



The Somerset Diabetes Service Newsletter

Somerset Diabetes Service Newsletter for Patients and Carers

Issue No 1 Summer 2010

This newsletter has been produced by the Somerset Diabetes Service Pathway Management Group.

The aim of this group is to continuously improve diabetes care for adults in Somerset.

Patients and carers are working together with GPs, consultants, nurses and managers from all the diabetes services in Somerset.

The Group is facilitated by the Somerset Primary Care Trust and supported by WyvernHealth.Com (GP Consortia).

Join our mailing list

If you would like to continue to receive updates on the ongoing development of diabetes services in Somerset you can join our newsletter mailing list.

(see back page for further information on how to register).

Keeping you up to date on your services

Welcome to the first issue of the Somerset Diabetes Service Newsletter for Patients and Carers.

This newsletter contains information for patients and carers on a range of service developments being introduced in Somerset for adult patients with diabetes.

In the summer of 2008, the Somerset Primary Care Trust (NHS Somerset), in partnership with Diabetes UK, consulted with patients and carers and with service providers on how future services should be developed to meet the needs of growing numbers of patients being diagnosed with diabetes.

The service developments currently being introduced in Somerset are a response to the feedback from the consultation.

Latest news

- Written information about diabetes and diabetes care now provided to patients on diagnosis.**
- Diabetes Specialist Nursing and Dietetics Service clinics now available across Somerset.**
- Structured education courses now available across the county for newly diagnosed patients.**
- Training programme planned for all staff groups contributing to the care of patients with diabetes.**

How we have responded to your feedback

Key themes from the 2008 consultation

Whilst patients were generally happy with their care, they wanted **more information** about their condition, **more choice and control** over how their care was managed and **more control over their care in hospital**.

Variation in services and health outcomes

The review in 2008 found that health outcomes in Somerset were better overall than the national average. However, services were provided in different ways across the county and there was also variation in health outcomes at local level.

The full report on the 2008 consultation on diabetes services is available on the NHS Somerset website at <http://www.somerset.nhs.uk/welcome/world-class-commissioning-partnerships/ltc-networks/diabetes> or you can telephone 01935 384082 for a hard copy.

A new service specification

Following the consultation in 2008 the Somerset Primary Care Trust in conjunction with WyvernHealth.Com developed a **Service Specification** for all services contributing to diabetes care and a **Performance Framework** detailing the improved health outcomes expected.

Our aim is to ensure that all people in Somerset have access to high quality accessible services enabling people to live longer healthier lives.

To achieve this aim we are focusing resources on:

- Increasing the availability of healthy eating and physical activity programmes
- Providing multiple screening opportunities in the community and targeting patients at high risk of developing diabetes and diabetes complications
- Increasing the availability of structured education and individual support for people with diabetes helping them to manage their own care
- Ensuring that every patient has a management plan they have agreed in partnership with a health professional
- Delivering as much care as possible closer to where patients live or work
- Enhancing the skills of community based healthcare professionals so that there is more capacity in the system to support patients with diabetes
- Ensuring that the professionals who contribute to diabetes care work closely together and in partnership with patients
- Providing diabetes training for hospital staff

For further information on the Service Specification for the Somerset Diabetes Service for Adults contact Joan Facey, Lead Manager for Diabetes Services, NHS Somerset: email joan.facey@somerset.nhs.uk or telephone 01935 384059.

What is the Somerset Diabetes Service?

The Somerset Diabetes Service is the umbrella term for all the services contributing to the care of adult patients with diabetes.

Doctors and nurses from across Somerset have worked together with managers to combine, enhance and add to existing services to meet the varying needs of growing numbers of patients across the county with diabetes, with care provided in the right place at the right time by the right people.

The Somerset Diabetes Service aims to provide care that is personalised, responsive and holistic in the context of how people want to lead their lives.



