



**Medway**

## **Clinical Commissioning Group**

### **Communications and Engagement Report**

#### **Diabetes Events held in June 2013**

Dear all

Many thanks for your participation in the Diabetes Engagement Events. I have tried to keep this summary short, however still capturing all the wonderful feedback you shared. This summary will include:

- The Commissioning Committee Summary Report.
- What's already happening
- What we would like to take forward
- Next Steps

#### **Commissioning Committee Report**

The following report is being submitted to the Commissioning Committee in July, we are required to report all patient engagement activities that have been completed to provide assurance that Medway Clinical Commissioning Group is fulfilling its statutory requirement.

#### **2.3 Diabetes**

MCCG is working in partnership with Diabetes UK to ensure people living with diabetes in Medway get a say in the future delivery of services. MCCG are looking to improve diabetes services to diagnose patients earlier and how to assist patients in self-managing their diabetes.

##### **2.3.1 Methodology**

More than 60 patients attended two events in June, a further 10 patients, who were unable to attend, forwarded their comments and expressed a wish to be included in any future engagement. Patients were very enthusiastic and proactive in taking part in the discussions. There were four topics of discussion:

- Your opinion of current care – 10 minutes positive experience and 10 minutes of negative experience.
- Experience of diagnosis
- Improving self-care
- An Ideal diabetes service

### **2.3.2 “You said” – patient feedback**

There was a real mixture of good and bad experiences from patients:

Good experiences were where practices had a specialist diabetes nurse or have a diabetes clinic

A small number of patients are still slipping through without regular check-ups for retinal screening and HBA1c tests.

Some patients are not having their feet checked, signposting and access to services was highlighted as an issue, this is also echoed in feedback from Medway Pensioners Forum.

Structured Education was a real talking point, patients who had been on the course highly recommended it, however many patients had not been offered or heard of the course. There was a general feeling that most GP’s did not have the relevant resources, education or knowledge about diabetes.

Patients would like more structured education courses and refresher courses. Information should also be available on a central point of access but also reading material, free and local weight management course, starter packs – including contacts for services, advice for emergencies, specialist advice line, access to dietician, care plans, more information around prevention and pre-diabetes.

### **2.3.3 “We did” – MCCG action**

MCCG is using this information to help improve the diabetes care in Medway and has already agreed to provide more structured education courses and offer refresher courses through this year. There will also be more “Personalised Care Planning” training later in the year for practice nurses. MCCG are planning GP events to ensure that they are aware of the services available for diabetes patients and any pathway changes.

In addition to this, a review of the podiatry service is being undertaken as a direct result of patient feedback.

## **What's already happening?**

I hope you appreciated that we cannot change the service overnight, however, we really value your input and we are serious about using the information you have provided us. We are already making changes and looking into what we can do next.

## **So what’s already happening?**

- Funding has been agreed for more structure education events for patients.
- Medway Clinical Commissioning Group has a new “intranet” (available for NHS staff) we plan to publish all pathways, information, education, training and referral forms onto this website for GP and practice nurses.
- We are arranging a GP event for September; we feel it is important for them to hear your feedback from the patient engagement events.

- At the GP Event – we will promote the pathways and internet and educate the GP’s to enable them to provide the same diabetes service to all patients across Medway.
- The GP Event will help us to highlight the structure education events available for patients and help them to establish which patients would benefit from the education. Also to inform the GP’s that funding has been secured so more course will be available.
- Ask GP’s how we can assist them to give patients a better service.
- Ask GP’s what they would like to see on the website.
- Promote Diabetes UK – and advise GP’s how Diabetes UK can support patients and GP’s.
- Make GP’s aware of “personal care plans”, to promote the training available to their staff later in the year and to ask for their support.
- Finalise the Personalise Care planning training dates for October/November time.
- Podiatry Services are to be re-viewed.

**What we would like to take forward:**

- Publish diabetes information onto Medway CCG website for patients.
- Compile a signposting document for GP’s –to show where they can direct patients for services such as foot care, eye care and weight management
- Establish which surgeries in Medway have diabetes promotion leaflets/posters and ensure **all** have them available in the future and if we can, distribute to pharmacies in Medway.
- Hold some future patient engagement events/workshops
- Look into some starter packs
- See about free weight management for patients at surgeries
- Set up a GP working group – to train and support at least one GP and member of staff
- Establish which GP and pharmacies offer health checks, weight management, specialised diabetes care and provide these details to patients.

**Next Steps**

MCCG will continue to work with the GP’s and patients to improve the services in Medway. I will continue to provide you with updates and another summary in November informing you of how the changes have gone so far. I will also look to have another engagement session in the future.

- Please continue to get involved by using the website: [www.medwayccg.nhs.net](http://www.medwayccg.nhs.net)
- Or Patient Opinion: [www.patientopinion.org.uk](http://www.patientopinion.org.uk)
- Or you can contact me by email: [michellejee@nhs.net](mailto:michellejee@nhs.net)

Yours sincerely

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