

## OOH availability of the Paediatrics Diabetes team for discussion of Type 1 diabetes patients

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All newly diagnosed children with Diabetes Type 1 need to be discussed with the on-call Diabetes Team within 24hrs of presentation to the children's ED.

### Background

- This is not a medical emergency cover. Voicemail messages may take **up to an hour** to be answered. Please be patient when contacting the team.
- The team is available to answer queries from parents at home (and from health professionals at the RACH) 24 hours, 7 days a week, both **filtered through the medical registrar on call.**

### Who?

#### Members on the Rota:

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| • Dr Shankar Kanumakala (Consultant) | • Yvonne Stone (specialist nurse)    |
| • Dr Dunia Ismail (Consultant)       | • Laura Chatfield (specialist nurse) |
| • Dr Clare Snowden (Consultant)      | • Toya Mendez (specialist nurse)     |
|                                      | • Rebecca Steell (specialist nurse)  |

### What?

1. Diabetes Type 1 patients at home who phone L9 for advice.
2. All newly diagnosed patients with Diabetes Type 1 who present to CED.
3. Diabetes Type 1 patients already admitted in the hospital.

### When?

4.30 pm – 8.00 am Monday – Friday and 8.00 am – 8.00 am Saturday – Sunday (and Bank Holidays)

*In-hours, patients / Paediatric Medical Registrar can access the Diabetes nursing team leaving a message on Ext 3140*

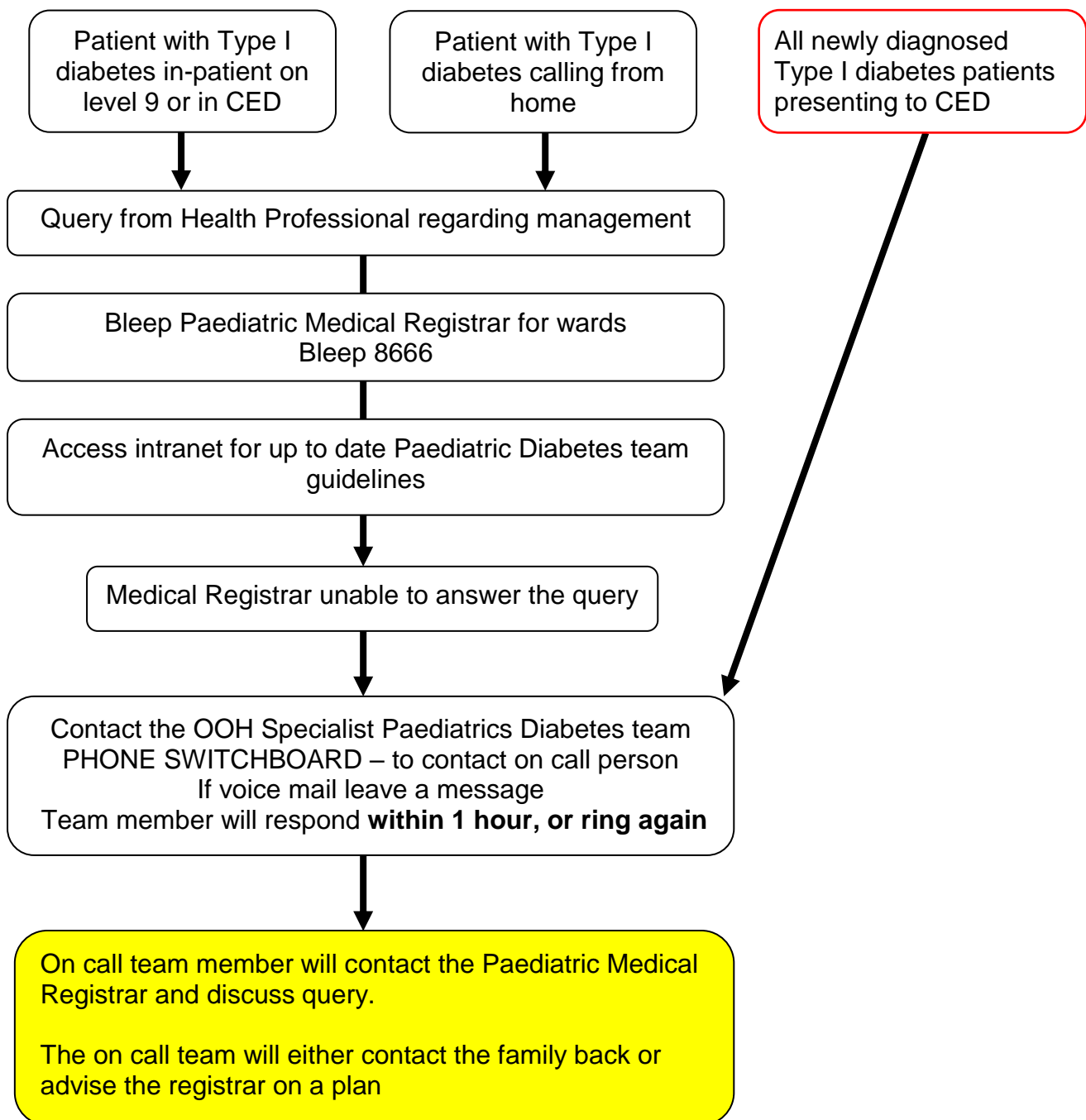
### How?

Phone HOSPITAL SWITCHBOARD – WHO HAS UP TO DATE ON CALL ROTA AND WILL PUT YOU THROUGH TO THE PERSON ON CALL

If phone goes to voice mail please leave a message or ring back if no voice mail. Reply may take up to an hour. PLEASE RING AGAIN IF YOU HAVE NOT HEARD BACK WITHIN THE HOUR

**Please note:** If you require advice for any medical emergency in a newly diagnosed Diabetes Type 1 patient then please follow the already available DKA guidelines and escalation policy through Paediatrics Consultant on call as required.

### OOH Specialist Paediatrics diabetes team pathway



1. Parents /patients with queries for the Diabetes team OOH should phone L9 ward at RACH and be put through to the ward medical registrar on call for paediatrics, or contacted directly via switch on bleep 8666.
2. The medical registrar will have intranet access to updated Paediatrics Diabetes guidelines which will be addressing the most common queries for Diabetes Type 1 patients as per team's protocols.
3. If the medical registrar requires further clarification to the query then they should contact the specialist diabetes team on call.
4. The team on call will liaise with the medical registrar and choose whether to call the family back or pass a message through the registrar.