



HELP YOURSELF

Why have I been given this pack?

- This is your personal pack and you may want to use it as a record of your care.
- It has been given to you to offer you some starting information about your diabetes to help you understand and navigate your way through your condition.
- It will give you an outline of what care you should expect and what is important when looking after your diabetes. It will also give you details of the local services that are available.
- It is important that you take time to read this information. Further information and support will be available when you need it.
- You might also want to share it with your healthcare professional or other people involved in your care and use the folder to keep hold of other helpful information.

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The 15 essential checks and services you should receive (Diabetes UK)

My health plan – a tool to help you set goals

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How and where will my diabetes care be provided in Lambeth and Southwark?

What care to expect when you have diabetes

You have been handed this pack because you or your partner has diabetes. Welcome to the world of diabetes patients – there are a lot of us in your local area and you will quickly find that you are not alone.

In addition to meeting other people in your local area who have diabetes, there is a whole team of health professionals waiting to provide you with information and support. But because your health team cannot be with you all the time, and diabetes is a full time condition, you need to take charge of your diabetes for yourself.

This pack has been put together to assist you to live a full, active and healthier life by helping you to help yourself. The individual cards in this pack have been designed with the support of people living with diabetes. They know the problems you face and what you can do to help yourself.

At first the world of diabetes looks confusing, but like anything new you will soon understand what you need to do to manage your condition independently.

“Remember – keep calm and self-help. You can do it!”

Barry Coker, DMI Patient Forum chair

Further information

If you have any questions or feel that you need more information, you can contact your GP or practice nurse. You can also find more information on the websites shown on the individual cards and there is always advice available on the Diabetes UK Helpline – 0845 120 2960.

Diabetes UK (DUK) has recommended 15 healthcare essentials that every person deserves and should expect from their healthcare service. This leaflet is included in your pack.

You can get more information on understanding diabetes from the DUK website www.diabetes.org.uk

The diagram on the other side of this sheet will help you to understand what kind of support is available in Lambeth and Southwark.

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Once you know you have diabetes

Where will I be looked after?

Depending on the level of care you need, your care may be carried out in three main places:

- At your GP surgery.
- In diabetes community clinics with a specialist team.
- In hospital.

According to your needs, you may receive your care in all three of these settings.

You should receive an information pack – this includes basic information to support you to live well with your diabetes.

This information is available online at www.londondiabetes.nhs.uk

Support and education

The majority of your care will be provided by your GP or in the community healthcare services.

As a result of this it is likely that you will spend a relatively small amount of time in hospital care settings.

It is very important that you feel supported to manage your diabetes at home.

This support includes:

- The My Health Plan leaflet which guides you in setting personal goals with your healthcare professional (leaflet enclosed).
- Attending an education programme such as **DESMOND** and **DAFNE**.
- Understanding the importance of food and lifestyle.

Details of what local support is available for you is in your pack.

Long term management of your diabetes

Even if you are looking after your diabetes well, it is still very important that you attend regular checks for your eyes and feet.

You should also have regular blood tests and have your blood pressure measured.

Details of where and how to go for these checks are in your pack.

Care planning

What is care planning anyway?

Care planning is a process that allows you to be actively involved in deciding on, agreeing to and taking responsibility for how your diabetes is managed.

What does care planning involve?

Care planning is an ongoing process. It focuses on the time you spend with your healthcare professional and aims to make that as productive as possible.

When you and your healthcare professional come together you should feel confident to set the agenda together and discuss what is important to both of you.

The care planning process is linked to your yearly diabetes check-up (or annual review) and encourages you to think about what you might like to discuss once you have the results of your diabetes checks and measurements. At the appointment you should be able to discuss your results, share information about your health and wellbeing, set goals and create an action plan to help you cope with your diabetes.

In particular you should:

- 1 Set your own personal goal or action** to help you cope better with your diabetes, for example, you may decide to start walking instead of taking the bus once a week.
- 2 Have a documented care plan** – any goals you set should be recorded. GPs in Lambeth and Southwark have an online template for this but you can also make a personal record using the My Health Plan leaflet, for example.
- 3 Be able to review these goals at subsequent appointments** – you are more likely to succeed in achieving your goals if you follow them up with your healthcare professional. Between you, you can agree on the best way to do this.

