

Pump FAQ's

- I would like an insulin pump, how do I go about this?
Look at the website <https://elearning.mydiabetesmyway.scot.nhs.uk/courses/pre-insulin-pump-course>
If you are still interested, contact the diabetes team on 01324 566929 to discuss whether you are eligible for pump funding.
- My pump is cracked/broken what should I do?
Contact your pump company for a replacement
- I want to have a break from my pump, how do I do this?
Contact the pump team who will discuss doses of insulin by pen and ensure your prescription is changed
- My pump is due for an upgrade and I would like a different one, is this possible?
Yes, we will contact you when your pump is due to be upgraded and discuss your options
- I have uploaded my pump and need help with interpreting the results?
Contact the pump team by emailing fv.diabetespumpserv@nhs.scot
- I am going on holiday; can I have a spare pump?
Contact your pump company directly
- I have picked up my insulin prescription and the insulin is cloudy. Is it ok?
NO, **NEVER** use cloudy insulin in your pump. Contact your GP urgently to ensure they have prescribed the correct insulin, and if so then go back to your pharmacy. Out of hours contact 111
- I need to change my appointment? I have missed an appointment and would like to re-schedule?
Contact the appointments team on 01324 566928 and they can do this for you
- I think I need to check my basal rates, but can't remember how to do this?
See our checking basal rates information sheet