



# A guide to...

## Accessing Urgent Telephone Advice for Children and Young People with Diabetes

### *Patient Information*

#### How to contact us

Children and Young People's Diabetes (CYPD) Team

West Hertfordshire Hospitals NHS Trust

Mon-Fri 8am-5pm      Tel: 01442 287442

Out of Hours      Tel: 01438 285000

**Email:** [westherts.paediatricdiabetes@nhs.net](mailto:westherts.paediatricdiabetes@nhs.net)

If you need this leaflet in another language, large print, Braille or audio version,  
please call **01923 217 198** or email [westherts.pals@nhs.net](mailto:westherts.pals@nhs.net)



Author	Alison Binmore
Department	Paediatrics
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## Accessing Urgent Telephone Advice for Children/Young People with Diabetes

### URGENT CALLS

- If you or your child is unable to deliver their insulin and you are unsure what to do
- If your child's blood glucose level is 14 mmol/L or more and blood ketones are more than 0.6 mmol/L and you are unsure what to do
- If your child is vomiting and you are unsure what to do
- If you are unable to keep your child's blood glucose above 4 mmol/L and you are unsure what to do
- If your child is having frequent episodes of hypoglycaemia (three or more a week).



**Monday to Friday - 8:00 - 17:00**

Call the Children's Diabetes Nurses on the Clinical Advice line **01442 287442**. Leave a short message with your name, your child's name and DOB, your contact number and a brief description of the problem. We will always aim to call you back within two hours.

If you are concerned about the condition of your child, always bring to the Children's Emergency Department (CED) at Watford General Hospital for a medical assessment.



**Monday to Friday - 17:00 - 8:00  
Weekends & Bank Holidays**

Call **01438 285000** - this will connect you to the Lister Hospital switchboard. Ask them to contact the person for urgent paediatric diabetes advice. If you have difficulty in contacting the service, please wait 10 minutes and retry. If you are still unsuccessful, please call the Children's Emergency Department at Watford General Hospital on **01923 217564**.

If there is an emergency, please call **999**

### If your call is not urgent

Please phone **01442 287442** or email us on [westherts.paediatricdiabetes@nhs.net](mailto:westherts.paediatricdiabetes@nhs.net)

Telephone messages are checked every two hours and are responded to in order of priority. Urgent messages will be returned within two hours.

Clinical Advice line: **01442 287442**

Diabetes Dieticians **01923 436236**

Diabetes Admin line: **01442 287425**

Outpatient Appointment line: **01442 287308**