

FEEDBACK ON PROPOSED MODEL FOR NEW DIABETES SERVICE

One of the top PBC priorities identified by Somerset practices last year that was agreed to be progressed by WH.C was to commission a new diabetes service in Somerset.

In April, member practices were sent a letter with a three-question survey attached. The aim of this exercise was to gain feedback from practices on the proposed model.

33 out of 74 member practices returned a completed questionnaire. The results are as follows:

Question 1

Do you see any omissions in the three level model proposed?

Comment	Practice / s
Training for new and established diabetics	Hendford Lodge Medical Centre
Neuropathic pain	Quantock Vale Surgery
Patient held records	Blackbrook Surgery
Podiatry	Glastonbury Surgery
Patient hotline for immediate advice if problems with diabetic control level 3	
Comprehensive weight management service including bariatric surgery	Glastonbury Health Centre
Access to advice for healthcare professionals – with specific issues relating to patient's care	Brent Area Medical Centre
Medication concordance	Grove House Surgery
Assessment of barriers to learning i.e. learning disabilities, language etc.	Grove House Surgery
Patient hotline for immediate advice	College Way Surgery

The remaining 23 practices gave a 'no' for answer one.

Question 2

What do you see as the main gaps in diabetes services currently provided to your patients?

Comment	Practice / s
Lack of specialist dietetics, lack of psychological support	Burnham Medical Centre, Wells City Practice, Preston Grove Medical Centre, North Petherton Surgery
Easier access to Diabetic Specialist Nurses required for support and help for those patients who fall between stages 2 and 3	Bruton Surgery, Wells City Practice, Ryalls Park Medical Centre, North Street Surgery, Grove House Surgery
Elementary diabetes training for Practice Nurses	Church View Surgery, Tawstock Medical Centre
Access to secondary care consultants and nurse specialists	Springmead Surgery, Tawstock Medical Centre
Availability of weight management programmes	Burnham Medical Centre, Tawstock Medical Centre
Rapid response regarding advice as to when to initiate insulin	Springmead Surgery, Preston Grove Medical Centre, College Way Surgery, Cheddar Medical Centre, Axbridge & Wedmore Medical Practice
Lack of structured support for house-bound diabetics	Taunton Road Medical Centre
Lack of exercise providers / education services	Crown Medical Centre, Taunton Road Medical Centre, Victoria Gate Surgery, Grove House Surgery, Blackbrook Surgery
Access to DESMOND difficult (transport may be an issue / does not cater for working patients)	North Street Surgery, Preston Grove Medical Centre, Blackbrook Surgery
Inadequate follow up by hospitals	Burnham Medical Centre
Pre-pregnancy advice	
Lack of appointments	Somerton Surgery
Retinal screening	Blackbrook Surgery, Hendford Lodge Medical Centre
Access to 24-hour helpline	Luson Surgery, Quantock Vale Surgery
Cancelled Clinics	Springmead Surgery

Comment	Practice / s
Podiatry (poor access, inadequate service, excessive waits)	Burnham Medical Centre, Church View Surgery, Taunton Road Medical Centre, Grove House Surgery, Glastonbury Surgery, Blackbrook Surgery, Hendford Lodge Medical Centre, North Petherton Surgery, Crewkerne Health Centre
Wrong patients go to secondary care	Mendip Country Practice
Not enough ongoing support	Porlock Medical Centre
Community accessible service for difficult control problems	Axbridge & Wedmore Medical Practice
Poor, slow response from secondary care	Brent Area Medical Centre
Long waits for insulin conversion	Brent Area Medical Centre, Glastonbury Health Centre, Quantock Vale Surgery

Two practices did not note any gaps and one practice stated that they were happy with the current service.

Question 3

Regarding the Level 2 service proposed, as a practice do you have any aspirations to provide all, some or none of the listed elements?

The answers to this question were broken down into three elements:

ALL

13 practices gave this answer

NONE

No practices gave this answer

SOME

20 practices gave this answer. Specific answers include:

Comment	Practice / s
Insulin initiation / conversion	Crown Medical Centre, Church View Surgery, Grove House Surgery, Glastonbury Health Centre, Hendford Lodge Medical Centre, North Petherton Surgery, Cannington Health Centre
Confirmation of initial diagnosis	Springmead Surgery, Bruton Surgery, Church View Surgery
Continuing to provide action plans / general support / insulin initiation / smoking cessation / screening for complications in complex patients	Bruton Surgery, Grove House Surgery, Blackbrook Surgery, North Petherton Surgery
Ongoing education / psychological support	Blackbrook Surgery, Cannington Health Centre
Treatment and management planning for poorly controlled / complicated patients	Crown Medical Centre, Blackbrook Surgery, Crewkerne Health Centre, Cannington Health Centre
Difficult diagnoses	Bruton Surgery
Promoting lifestyles	Springmead Surgery, North Petherton Surgery
Pre-pregnancy advice	Cannington Health Centre
Weight reduction / exercise programmes	Hendford Lodge Medical Centre

One practice stated that could currently only offer a Level 1 service however they would consider offering the insulin conversion part of Level 2 provided they received sufficient training and resources.