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# How diabetes mentoring **CAN HELP YOUR PATIENTS** live life to the full



# POSSIBLE THOUGHTS AND FEELINGS DURING YOUR DIABETES APPOINTMENTS

GP appointments offer important medical support for diabetes patients. But the appointments can feel rushed and patients can find it hard to discuss the non-medical aspects of the condition with the GP.



## WHY MENTORING?

### Real people. Real experiences.

1

Local market research found that patients want more time to talk about diabetes with others who know what life is like with the condition. Patients who have just found out they have diabetes especially benefited from mentoring.

### Endorsed by healthcare professionals

3

Healthcare professionals said that the mentors' real experience of life with the condition brings a different and invaluable perspective to the conversation. Research has shown patients enjoy the regular contact with the mentor.

### Non-clinical advice

2

Know Diabetes gives the patient important opportunities to get advice on non-clinical aspects of diabetes – how the condition will affect the patient's social life, what it will mean for their partner, how to manage their condition – from those most qualified to give it.

### It's all about conversation!

4

Crucially, Know Diabetes gives the patient the chance to have informal conversations with others who have experience of the condition. The mentors support the patients and advise them on just how to get the most out of life with diabetes.

### WHAT DO MENTORS DO?

- Listen to patients on their level
- Discuss motivation and help set goals
- Talk about the impact on friends and family
- Signpost patients to further support and resources
- Understand what patients are going through
- Support patients with living a healthy lifestyle

### WHO ARE THE MENTORS?

- Local people who have experience of diabetes
- Live with diabetes or care for someone with diabetes
- Eager to support other people living with diabetes
- Trained volunteers

### BENEFITS FOR PATIENTS AND GPs

- Patients can manage their diabetes better
- Patients are better informed about their condition
- Improved uptake of lifestyle services – stop smoking, diabetes courses, exercise classes
- Increased patient confidence and satisfaction
- Improved patient life experience

### PEACE OF MIND FOR ALL

- Accredited training for mentors
- Confidentiality and clinical governance training
- Supervised by Public Health team & CRB-checked
- Firm understanding of how GP practices work
- Honorary contracts for all mentors
- Mentoring procedures set out in handbook

## HOW DOES MENTORING WORK?

### When a mentor IS available at the surgery

1. The mentor works alongside your diabetes clinic team.
2. GP or nurse introduces the patient to the mentor.
3. The patient has a short taster session with the mentor to get a feel for what the mentor can offer.
4. If the patient wants to go forward with mentoring, a convenient meeting is arranged with the mentor at the surgery.
5. The patient and mentor go on to enjoy up to eight mentoring sessions.

### When a mentor IS NOT in the surgery

1. GP or nurse completes a referral form (on the GP IT system) and emails it to j.ralphs@nhs.net.
2. The mentor gets in touch with the patient to arrange a convenient meeting at the surgery.
3. Every session notes are recorded and entered on to a database.
4. At the end of mentoring a discharge summary is sent to the referring GP or nurse.