

# NHS Diabetes Advice Helpline - FAQs

## What it is and who is it for?

NHS Diabetes Advice is provided by NHS England and NHS Improvement in response to disruption to normal services due to the COVID-19 pandemic and response.

The service is for adults living with diabetes who use insulin to manage their condition and require immediate advice from a team of clinical advisors.

Whether they or a member of their household have caught the virus, or routine care has been disrupted, the helpline can provide clinical advice to help them understand how to effectively manage their diabetes.

## How do patients access it?

The helpline is accessible via Diabetes UK's support line on 0345 123 2399. It is open Monday to Friday from 9am – 6pm.

## What clinical advice will the helpline provide?

NHS Diabetes Advice supports adults living with either type of diabetes who use insulin to manage their condition, and who require clinical advice on topics such as: Hyperglycaemia, Hypoglycaemia, Sick day rules and Missed injections.

However, the service is not intended to replace routine care, support paediatric patients or support pregnant patients. These patients are advised to contact their own doctor or care team.

## Who are the clinical advisors?

NHS Diabetes Advice clinical advisors are volunteers. They are all health professionals with expertise in diabetes. All the advisors providing advice are clinically trained and competent.

[Template letter/email from GP Practice or Diabetes specialist team]

<Address, Post code>

**NHS Diabetes Advice - Helpline during the COVID-19 pandemic**

Dear <name>

We are writing to all insulin-treated patients with diabetes that are seen by our [practice / diabetes specialist team] to let you know that NHS England and NHS Improvement have launched a new helpline in response to disruption to normal services due to the COVID-19 pandemic and response.

The service is for adults living with diabetes who use insulin to manage their condition and require immediate advice from a team of clinical advisors.

Whether you or a member of your household have caught the virus, or routine care has been disrupted, the helpline is available for immediate clinical advice to help you understand how to effectively manage their diabetes.

The helpline is not designed to replace the routine care you receive from your usual care team – but if for any reason you can't get hold of us then the helpline is there to help.

The helpline is staffed by volunteers. They are all health professionals with expertise in diabetes.

You can access NHS Diabetes Advice via Diabetes UK's support line on 0345 123 2399 Monday-Friday from 9am-6pm.

Yours sincerely,

[Name, Practice / Diabetes Specialist service]

### **[Copy for newsletter or bulletin]**

#### **NHS Diabetes Advice helpline**

NHS England and NHS Improvement have launched a new helpline in response to disruption to normal diabetes services due to the COVID-19 pandemic and response.

The service is for adults living with diabetes who use insulin to manage their condition and require immediate clinical advice.

Whether you or a member of your household have caught the virus, or routine care has been disrupted, the helpline is available for immediate clinical advice to help you understand how to effectively manage their diabetes.

You can access NHS Diabetes Advice via Diabetes UK's support line on 0345 123 2399 Monday-Friday from 9am-6pm.

*[99 words]*

### **[Example text to insulin-treated people with diabetes]**

The NHS Diabetes Advice helpline is now available via Diabetes UK to help insulin-treated people with diabetes during the COVID-19 pandemic. If you need immediate clinical advice and can't reach your usual care team, call 0345 123 2399 (Mon-Fri 9am-6pm)

*[40 words, 256 characters]*

### **[Example tweet to promote the service]**

The NHS Diabetes Advice helpline is available via @DiabetesUK to help insulin-treated people with #diabetes during the #COVID19 pandemic. If you need immediate clinical advice and can't reach your usual care team, call 0345 123 2399 (Mon-Fri 9am-6pm)

*[253 characters]*

[Twitter images]



**NHS**

If you have insulin-treated diabetes, need immediate clinical advice and can't access your usual care team, the NHS Diabetes Advice helpline is here to help.

**0345 123 2399**

The helpline is open Monday to Friday from 9am to 6pm.

**DiABETES UK**  
KNOW DIABETES. FIGHT DIABETES.



**NHS**

A new diabetes helpline has been set up for anyone with insulin-treated diabetes to help with any concerns during this difficult time.

The helpline is available via Diabetes UK's support line on 0345 123 2399. Open Monday to Friday, 9am to 6.30pm.

**DiABETES UK**  
KNOW DIABETES. FIGHT DIABETES.