

## How can you help us?

If you monitor your blood glucose readings please record three days of readings before breakfast, lunch, evening meal and before bed and bring these with you. This will be helpful when reviewing your current diabetes control with you. Please bring with you any insulin pen devices, needles, blood glucose monitoring equipment and a list of your current medications.

## Contact us

Your community diabetes nurse specialist is:

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Main office telephone: 01869 604089

Our address is:

Victoria House Surgery  
119 Buckingham Road  
Bicester, Oxfordshire  
OX26 3EU

Our normal working hours are  
9am to 5pm Monday to Friday

Outside of these hours please dial 111 for advice and support.

## Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the Community Diabetes Service or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরম্যাট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

ನಿ ನಮನೆ ಆಗಿ ಭಾಷೆಯಲ್ಲಿ ಅಥವಾ ಭಿನ್ನ ಆಕಾರದಲ್ಲಿ ಇರಬೇಕು, ನು ಕೃಪಾ ಕರಿಸಿ ನಮನೆ ಪೂಜಿ

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的版本, 请与我们联系

ನಿವರ ತುರ್ತು ಸಿಟಿ ನಾಡವಳಿ ವಿಸಿ ತುನಿ ಭಾಷಾ ನಾ ಸವಲ ದಿವಿ ಸಾಧಿಸಿ ವೇ ತಾ ವಿವರ ತವ ದೆ ಸಾಧು ಪೂಜಿ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو براہ کرم ہم سے پوچھیں۔۔

Oxford Health NHS Foundation Trust  
Trust Headquarters  
Warneford Hospital  
Warneford Lane  
Headington  
Oxford OX3 7JX

Switchboard: 01865 901 000

Email: [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)

Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)



Community Diabetes Service

Community  
Diabetes  
Service

## Your diabetes care

Various people will help support you to look after your diabetes.

These might include:

- GP and practice nurse
- community diabetes service
- dieticians
- podiatrists
- Oxfordshire Diabetic Eye Screening Service (ODESS)

## What is the Community Diabetes service?

We are a team of nurses with specialist knowledge about diabetes.

We cover the county of Oxfordshire and our role is to support people with diabetes to assist them to self-manage their condition. We work in partnership with you and your GP/practice nurse.

We also deliver patient education sessions. You can self-refer to these sessions by telephoning 01869 604091.



## Who refers you to our team?

You can be referred by your GP, practice or district nurse, consultants from the Oxford University Hospitals NHS Trust or staff from the Oxfordshire community hospitals.

## When and where will you see us?

Generally we will aim to contact you within a month of receiving your referral to offer you an appointment. We will usually arrange to see you at a clinic appointment which is local to you.

## What is our role?

Our role is to build a working partnership with you providing information and support to help you make informed choices about your diabetes care. We will also assist with any concerns you may have about your diabetes.

We can discuss specific issues and devise a plan of care with you to improve your diabetes control. We are supported by consultant diabetologists based at the

Oxford Centre for Diabetes,  
Endocrinology and Metabolism.

We generally see patients for a short period of time and then, once a plan has been initiated, we return your care to your GP, practice nurse or district nurse. They will then continue to promote the plan and meet with you regularly to continue to review your progress.

We may also refer you or sign post you to other services you may find useful:

- podiatry
- TalkingSpace – who offer psychological support and advice
- weight management service
- district nurse
- community support services

## Points to consider before we meet you

How would you like us to help you?

Are you worried about anything related to your diabetes?