotional text that local GP practices can share with potential helpline users; including a template letter/email, text and twitter content.**