

NHS Diabetes Advice Line FAQ

What it is and who is it for?

The NHS Diabetes Advice helpline is provided by NHS England and NHS Improvement in response to disruption to normal services due to the COVID-19 pandemic and response.

The helpline is for adults living with diabetes who use insulin to manage their condition and require advice from a team of clinical advisors.

Where routine care has been disrupted, the helpline can provide clinical advice to help them understand how to effectively manage their diabetes.

Why has it been set up?

It has been set up as an additional option for people to access clinical advice about diabetes where the patient's query is non-critical and where access to routine care teams and advice is

disrupted due to the COVID-19 pandemic and response.

It is not intended to replace routine or emergency care, and these should remain the primary

routes to access advice and treatment where possible.

How do patients access it?

The advice line is accessible via Diabetes UK's Helpline on 0345 123 2399. It is open Monday to Friday from 9am – 6pm (excluding bank holidays). If the patient needs clinical advice, they

will be transferred to a clinical advisor who will assist them.

What clinical advice will the helpline provide?

The NHS Diabetes Advice helpline supports adults living with any type of diabetes who use insulin to manage their condition and require clinical advice on topics such as:
Hyperglycaemia,

Hypoglycaemia, sick day rules and missed injections.

However, the service is not intended to replace routine care, support paediatric patients or support pregnant patients. These patients are advised to contact their own doctor or care team

Who are the clinical advisors?

The NHS Diabetes Advice helpline clinical advisors are volunteers. They are all health professionals with expertise in diabetes and an appropriate clinical registration. All of the advisors are clinically trained and competent.

Should I promote this to my patients?

You can promote this to your patients if you feel that there is a local need for this service which

is specifically aimed at people who are managing their diabetes with insulin and provides clinical

advice on topics such as: Hyperglycaemia, Hypoglycaemia, sick day rules and missed injections.

Has the service been tested?

Yes – the NHS Diabetes Advice helpline was open between May and October 2020.

How long will the service be available?

The NHS Diabetes Advice helpline will be available until mid-March 2021. Continued provision

will be reviewed based on an assessment of service pressures and ongoing need for the helpline.

Is the service available in other languages?

The helpline is available in other languages through an interpreting service that the Diabetes UK

Helpline advisors can arrange once you are through to a member of their team.

[Need more information?]

If you need more information, please contact england.digitaldiabetes@nhs.net.