These are what we are calling the **minimum standards of care planning** and should be happening at every appropriate diabetes appointment.

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Care planning is not about making you do something you don't feel comfortable with. It recognises that some people will want to take more control over their care than others, but offers everyone the opportunity to do so and to know what to expect at their appointments.

Why is care planning important?

On average you only spend a few hours a year with your healthcare professional. It is important that this time is used in the best possible way. Care planning enables you to do this.

People with diabetes report a real change in their diabetes control when they take part in care planning.

“Care planning... because I care
Care planning ... because I matter
Care planning.... because it matters”

Trevor Critchley, person living with Type 2 diabetes

“Do you have diabetes? Care planning? Yes - Because you're worth it”

Barry Coker, DMI Patient Forum chair

Your diabetes

how to take better control



You are invited to attend DESMOND, a free course to help you learn more about Type 2 diabetes.

DESMOND stands for Diabetes Education Self Management for Ongoing and Newly Diagnosed.

Sessions are practical with tips on making healthy food choices.

Who is it for?

- Anyone diagnosed with Type 2 diabetes (recent or longstanding).
- Adults aged 18 and over and living in Lambeth and Southwark.

(Not suitable for people who are housebound, aged under 18, or with Type 1 diabetes. The course is delivered in English. An alternative Type 1 diabetes programme is available at your hospital – see the DAFNE flyer inside your pack for more details).

Sessions run for one day or across two half-days

Venues: **Brixton, Streatham, West Norwood, Dulwich or Bermondsey**

Further details will be sent to you on booking.

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What is DESMOND?

DESMOND is an interactive course to help people with diabetes learn about:

- what diabetes is
- how you can look after your diabetes
- how you can keep well and follow a healthy lifestyle, with practical tips on healthy living and making good food choices.

Who is invited?

A group of up to 15 people who have been told that they have diabetes. Relatives are also welcome to attend.

Why should I come?

We hope to create a relaxed and enjoyable environment so that you can learn more, freely ask questions and meet others living with diabetes.

“The sessions were very interesting and informative and more people should make it a must to attend”

“I feel more in control now because of the information – I am no longer afraid of diabetes”

To book: speak to your practice nurse or GP or contact your local DESMOND office:

Lambeth – 020 8655 7842

Southwark – 020 3049 8863

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Do you have Type 1 diabetes? DAFNE may be able to help you

You are invited to attend DAFNE, a free course to help you learn more about managing your diabetes.

“ Amazing. Life-changing. Professionally conducted and supported. I wish I had attended this earlier. Non-judgmental. Thank you.”

DAFNE stands for Dose Adjustment For Normal Eating. It is a way of managing Type 1 diabetes in adults.

Who is it for?

- Anyone diagnosed with Type 1 diabetes (recent or longstanding).
- Adults aged 16 and over and living in Lambeth and Southwark.

What is DAFNE?

DAFNE is a way of managing your diabetes by working out how much insulin you need to take for what you want to eat.

It provides the skills necessary to estimate the carbohydrate in each meal and to inject the right dose of insulin.

What is involved?

DAFNE involves attending a five day training course with around seven other people who have Type 1 diabetes. There is also a similar course called GATTO which runs for one day a week for four weeks.

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The DAFNE course is about learning from experience. During the week you will practice the skills of carbohydrate estimation and insulin adjustment under the supervision of trained educators.

Those with Type 2 diabetes are invited to an alternative support programme called DESMOND. Details are available in this pack.

Why should I come?

We hope to create a relaxed and enjoyable environment so that you can learn more, freely ask questions and meet others living with diabetes.

“The staff who facilitate this course are absolutely amazing – supportive, helpful and friendly. Thank you!”

“Really useful talking and comparing notes with others.”

Getting time off work may be a problem. Do I need to attend all sessions?

You have to be committed to attending the whole programme. The team will be happy to write to your employers to support your case.

Where are they held?

