

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.

Bus routes: 90, 140, 195, E6, H98, U4.

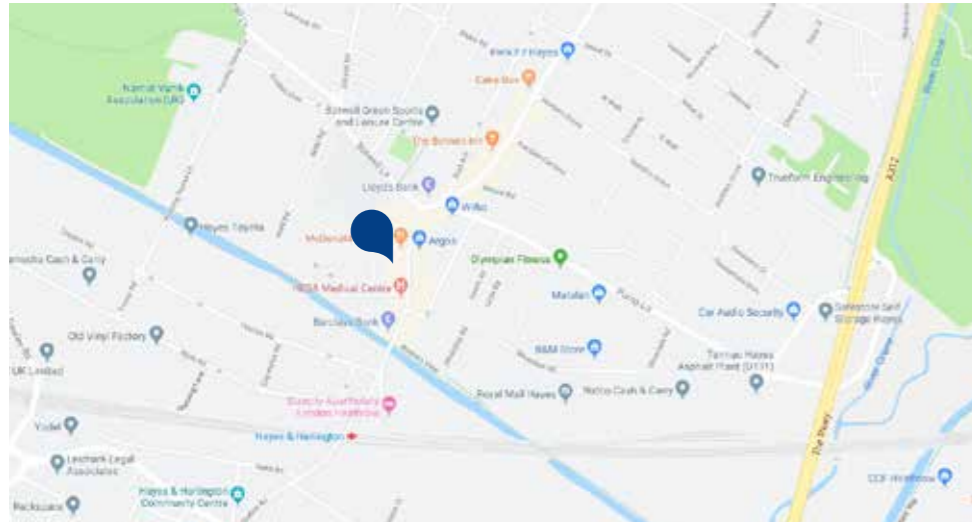
Train: Hayes and Harlington.

Contact us

Telephone: 01895 485 001

Email: cnw-tr.Hillingdon
CommunityDiabetes@nhs.net

Hillingdon
Community Diabetes Service



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

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio.

Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

Turkish

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**Central and
North West London**
NHS Foundation Trust

Hillingdon Community Diabetes Service

Information for patients



Wellbeing for life

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.

