

## PATIENT INFORMATION

# Preparing for your diabetes appointment

To fully support you at your next appointment with the diabetes team, please can you ensure that you have had your diabetes annual review blood tests at your GP surgery within the last year, **ideally within the last six months**.

## Attending face-to-face

If you are attending the hospital as a face-to-face appointment, please can you bring any glucose monitoring devices with you.

## Telephone and video consultations

If you have a telephone or video consultation booked and you have the technology to do so, please can you download your glucose meter or Libre device before your appointment, so we are able to look at your blood sugars together during the appointment.

### Libre device:

If your device is not already linked to the diabetes team, please follow these instructions **via the Libre website**:

- Visit LibreView.com and click "**Sign up**"
- Download and follow the installation prompts

To share your data:

- Follow the on-screen instructions to upload your data
- Go to your Settings section and select "**Account Settings**"
- Click on "**My Practices**"
- Enter in your healthcare provider's Practice ID and click "**Add**". You should now see their name or their practice name appear under your practice list
- Practice ID code: **12369663**

## **Dexcom One Plus:**

If your device is not already linked to the diabetes team, please follow these instructions:

- **Via the Dexcom Clarity app:** go to “**Profile**”, select “**Authorize Sharing**”, and enter the code: **uktorbay**
- **Via Web:** Visit [connect.dexcom.eu](https://connect.dexcom.eu), log in, and enter the code.
- **Alternative:** For users with a [receiver](#), they must plug it into a computer and upload data via Clarity on a computer

If you are using a continuous glucose monitoring device and are able to add notes, it may be helpful to add when you give insulin, how much and when you eat.

## **Glucose meters:**

Please can you download your meter to Glooko® using these instructions:

- Download the Glooko® Mobile app  
If you own an Apple device go to the App Store  
If you own an Android device, go to Google Play
- Open the Glooko® Mobile app, create an account by entering your details
- Follow the on-screen instructions to create your profile by selecting your type of diabetes, time since diagnosis and current therapy methods.
- Please then share your data with the diabetes clinic using the proconnect code: **uktorbay**
- Please do pair your meter according to user instructions

If you would like any support with downloading your glucose device/s, please contact the diabetes nurses on **01803 655525** or email [tsdft.diabetesnurses@nhs.net](mailto:tsdft.diabetesnurses@nhs.net) who are more than happy to support you with downloading your glucose devices prior to this appointment.

## **Help Us to Help You**

Before your appointment please also think about what you would like to ask the team and what you would like to get from the consultation. For example, if you are insulin treated consider what blood sugar do you notice a low at and whether you are always aware of a low blood sugar?

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For further assistance or to receive this information in a different format, please contact the department which created this leaflet.