

# A guide to the community nutrition and dietetic service

## Patient Information Leaflet

### Introduction

Welcome to the community nutrition and dietetic service. We help people with a wide variety of nutritional problems from across the Dudley Borough.

### What is a dietitian?

A dietitian is a qualified health professional who is registered with the Health and Care Professions Council (HCPC) to give specialised advice on nutrition and diet.

### Who can a dietitian help?

Anyone who has a medical condition that will benefit from dietary advice, for example:

Diabetes	Food allergies/intolerance
Raised cholesterol	Feeding difficulties
Obesity	Kidney disease
Nutritional deficiencies	Poor appetite

## Where will my appointment be?

We cover a number of clinics across the borough. We will generally offer you an appointment at the clinic closest to your home address. If there is a long waiting list at that clinic, we will offer you an earlier appointment elsewhere.

We will make every effort for you to see the same dietitian at follow-up clinics but as we are a small team, this is not always possible.

## General clinics are held at:

Venue	Day and time	Frequency
Brierley Hill Health and Social Care Centre	Friday mornings	1 per month
Cradley Road Medical Practice	Tuesday mornings	1 per month
Cross Street Health Centre, Dudley	Wednesday mornings	1 per month
Eve Hill Medical Practice, Dudley	Thursday afternoons	1 every 2 months
Halesowen Health Centre	Tuesday mornings	1 per month
Kingswinford Health Centre	Wednesday mornings	1 per month
Ladies Walk Centre, Sedgley	Friday mornings	1 per month
The Limes Medical Centre, Lye	Monday afternoons	1 per month
Netherton Health Centre	Thursday mornings	1 per month
Oakham Surgery, Tividale	Thursday mornings	1 per month
Stepping Stones Medical Practice, Dudley	Friday mornings	1 every 2 months
Stourbridge Health and Social Care Centre	Monday afternoons, Tuesday afternoons Thursday mornings	1 per month 1 per month 1 every 2 months

## What will happen at my appointment?

- Your first visit will last about 20 to 30 minutes. The dietitian will ask you about the types and amounts of food you eat.
- If you have been asked to fill in a food diary, please bring this with you to your first visit.
- Up to two follow up appointments may be arranged and this will be discussed at the first visit.
- The dietitian will offer you advice on practical changes you may need to make to your diet.
- If appropriate, we will give you written information to take home with you.
- As our service is a teaching practice, you may from time to time be seen by a student dietitian either accompanied by a community dietitian or by themselves. However, if you do not want students to be involved in your care, please inform us before your appointment.

## What if I cannot make the appointment?

If you are unable to keep your appointment, please ring:

**01384 323749**

There is a 24 hour answer machine for you to leave a message, if necessary. Please state clearly if you would like another appointment to be arranged.

If you need to cancel, we would appreciate **at least** 14 days' notice so that we can offer the appointment to someone else and help keep our waiting list down.

We may be unable to continue to offer further appointments to people who repeatedly cancel without good reason.

If you miss an appointment and do not contact us within a month, we will not make any further appointments for you and will inform your consultant/GP.

**If you have any queries, please do not hesitate to ring us.**

## Raising a concern

We will do everything we can to make sure that you receive the best standards of care. However, sometimes we may not achieve this and your expectations are not met. If this happens, we will do our best to put things right and learn from your concern or complaint to improve our service to others.

Where possible please speak to the team leader, Ben Biffin or the Department Manager, Ann Marsh, as they may be able to sort out your concerns straight away. You can also contact the Patient Advice and Liaison Service (PALS) to help you.

### Contact details

**Ben Biffin** on 01384 323749

**Ann Marsh** on 01384 456111 ext. 2017

**PALS** Freephone: 0800 073 0510 (9am to 5pm, Monday to Friday)

Email: [pals@dgh.nhs.uk](mailto:pals@dgh.nhs.uk)

If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

**Community Dietetic Service Offices on 01384 323749**

Stourbridge Health & Social Care Centre

John Corbett Drive, Stourbridge, DY8 4JB

Email: [community.dietitianteam@nhs.net](mailto:community.dietitianteam@nhs.net)

**If you would like this information in an alternative language or format, for example in large print or easy read, please call us on 0800 073 0510 or email [PALS@dgh.nhs.uk](mailto:PALS@dgh.nhs.uk) or write to Patient Advice and Liaison Service.**