

We are the **Diabetes Service** and this is our promise to you:

Our service provides specialist diabetes care for people with type 2 diabetes who have not been able to achieve control of their blood glucose levels.

Where are services delivered from?



Our services are delivered from a range of settings across the borough Monday-Friday 9am-5pm.

We also provide our service to housebound patients in their own homes and in nursing/residential care homes



Who should you contact with concerns or feedback?



0151 495 5264

Message for patients:

If we are unable to answer your call immediately, please leave a message. We aim to respond to phone calls/emails within 48 hours.

What can you expect from us?



- A comprehensive assessment of your diabetes
- Work together to agree a personalised care plan to help you manage your diabetes
- Direct access to a member of the specialist team
- Advice and education to enable you to manage your own diabetes

What can we expect from you?



- Arrive on time for appointments and tell us if you are unable to attend
- To fully participate in your assessment and care planning decisions
- To follow the agreed care plan for treatment and monitoring
- Let us know what you think of our service, we welcome feedback
- Treat our staff with courtesy and respect

➤ If you would like to speak to our Patient Relations team please call **01942 822 376**

For more information visit
www.wwl.nhs.uk

