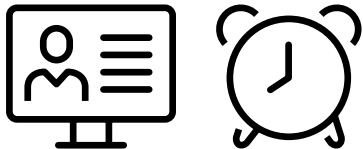


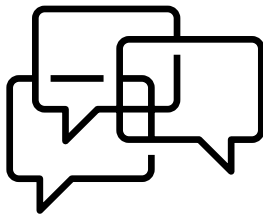
➔ ADVICE FOR HEALTHCARE PROFESSIONALS



PREPARING

- Minimise distractions and background noise
- Review the medical background and diabetes template
- Determine if English isn't first or preferred language. Refer to practice agreement.
- Check for recent notes, medication changes and test results
- Identify the aims of the consultation
- Set a time frame limit and inform the patient during the call

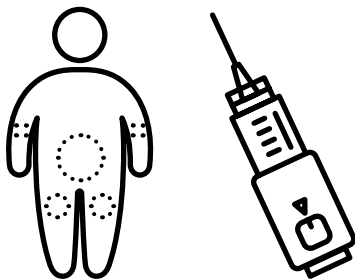
Telephone consultations should not be shorter in time. Consider using online technology if possible for visual feedback



STARTING

- Announce who you are and where you are from
- Ask them to confirm their full name, date of birth and address
- Explain the reason for the call (e.g. annual review)
- Identify and prioritise the individuals goals and concerns
- Speak more slowly and clearly than usual
- Ask open questions to gather information

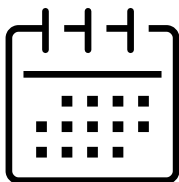
Listen actively by using supportive comments, and repeat what the patient has said to reassure them that you are engaging



DISCUSSING

- Psychological Wellbeing (Liaise with team if any concerns)
- Diet, Lifestyle and Weight
- Glucose & Ketone levels (hypos, sick day rules and driving)
- Foot care (how are they checking and any issues)
- Blood pressure and test results
- Medications (how often do they administer and any side effects?)
- Injection technique (rotating sites and changing needles)

For further guidance on hypos, sick day rules and insulin injections, check out other infographics at edendiabetes.com



COMPLETING

- Ask if they have any further questions
- Identify if further investigations are needed before making plan (see Further Investigations Flow Chart for guidance)
- Confirm and agree care plans together with the individual
- Consider individual preference when arranging another appointment

If the individuals needs have not been met consider offering relevant alternative options

For further information contact:

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