Main building blocks of the Somerset Diabetes Service

Your GP Practice – Your GP practice will undertake diagnostic tests and if diabetes is confirmed will provide advice and agree a care plan with you to help you manage your condition. There may be a doctor and a nurse specialising in diabetes care in your practice – ask the practice receptionist who they are. The practice will also provide ongoing reviews of your condition, checking for symptoms of complications and referring you on to other specialist services should you experience problems with your medication or need other specialist support eg when your blood sugar levels are fluctuating, or you have problems with your feet, eyes or kidneys. The practice will provide you with written Information on diagnosis (produced by Diabetes UK) which includes information about diabetes and its management and if you have type 2 diabetes your practice will refer you to a structured education course. If you have type 1 diabetes it is likely you will be seen by the hospital consultant.

Structured Education – DESMOND courses are now available across the county for newly diagnosed patients with type 2 diabetes. The DESMOND courses are run by Specialist Diabetes Nurses and Specialist Diabetes Dietitians and provide evidence-based information on how you can help manage your own care, including advice on diet and exercise. Your practice will refer you to one of these courses following diagnosis. Patients with type 1 diabetes likely to benefit from structured education will be referred to a relevant course by the diabetologist.

Specialist Community Services (Nursing, Dietetics, Podiatry) You may be referred to one of these services if your blood glucose levels do not respond to treatment or if you are having problems with your feet or weight. The staff running the Specialist Community Services work closely with the acute hospital staff, as well as with your GP.

Retinopathy Screening Service – You should normally expect to receive an invitation once a year to attend an appointment for your eyes to be checked for early signs of retinopathy. Retinopathy is one of the complications of diabetes and can be treated successfully if identified early so it is important to attend this appointment.

Acute Hospital Diabetes Services – If you develop persistent problems or complications you may be referred for an outpatient appointment with the consultant diabetologist or if the situation is urgent be admitted to hospital as an emergency.

Spotlight on

The Somerset Diabetes Specialist Nursing and Dietetics Service

This service is provided by nurses and dietitians with specialised expertise in diabetes care and is for patients who are not responding to their existing treatment. The service forms part of a network of services available to support patients with diabetes and is available across the county mainly at community hospital locations. Home visits are provided for housebound patients. The service is closely linked with the acute hospital services and with GP practices. It may sometimes be appropriate for patients to see a hospital consultant, particularly if newly diagnosed with type 1 diabetes. An appointment can be arranged by the Diabetes Specialist Nurse or GP.

Like to know more

Diabetes UK

Provides some excellent resources for patients with diabetes including:

- Telephone help-line for patients and carers – Telephone: 0845 1202960, Monday–Friday, 9am–5pm
- On-line guides to help you understand and manage your diabetes available at <http://www.diabetes.org.uk/>
- Hard copy guides available from Diabetes UK South West – Tel 01823 324007



Diabetes UK Self Help Groups

Mendip
Tel 0171 239221

Taunton and District
Tel 01823 334219

Yeovil and District
Tel 01935 851066

Meetings are relaxed and friendly for people with, or carers for people with diabetes.

ProActive Physical Activity Referral Scheme

Patients who are inactive and in need of additional support may be referred to this scheme. Ask your practice for further information. **Please note there is a cost to participate in this scheme.**

Somerset and Wessex Eating Disorders Association

Patients with eating disorders may self refer to this service or be referred by a healthcare professional. Tel 01458 448600 or visit www.swedauk.org

Patient Advice and Liaison Service (PALS)

Tel: 0800 0851067

Electronic newsletter

Keep up-to-date with diabetes service developments, learn about workshops and events being held in your area to review and plan diabetes services.

If you would like to receive future editions and details of occasional diabetes events electronically, please contact Isabel Ramada, Secretary, NHS Somerset, either by email:

Isabel.ramada@somerset.nhs.uk
or by phone on 01935 384082.

Information can be posted if necessary, and can be made available in other languages and formats.

If you have any comments on this newsletter or ideas for future issues, please contact Joan Facey, Lead Manager for Diabetes Services, NHS Somerset: email joan.facey@somerset.nhs.uk or telephone 01935 384059 or write to: NHS Somerset Wynford House, Lufton Way, Yeovil, Somerset BA22 8HR