

Lambeth Diabetes Intermediate Care Team service update in relation to COVID-19

22nd April 2020

To all Lambeth General Practices:

Dear Colleagues

We have had to make significant changes to the way our service is being provided due to the COVID-19 pandemic.

This letter is to inform you of how we are currently operating our service.

Referrals:

National recommendations are that *routine* diabetes outpatient reviews should be kept to a minimum presently.

However, we would encourage you to refer any patients with poor glycaemic control who may need to start insulin. These patients are at risk of developing very high blood sugars with intercurrent illness such as COVID-19.

Please make any referrals using our referral form and sending via ERS. Any urgent referrals will be actioned by the next working day. We are seeing urgent patients in our clinics on Tuesdays at Gracefield Gardens and on Thursdays at West Norwood Health and Leisure Centre. Patients are invited to attend at a designated time and will be the only person attending at that time to minimise contact with other people.

For routine referrals we are either arranging a telephone appointment or are placing patients on a waiting list for an appointment to be booked when normal services are re-established.

Patients due to attend for follow-up appointments:

We have reviewed all clinic lists up till the end of May.

Many patients have had their face-to-face appointment changed to a telephone review. We are providing telephone clinics Monday – Friday morning.

For some patients we have cancelled the follow-up appointment and this will be re-arranged once our clinics are running normally again.

Patients will be notified by letter, and email where possible, of any changes and will receive a text reminder of any face to face appointment or telephone review 2 days prior. If they have concerns about their diabetes, they have been advised to contact us by telephone or email for advice.

We will not notify you of these individual appointment changes, recognising that at this time practices do not need additional admin/correspondence. However you will receive a clinic letter informing you of the outcome of their face to face or telephone appointment.

Desmond sessions and referrals:

All people with diabetes booked to attend a Desmond session have been cancelled.

Desmond bookings are arranged by the Diabetes Book and Learn service and cancellations are being coordinated by them. People will be booked into another date once available.

Referrals can continue to be made but please be aware that there will be a longer wait than normal for patients to be offered a date to attend.

Clinical advice to practices:

Please contact us if you require any clinical advice about people with diabetes under your care.

You can contact us by email or telephone and a Diabetes Specialist Nurse will call you back as soon as possible on the same day Monday – Friday.

Email: LAMCCG.diabetes@nhs.net

Telephone: 02086557842 Monday – Friday 9am – 4pm