The DAFNE courses are run in King's College Hospital and Guy's and St Thomas' Hospitals.

For more information about DAFNE, please speak to your GP or call

**King's College Hospital NHS Foundation Trust -
0203 299 9000 Ext 4712**

**Guy's & St Thomas' NHS Foundation Trust -
0207 188 1973 or 0207 188 1981**

<http://www.dafne.uk.com>

Other support programmes

In addition to DESMOND and DAFNE, there are a number of other programmes available across Lambeth and Southwark to help you learn the skills to manage your diabetes.

Lambeth:

Lambeth Early Intervention Prevention Services (LEIPS) provide support on improving your health and wellbeing. Services available include:

- health improvement facilitators
- organised walks
- alcohol intervention
- stop smoking sessions
- healthy cook and eat sessions.

The Expert Patients Programme (EPP) is a free course for people living in Lambeth with any long term condition or disability. The course is run over six weeks with sessions lasting two and a half hours per week. The courses are led by trained tutors who also live with a long term condition. The course can help you learn new skills to manage your condition. Some of the topics we cover include:

- pain and tiredness
- coping with depression
- healthy eating
- relaxation and exercise.

By taking part in an EPP course, you may be able to:

- develop more confidence and self esteem
- meet others and share similar experiences
- improve communication with family, friends and health care professionals
- use your new skills and knowledge to take control and lead a fuller life.

We also run courses for carers and people living with mental health concerns.

For more information about EPP courses or LEIPS services, please call 020 3049 5242 or email GST-TR.ReferralsLEIP@nhs.net.

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Southwark:

The **Exercise on Referral Programme** provides a positive introduction to being physically active. The aim of the programme is to enable patients to maintain a physically active lifestyle, without dependence on exercise professionals in the long term. It is a 12 week programme designed to encourage participants to build up their weekly activity levels, by attending supervised group sessions at a centre, or combination of centres of their choice.

Who is it for?

Adults aged 16 years and over, who:

- have existing medical conditions
- are at risk of developing cardiovascular disease and are considered to be inactive (not currently participating in at least 30 minutes of moderate activity five times a week)
- are ready to change their behaviour
- live in Southwark or are registered with a Southwark GP.

Cost

There is an initial charge of £3.00 for a Leisure Access Card. Following this, all classes are charged at £1.60 per session.

If you would like to attend, please ask your GP or practice nurse for a referral.

For more information please contact the Exercise on Referral Team on: 020 7708 6218

Improving Access to Psychological Therapies (IAPT)

IAPT services can offer help for people with diabetes. Many people with diabetes find that stress, low mood and anxiety can get in the way of managing their diabetes day to day. This can lead to uncontrolled blood sugar levels and other health difficulties. IAPT services offer a variety of courses designed to help you improve the management of your diabetes, with advice on activity, mood, and coping with stress and worry.

To access this service, please ask your GP for a referral, or refer yourself using the following contact details:

Southwark: 020 3228 2194, e-mail sptsadmin@slam.nhs.uk

Lambeth: 020 3228 6747, e-mail slm-tr.LambethPTS@nhs.net

You can also visit our website at: www.slam-iapt.nhs.uk

Please note: some treatment courses vary slightly between Southwark and Lambeth – please ask for more details when you contact the service.

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6 Healthy eating and diabetes

The aim of a healthy and balanced diet is to help you achieve and maintain the best possible control of blood glucose (sugar), cholesterol (blood fat) and blood pressure. This will help reduce your risk of diabetes complications in the future.

All people with diabetes should have access to a registered dietitian, who will be able to give you personalised advice about healthy food choices. You can ask your GP to refer you to a dietitian.

For now, following these simple guidelines will help to improve your blood glucose (sugar) level.

