

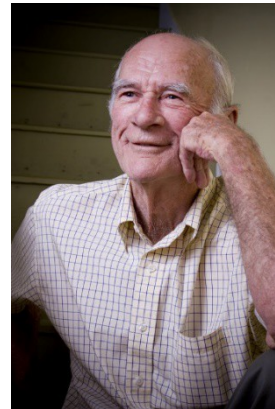
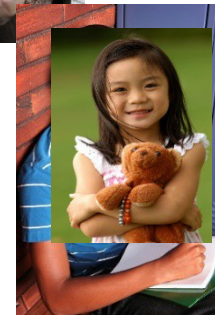


Call us now
we are here to
support you
Norfolk Diabetes Patient Supporters

0800 0320 087



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The Diabetes Patient Supporter Service

The Diabetes Patient Supporters are led by two Diabetes Patient Champions who represent both type 1 and type 2 diabetes. They lead a group of people who themselves live with diabetes and have been trained to provide a peer support helpline. The Patient Supporters are able to refer to a management team from primary and secondary care, for guidance if required. The helpline is for anyone who has diabetes within the Central Norfolk area, it is available for people who wish to talk about their condition or have concerns about living with or coping with diabetes whether they are newly diagnosed, or are in progression through their condition. Family members are also welcome to access the helpline. The Patient Supporters offer a listening and support service, and are able to signpost callers to relevant services for further information.

The group is unable to give Medical or Emergency advice.

The group has been a great success, feedback from the public has been very positive, thus we consider our support is complimenting the clinical services already provided to patients.

All members of the group are very enthusiastic about the service and believe it plays an important part in helping people with diabetes come to terms with their condition, therefore empowering them to take a positive and active approach to their future in living with diabetes.

The public can access the Diabetes Patient Supporters by calling the free-phone and leaving a message if the phone is unattended.

The group is also active in representing people living with diabetes in a service user role. This involves speaking to nursing groups, health professional forums, university student and surgery practice groups about patients' feelings, enabling the health professional to have a greater understanding of living with diabetes.

We also make ourselves available to speak to social and practice patient groups and we raise awareness of diabetes by taking our display stand to events in Diabetes Week and on World Diabetes Day. We are quite happy to speak to other support groups if asked. If you wish to speak to us about talking to your group please ring the free-phone number.

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