

Children's Diabetes Team

Information for children, young people, parents, and carers



Our team provides a dedicated and dynamic service for children and young people with diabetes. We support and educate all our patients and families to manage their condition and believe they are the centre of our team.



- ICE ID
Phone: 08451 25 95 39
Web: iceid.co.uk/



If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email ekh-tr.pals@nhs.net

Further patient leaflets are available via the East Kent Hospitals web site www.ekhft.nhs.uk/patientinformation

Produced by: Children's Diabetes Team
Date: May 2022
Review date: September 2025 EKH782

Useful contacts

Support groups

- Parents Support Group
Web: www.facebook.com/groups/649991565089971/ [#!/groups/southeastandlondon/](https://www.facebook.com/groups/southeastandlondon/)
- Children with Diabetes UK (main group)
Web: www.facebook.com/groups/UKCWD/ This is the CWD UK main support page and is for all parents with a child with T1D or carers of a child with T1D. Anything can be asked in this group.

National support organisations

- DigiBete. This app provides clinically approved, age appropriate resources to help with the self-management of T1D.
Web: www.digibete.org
- Diabetes UK (national diabetes charity)
Phone: 08451 20 29 60
Web: www.diabetes.org.uk
- Juvenile Diabetes Research Foundation
Phone: 020 77 13 20 30
Web: www.jdrf.org.uk
- Disability Living Allowance and Personal Independence Payment (PIP)
Phone: 08457 12 34 56
Web: www.gov.uk

Identification organisations

- Medic Alert
Phone: 0800 58 14 20
Web: www.medicalert.org.uk

We operate a unique service for all our local children and young people with diabetes, with a commitment to minimally disrupt the normal lives of the children and their families. We work closely with all the professionals involved in a range of settings. We also support young people with diabetes as they move to the young adult service.

Your named team are:

Specialist nurse(s):

Specialist dietitians:

Specialist Consultant Paediatrician:

Psychologist:

Each child/young person is assigned a key worker. The key worker will coordinate your care and serve as resources for families between appointments.

Your key worker is:

Team Office

Address

Paula Carr Diabetes Centre
William Harvey Hospital
Kennington Road
Ashford TN24 0LZ

Contact

Monday to Friday 9am to 5pm

Non-urgent enquiries

Phone: 01233 65 18 85
(Messages checked throughout the day)
Email: ekh-tr.diabetes@nhs.net

Urgent telephone advice

For urgent enquiries that need an immediate response
Phone: 01233 65 18 02

Out of Hours

Call the switchboard on: 01233 63 33 31
Speak to the operator and ask for the Children's Diabetes Team
(For urgent enquiries only, that cannot wait until the next working day)

In a medical emergency phone 999

Schools, college, and nursery

At diagnosis and following any change in treatment a member of the team will contact your school, college, or nursery to offer diabetes training for staff.

Sharp boxes

You can get a one-litre sharps box on prescription from your GP. Each area has a different process for the disposal of sharps (see below) or check with your GP.

Canterbury and Coastal Serco

- 08000 31 90 91 (district council)
- Ashford** - 01233 33 05 76 (district council)
- Shepway** - take back to local pharmacies
- Thanet** - 01843 57 71 15 (district council)
- Swale** - 01795 41 78 50 (district council)
- Dover** - check with your local pharmacy.

Clinic information

Children's diabetes clinics are held at:

- Paula Carr Centre, William Harvey Hospital, Ashford TN24 0LZ
- Broadstairs Suite, Queen Elizabeth the Queen Mother Hospital, Margate CT9 4AN
- Children's Assessment Unit, Kent and Canterbury Hospital, Canterbury CT1 3NG
- Children's Assessment Centre, Buckland Hospital, Dover CT17 0HD
- Royal Victoria Hospital, Folkestone CT19 5BN

Your child will be seen at the clinic most convenient for your family. In clinic you will be seen by your specialist team: this includes a paediatrician, dietitian, and nurse. If you need to change your child's appointment, please phone 01233 65 18 85.