HIGH SUGAR

Sugar, dextrose, glucose, sucrose, fructose, invert sugar, brown sugar, honey and jaggary (gur)

Jam, marmalade

Sweetened squashes and cordials

Sweetened fizzy drinks and glucose drinks, such as, Lucozade, Lucozade Sport, Supermalt, Nourishment, sweetened spring waters, Red Bull and Sarsaparilla

Sweet puddings and desserts, tinned fruit in syrup

Fruit yoghurt, low fat flavoured yoghurts and fromage frais

INSTEAD YOU CAN USE

Artificial sweetener, such as Canderel, Hermesetas, Sweetex, Natrena, Splenda, Sweet 'n' Low and supermarkets own brand

Reduced sugar jam and marmalade or pure fruit spread

No added sugar squashes and cordials and low calorie drinks

Mineral water, 'diet' drinks, such as diet lemonade, Coke Zero, Pepsi Max, light ginger beer and low calorie flavoured waters

Sugar-free jelly, fresh fruit, tinned fruit in natural juice, homemade low sugar puddings

Natural yoghurt, fromage frais, 'diet', 'shape', 'light' and very low calorie fruit yoghurts

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HIGH SUGAR

Sweet biscuits

Drinking chocolate, Horlicks, Milo and Ovaltine

Condensed milk

Sweets, chocolates, mints and 'diabetic' foods

INSTEAD YOU CAN USE

Plain biscuits, crackers, Ryvita and crispbreads (limit if overweight)

Low calorie chocolate drinks such as Options, Highlights and supermarkets own brands

Milk, preferably skimmed or semi-skimmed

Sugar-free mints and chewing gum

Do not worry about small amounts of added sugar in foods such as baked beans, Weetabix, Branflakes and tomato ketchup.

Do I need to follow a special diet?

NO

The diet for people with diabetes is not a special diet. It is a healthy diet – low in sugar, fat and salt with plenty of vegetables, salads and a moderate amount of starchy foods. You do not need to use diabetic food or drinks. They do not have any benefit to people with diabetes.

You may need to pay a little more attention to the type, amount and timing of your meals but there is no reason why healthy eating cannot be enjoyable.

Don't forget to eat at least three portions of fruit spaced out over the day. An example of one portion is, one banana, apple or orange, a slice of melon, two plums, or a handful of grapes.

A balanced plate

For a healthy balanced meal, this is what your plate should look like.

- meat, chicken, fish or meat alternatives
- vegetables, salad and fruit
- starchy foods: bread, potatoes, rice, pasta, yam, plantain and cereals



HELP YOURSELF

Diabetic Eye Complication Screening

Retinopathy Screening for people with diabetes
in Lambeth, Southwark and Lewisham



How can diabetes affect my eyes?

When diabetes affects the small blood vessels in the part of your eye called the retina, the condition is known as diabetic retinopathy. The retina lines the inside of the eye and acts rather like a film in a camera. In the early stages, diabetic retinopathy will not affect your sight, however, if left untreated, your sight can be affected.

Why is it important to screen for diabetic retinopathy?

Screening is when people who are likely to be vulnerable to certain conditions are tested for those conditions before they show signs of having them.

Not everyone with diabetes will get diabetic retinopathy, but screening is an effective way of detecting it as early as possible. If we find sight-threatening diabetic retinopathy, we will refer you to an eye department where you may receive some laser treatment. Laser treatment is very effective at reducing sight-loss related to diabetic retinopathy

It is important to screen for diabetic retinopathy because it does not usually affect your sight until changes are quite far gone. At this stage, laser treatment is much less effective, so it is important that diabetic retinopathy is picked up early.

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What happens during diabetic retinopathy screening?

At your appointment, photographs will be taken of your retina. You will usually need eye drops before the photos are taken to make your pupils large enough to be photographed.

Shortly after your appointment, you will receive a results letter and will either be called for screening again in 12 months, or if diabetic retinopathy is found, you will be referred to a specialist eye doctor at St Thomas' Hospital or King's College Hospital.

For further information, please contact us or discuss with your GP or practice nurse.

Patient self-referral

For patients registered with a GP in Lambeth, Southwark or Lewisham.

Staff at your GP surgery should complete the self-referral form below upon your request. We will need your NHS number in order to book an appointment for you. You do not need to post this form to us.

Name:

Your NHS Number:

GP surgery name and code:

Please contact DECS admin on **020 7188 1979** or email decsadmin@gstt.nhs.uk to book your annual diabetic eye screening appointment.

