

Who's There?

What Do They Do?

What is the 14+ Clinic

When you get to 14, we like to see you in the 14+ clinic. This happens on Tuesday afternoons in the Elsie Bertram Diabetes Centre, on Level 3 of Outpatients East. It is a more adult environment, for which we think you should now be ready.

The clinic is run jointly by the Jenny Lind and Elsie Bertram Diabetes teams. Usually, you will see one of the children's specialist doctors and nurses until you are around 16.

Once you reach 17, your appointments will normally be with one of the adult diabetes specialists.

Who else is there?

The Jenny Lind Diabetes Specialist Nurses and one of the Elsie

Bertram Diabetes Specialist Nurses will be there. Once you start to see the Doctors in the adult team an adult specialist nurse will be your keyworker. Up till then, it's the Jenny Lind Diabetes Specialist Nurses. If you are 16 or over, and need to come into hospital, it usually will be to an adult ward, and under one of the adult diabetes specialists.

For help with diet, our Dietitian will be there, and they will see you whenever you have an Annual Review, and also at other visit, if you need any information, help or advice.

As the Norfolk & Norwich University Hospital is a teaching Hospital, medical and other students are often present. If you would rather not have a student present when you are seen, let us know when you arrive.

Patient Advisors (Tel 0800 032 0087)

If you need someone to turn to – someone who has already been through what you are going through now – why not ask to speak to a patient advisor? A patient advisor is someone with diabetes, who can help with practical advice and help if you need it.

What does the Doctor do?

The doctor will look at how you are doing:
Insulin

- Blood glucose levels
- Growth and general health (including examining you if necessary)
- Driving
- Employment
- Other health issues you are bothered about, or want to know more about

If necessary, the doctor will suggest changes to try and make things better. You are a partner in this, so if you are not happy about what we are suggesting, please let us know.

What does the Specialist Nurse do?

After you have seen the doctor, the nurse will take you through anything you are unsure about and can help with diabetes equipment, advice and information, especially:

- Injection or blood test issues
- Hypo management
- Coping with illness,
- Holidays or problems at school or work.
- Updates on the latest glucose meters, pens, insulin pumps etc
- Educating and supporting you to make your own decisions about your diabetes
- They are also there to listen to your concerns and help you out with other things going on in your life if we can.

What does the Dietitian do?

Many teenagers find sticking to a healthy diet very difficult – maybe you are always hungry? Maybe you're bothered about your weight? Perhaps you're having lots of hypos? Perhaps your diabetes isn't brilliant? Do you just need some help?

The Dietitian can help with:

- Managing food and diabetes, for example Carbohydrate counting,
- Managing on four times daily insulin ("Basal-Bolus")
- Help you with your weight
- Advice for managing exercise and sport



General healthy eating advice and any queries about food

What Happens?

Follow the signs for the Elsie Bertram Diabetes Centre – it's on Level 3, Outpatients East. Check in at the screen near the door or at reception, and take a seat until the nurse calls you in. Read your appointment letter carefully, as we ask you to come a bit early to help reduce delays.

We have educational CD-ROMs on different aspects of diabetes – it might be worth having a look while you are waiting!

You will go through the usual drill – HbA_{1c}, height, weight, and blood pressure, finger prick for glucose and urine sample. We also print off the recent blood test results from your meter – so please bring this to each appointment

If it's your annual review, you will also have retinal photographs taken. We will also want to examine your feet, and, ideally, your injection sites, too – so come suitably dressed! Sometimes, we also need to do blood tests, too, to check your thyroid gland, kidney function, cholesterol etc

Normally, you will see the doctor first, and then one of the specialist nurses, and also the dietitian. You need to see the Dietitian at least once a year at your annual review.

Our goal is get your HbA_{1c} to 48mmol/l or below. If you are above this level, you are at increased risk of complications. If things are not going well, make an appointment to see one of the diabetes specialist nurses and the dietitian. It's your diabetes and your life – we want to help you crack it!

Elsie Bertram Diabetes Centre

14+ Clinic



Appointments • 01603 289774 (24 hours)

Diabetes Specialist Nurses • 01603 287504
pdsn@nnuh.nhs.uk

Adult Specialist Nurse • 01603 288868

Dietitian • 01603 287011

Version 4.0 Written by Dr Nandu Thalange 2006
Reviewed Jan 2021 Next Review Date Jan 2024