

What should I do if I have urgent concerns?

If you are feeling very low or anxious, you should let your parents, carer or a trusted adult (e.g. a teacher or your GP) know as soon as possible.

If you are having thoughts about harming yourself and do not think you can keep yourself safe, then you should tell your parent/carer or a trusted adult straight away. You or they could then access support from the following sources:

- Contact **Single Point of Access (SPA) 24/7 Mental Health Helpline** on **0800 6444 101**. SPA provide support to Herts residents who are experiencing a mental health crisis or need some mental health support
- Call **111** and select **option 2** for mental health services
- If you need immediate support then proceed to your local Emergency Department or call **999**

If your mental health needs are not urgent but you would like to talk to someone in confidence, you could try these free support phone lines:

- The Samaritans - **116 123**
- ChildLine - **0800 1111**

Useful information

Located at Lister Hospital, (Stevenage) and the New Queen Elizabeth II Hospital (Welwyn Garden City)

Tel: 01438 288311

Email: childrensdiabetes.enh-tr@nhs.net

www.enherts-tr.nhs.uk

You can request this information in a different format or another language.

Date of publication: April 2023
Author: Dr Megan Hoffman
Reference: Version: 01
Review Date: April 2026
© East and North Hertfordshire NHS Trust

Patient Information

Children and Young People with Diabetes

Psychology Service



What is the 'Children and Young People with Diabetes Psychology Service'?

In the Children and Young People with Diabetes Team, the clinical psychologist is there, alongside the doctors, nurses and dieticians, to support children and their families. We do this because living with diabetes can be difficult at times.

A clinical psychologist is a qualified healthcare professional who is trained to understand people's experiences and how these impact on how they think, feel and behave around diabetes.

Every year in your annual review appointment, members of the Children and Young People with Diabetes Team will ask you to complete a questionnaire about your feelings to explore if there is anything you are finding difficult that the clinical psychologist may be able to help you with.

In your regular clinic appointment, or at any time in talking with the team, if you are experiencing worries or distress relating to your diabetes, the team members may suggest a referral to the Diabetes Psychology Service, or you can also request a referral to this service too.

The clinical psychologist can also signpost or refer you to other sources of help, if your distress is not related to diabetes.

Common difficulties that clinical psychologists can support you with:

- Feeling sad, worried, stressed, angry or distressed about living with diabetes.
- Adjusting to your diabetes diagnosis.
- Feeling low in motivation to manage your diabetes or feeling overwhelmed by all the diabetes related tasks you're expected to do.
- Fears around giving yourself injections, inserting cannulas/sensors or checking your blood glucose levels.
- Worries about looking after your diabetes in school or when you are with friends.
- Feeling concerned about what others will think of your diabetes.
- Diabetes related worries, frustrations and/or tensions within your family.
- Starting to take more responsibility with your diabetes as you grow older and become more independent.

What happens at the first appointment?

You can ask to see one of our diabetes clinical psychologists on your own, together with members of your family, and/or with a member of your diabetes team.

The first appointment is about getting to know you. We will chat with you about how you think things are going, both generally and with your diabetes. We will also talk to you about what you would like to be different and to start thinking about how we might be able to support you.

What happens next?

You may find that one session is all that you need. If not, we can decide together to arrange one of the following:

- Another appointment with you on your own, or with members of your family. You may also feel that your parents/carers or family members could benefit from meeting with the clinical psychologist for their own appointment.
- For you to see someone else who will be able to offer more appropriate support, such as another member of the Diabetes Team or another service like CAMHS (Child and Adolescent Mental Health Service).

How do I make an appointment?

If you would like to talk to a clinical psychologist, you can raise this with any member of the Diabetes Team at your regular clinic appointments. Alternatively you can contact the team to ask for a referral using the telephone number or email below:

Tel: 01438 288311

Email: childrensdiabetes.enh-tr@nhs.net

How long is the waiting time?

As we are a limited service, we do hold a waiting list. The waiting time can vary between 2 to 6 months. We will endeavour to see you as soon as we can. Please contact us in the mean time if you would like to receive our 'Emotional Well-Being Support' leaflet which highlights some helpful mental health apps and websites.