You can choose to attend either **St Thomas' Hospital, Guy's Hospital, King's College Hospital, Lewisham Hospital** or **Gracefield Gardens Health Centre** in Streatham.

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Looking after your feet

People with diabetes may develop foot conditions. However, there are simple steps you can take to look after your feet and keep them healthy.

Day-to-day advice

- Check your feet every day. Look for any colour changes or damage to the skin. If you see anything unusual or notice a cut, scratch or blister, contact your podiatrist (foot doctor) or your GP.
- Always wear footwear.
- Never sit with your feet too close to a fire.
- Do not be tempted to use corn plasters.
- If you are able to, cut your nails straight across and use an emery board. If you have difficulties or are troubled with an in-growing toenail, consult a podiatrist.

Foot health screening

Your feet should be examined by a healthcare professional at least once a year to check for any problems with the circulation (blood supply) or any nerve damage.

Routine foot treatment

People who are at high-risk of foot problems or who are unable to independently care for their feet may require regular treatment by the community podiatry service. Referral for assessment can be made by your GP or practice nurse.

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Emergency foot treatment

Even if you are not in pain, you should seek advice quickly from a healthcare professional if:

- you injure your foot
- you notice a new swelling which may be warmer than the other foot
- you notice changes in the colour of your foot.

There are daily emergency foot clinics in Lambeth and Southwark which are listed in the table below.

	Southwark	Lambeth
Monday	The Gaumont Surgery 1.30pm – 4.30pm 153 Peckham High Street Peckham, SE15 5SL Tel: 020 3049 7933	Clapham Manor Health Centre 1.20pm – 3.40pm 86 Clapham Manor Street Clapham, SW4 6EB Tel: 0203 049 4002
Tuesday		Gracefield Gardens 1.20pm – 3.40pm 2-8 Gracefield Gardens Streatham, SW16 2SZ Tel: 0203 049 4002
Wednesday	The Podiatry Centre 1.30pm – 4.30pm Artesian Building, 94 Alscot Rd Bermondsey, SE1 3GG Tel: 0203 049 7900	Elmcourt Health Centre 11.10am – 12.10pm 214 - 218 Norwood Road Norwood, SE27 9AW Tel: 0203 049 4003
Thursday		Moffat Clinic 1.20pm – 3.40pm 65 Sancroft Street Kennington, SE11 5NG Tel: 0203 049 4001
Friday	The Podiatry Centre 1.30pm – 4.30pm Artesian Building, 94 Alscot Rd Bermondsey, SE1 3GG Tel: 0203 049 7900	Mawbey Brough Health Centre 1.20pm – 3.40pm 39 Wilcox Close, Vauxhall SW8 2UD Tel: 0203 049 4001

Would you like to know more about your medicines?

Most people with diabetes will be prescribed medication to control their condition.

Your pharmacist, GP, practice nurse or diabetes specialist team will be able to answer any questions you have about your medication.

You may find these questions helpful when seeking advice about your medication:

I would like to know more information about:

Please tick

How my medicines work

When I should take my medicines

How I should take my medicines

What side effects my medicines may have

I have other questions about my medicines:

Your local community pharmacist can also offer you a 'medicines use review'. You can make an appointment with your usual pharmacist at a time that suits you, to discuss how well you are getting on with your medicines.

If you have access to the internet, you can also find information at www.nhschoices.co.uk or www.patient.co.uk or www.diabetes.org.uk

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Did you know the way HbA1c is measured is changing?

Your HbA1c level is the amount of glucose that is being carried by the red blood cells in your body. Tested by your healthcare professional, the result shows your blood glucose levels over a longer period of time than when you test your blood sugar yourself.

The way that HbA1c values are reported is changing.

Your test results will now be reported in millimoles per mol (mmol/mol) instead of as a percentage (%).

It does not mean you have more sugar in your blood – it is just a new way of saying the same thing.

