

## How do I get an appointment?

To use our service you'll need to be referred to us by your doctor (GP).

We will contact you either by phone to book your first appointment or by letter asking you to ring us to book a convenient appointment for you.

## Cancelling an appointment

If you need to cancel an appointment please contact us at least 48 hours in advance. This will allow us to offer the appointment to someone else.

If you are unable to attend your appointment without letting us know in advance, you will need to ask your GP to refer you again, as you may be discharged.

## What happens when my treatment ends?

We will discharge you to the care of your GP. We will send them a copy of your care plan. They will then manage your diabetes with you. They can refer you back to us if required in the future.

**Bromley and Croydon Diabetes Service**  
**Orpington Hospital**  
Sevenoaks Road Orpington BR6 9JU  
Tel : 01689 865911 Fax :01689 865910  
**Beckenham Beacon**  
379 Croydon Road Beckenham BR3 3QL

**Selsdon Park Medical Practice**  
97 Addington Road, South Croydon, CR2 8LG  
**Parchmore Medical Centre**  
97 Parchmore Road, Thornton Heath, CR7 8LY

**Bromley Service Email**  
bromh.bromleydiabetesservice@nhs.net  
**Croydon Service Email**  
bromh.croydondiabetesservice@nhs.net

### Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you. Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

You can do this on the following website:-  
[www.patientopinion.org.uk](http://www.patientopinion.org.uk)

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Global House  
10 Station Approach Hayes Kent BR2 7EH  
contact@bromleyhealthcare-cic.nhs.uk  
www.bromleyhealthcare.org.uk

Bromley Healthcare Community Interest Company Ltd  
Company no: 06815987 Registered in England  
Registered office: Global House, 10 Station Approach, Hayes, Kent BR2 7EH

**Bromley  
Healthcare**  
better together

# Specialist diabetes advice and support

Working  
together with  
your GP to  
help you  
self manage  
your  
diabetes



Working 

## Where will I be seen?

Depending on where you live, we offer clinics and group education sessions at several locations in the Bromley and Croydon area, including:

### **Orpington Hospital**

Sevenoaks Road, Orpington, Kent

### **Beckenham Beacon**

379 Croydon Road, Beckenham, Kent

### **Parchmore Medical Centre**

Thornton Heath

### **Selsdon Park Medical Practice**

Addington Road, South Croydon

We can also visit housebound patients if you cannot attend a clinic (certain criteria applies).

## What is expected of me?

We would like you to be fully involved with planning your care and setting goals. Helping you to self-manage your diabetes is the key to improving your health. With this in mind we will work with you to help you understand your condition fully and decide on the best treatment.

## What can I expect?

We are a team of diabetes consultant doctors, specialist nurses and dietitians. Once we receive a referral for you:

- We will offer you an appointment with the most suitable team members.
- We may ask you to have some blood tests done before you come to see us. It's really important that these are done before you attend to enable us to give you the best possible care.
- Your first appointment will consist of an assessment to identify your needs.
- You will need to bring your blood glucose meter with you, together with any records of blood glucose monitoring that you currently have. We may ask you to complete a food diary.
- We will then work with you to decide on treatments. This may include further education, dietary advice, changes to medications, or further tests.
- The number of appointments you will have will depend on your requirements. During your care with us we will keep your GP informed.

## Group education sessions

### DESMOND (Type 2)

If you've just found out you have Type 2 diabetes, your GP can refer you to attend our Desmond group education sessions.

Here you will learn more about your condition, share your experiences with others and find out how to manage your diabetes.

### Type 2 education

If you have been diagnosed for more than one year, these group sessions are for you.

Both these groups are held at various locations in Bromley and Croydon.

### DAFNE (Type 1)

This is a one week structured education programme for some people with Type 1 diabetes.