How to find us

The service is based at the HESA centre providing clinics across Hillingdon.

HESA Primary Care Centre
1st Floor, 52 Station Road
Hayes, Middlesex UB3 4DD

The Hesa Primary Care Centre is set back from the main road and is located opposite the Poundland Store in the town centre.

Parking: Pump Lane or Botwell Lane pay and display car parks, then walk down through the town. Disabled parking is available off Neild Road which is nearer the Hesa Centre.


Train: Hayes and Harlington.

Contact us

Telephone: 01895 485 001
Email: cnw-tr.Hillingdon
CommunityDiabetes@nhs.net

This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net

Hillingdon Community Diabetes Service
Information for patients
What we do
The Hillingdon Community Diabetes Team provides specialist care in the community for people living with diabetes supporting people to improve their diabetes control and better manage their treatment plans.

This leaflet will tell you about the team and what happens at your appointment. You will need to contact us to make the appointment as we will not automatically send one to you.

The team is made up of:
• Diabetes nurses
• Diabetes dietitians
• Doctors

We also have access to the podiatry service and talking therapies service. The team can help you understand your diabetes better and give advice about:
• Blood glucose levels and how to control them
• How to adjust diabetes around your life
• Blood pressure
• Cholesterol
• Your weight

Appointments
At the first appointment you will be seen by the diabetes specialist clinician. The appointment will last approximately one hour, follow up appointments are usually 30 minutes.

Please make sure that you bring all your medication, your blood glucose diary and meter (if you have one). We will try to see you at the time of your appointment, however some appointments may overrun, and this may cause a delay in clinic.

At the end of your appointment an action plan will be agreed between you and the clinician on how you can best tackle your diabetes. A copy of your assessment will be sent to you, your GP and the person that referred you (e.g. hospital doctor).

If for any reason you cannot make your appointment please make sure you contact us to cancel or rearrange. This will allow someone else to make use of your slot.

What is expected from you
Attend the appointment with your blood glucose meter and bring your blood glucose diary

You will need to have a blood test as requested ahead of your review appointments

Work with the clinician to implement change to your medication, diet and lifestyle as agreed at your consultation.

Any concern you have around your diabetes management and its management can be discussed with the clinician you see at your appointment. We are also contactable by phone and email outside of your appointment time, please feel free to contact us to discuss any concerns you may have.

Feedback, complaints and compliments
Tell us, we’re listening!
Our staff want to know how they are doing.

Tell us what you think at www.cnwl.nhs.uk/feedback then we’ll know what we have to do.

If you have received good treatment or service and would like to thank the staff involved, please let us know by contacting the Patient Feedback and Complaints Service at feedback.cnwl@nhs.net or on 0300 013 4799. They will make sure that your compliments are passed on to the service or individual concerned as quickly as possible.