Here is how the new measurements compare:

HbA1c % - old units	HbA1c mmol/mol – new units
4.0	20
4.5	26
5.0	31
5.5	37
6.0	42
6.5	48
7.0	53
7.5	58
8.0	64
8.5	69

HbA1c % - old units	HbA1c mmol/mol – new units
9.0	75
9.5	80
10.0	86
10.5	91
11.0	97
11.5	102
12.0	108
12.5	113
13.0	119

The Diabetes UK website features a calculator to help you work out your new HbA1c levels. Simply visit:

http://www.diabetes.org.uk/Guide-to-diabetes/Monitoring/Blood_glucose/Glycated_haemoglobin_HbA1c_and_fructosamine/

Why are HbA1c units changing?

The way HbA1c is reported is changing so that the UK is in line with the rest of the world when discussing diabetes.

Your new recommended HbA1c values

It is generally recommended that people with diabetes try to keep their HbA1c levels below 48 mmol/mol. This corresponds to 6.5% under old units. Some people, such as those at an increased risk of hypoglycemia, may be set individual targets by their healthcare team.

You should work with your healthcare professional to decide on your own target level.

HELP YOURSELF

Get involved in your care

Would you like the opportunity to improve your local diabetes care?

Lambeth and Southwark Diabetes Patient Forum

We welcome all patients living with diabetes in Lambeth and Southwark to join the Patient Forum. By joining the forum, you will have opportunity to work with healthcare professionals to improve local diabetes care.

The Patient Forum is run by patients for patients. Its aim is to enable its members to build on their capability and skills in managing diabetes, and to drive significant change in how diabetes care is developed and delivered locally.

With over 45 members, the forum is also a place where you can get information and advice on diet, exercise and living with diabetes. As well as a place to make new friends and network, there are also opportunities for training, from developing your communication or influencing skills, to learning about the health and social care structures.

If you are interested in participating in the forum please email at midiaabetes@gstt.nhs.uk

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Healthwatch

Taking over from the Local Involvement Networks (LINKs), Healthwatch is the new independent consumer champion created to gather and represent the views of the public. Its aim is to make sure that the overall views and experiences of people who use health and social care services are heard and taken seriously at a local and national level.

Your local Lambeth and Southwark Healthwatch will work to help you get the best out of your local health and social care services and promote better outcomes in health and social care for all.

Local Healthwatch is all about local voices being able to influence the delivery and design of local services – not just people who use them, but anyone who might need to in future.

Get involved in your local Healthwatch:

If you are a Lambeth resident - visit us on the first floor of Lambeth ACCORD, 336 Brixton Road, SW9 7AA which is open to everyone during the times of 10am to 4pm, call us on: **020 7274 8522** or email: info@healthwatchlambeth.org.uk
<http://www.healthwatchlambeth.org.uk/>

If you are a Southwark resident - For more information visit <http://www.healthwatchesouthwark.co.uk/>
email info@healthwatchesouthwark.co.uk or call **020 7358 7005**

Patient Participation Groups (PPGs)

Patient Participation Groups (PPGs) work in partnership with GP practices to offer patient perspectives on services provided by the practice. The aim of the PPG is to facilitate improved communication between practices and patients. Through these groups patients are given an opportunity to contribute to the continuous improvement of services.

PPGs help patients to take more responsibility for their health. They help to develop effective relationships between practices and their patients as well as between patients by breaking down barriers between these groups.

For more information on how to get involved ask at your GP practice or at your local Healthwatch.

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Useful contacts

King's College Hospital
NHS Foundation Trust **0203 299 8571**
St Thomas' Hospital **0207 188 1988**
Guy's Hospital **0207 188 1916**

Community Diabetes Team

Lambeth Diabetes Intermediate Care Team
General Enquiries **020 8655 7842**
Southwark Diabetes Community Team **020 3049 8863**

Diabetes UK

Careline National Office **0845 120 2960**
London Office **020 7424 1000**

Useful websites

Diabetes UK www.diabetes.org.uk
Patient.co.uk www.patient.co.uk
London Diabetes www.londondiabetes.nhs.uk
Diabetes peer support
www.diabetes.org.uk/How_we_help/Peer-support/



The NHS and people in Lambeth and Southwark working together to improve local health care with the support of the Guy's and St Thomas' Charity