

HEALTHIER PATIENTS WHAT'S IN IT FOR YOU?



BETTER REWARDS

Helping you support people with diabetes

How using the Patient Held Summary can benefit you and your patients.



DIABETES UK
CARE. CONNECT. CAMPAIGN.
SCOTLAND



The Patient Held Summary – what can it do for you?

Used properly, the Patient Held Summary helps patients improve their self-management, which should lead to:

- better diabetes control
- fewer surgery visits
- reduced risk of complications
- better outcomes against your Quality and Outcomes Framework (QOF) targets
- improved compliance with national initiatives, eg Quality Improvement Scotland: Clinical Standards Diabetes; Diabetes Action Plan 2010; SIGN 116 Guidelines and the Healthcare Quality and Self-Management Strategies.

And for your patients, it:

- encourages participation in decisions to improve on results
- allows patients to feel empowered to manage their own care
- can significantly increase patient satisfaction with their experience of interacting with the healthcare system.

What is the Patient Held Summary?

The Patient Held Summary (PHS) brings together the information you need to integrate and co-ordinate care for people with diabetes. It is a print-out of all the results from your patients' diabetes-related tests, including foot scores and retinopathy, which have been collated in one place by SCI-Diabetes (Scottish Care Information – Diabetes).

You or your practice/diabetes specialist nurse can then use the information to discuss with patients how to set realistic and achievable self-management goals for themselves. These are recorded on the system and the print out is given to the patient to take away with them and to take to other clinical appointments. The goals are then revisited at their next diabetes review.

My patients' self-management is generally poor. Will this really help?

The Patient Held Summary has been redesigned to provide more information for the patient on why each of their results is important and to signpost them beyond your surgery to more sources of information and help.

Using the PHS to set specific targets with them will help them focus on the right things to look for help on.

How will this reduce surgery visits?

Diabetes UK Scotland is developing an approach to self-management to support the use of the PHS. Our intention is to create a body of volunteer self-management 'peer supporters' who would be available to talk to your patients when they have received their PHS, providing support and advice.

How does it help my QOF results?

Good self-management will mean that patients should be able to maintain good levels of HbA1c/ mmols and blood pressure, etc. They are more likely to have stable, consistent and positive results, which should be reflected in your QOF points.

What equipment do I need to access the PHS?

You should already have everything you need. SCI-Diabetes uses the national suite of information technology systems designed to support the care of patients with diabetes in Scotland. This follows on from SCI-DC Network and provides secure, web-based, access to the shared patient record for diabetes on the NHS Network.

The information collected provides data for the compulsory annual Scottish Diabetes Survey and GMS Contract indicators. Your practice will already have access to the system. You only need to be able to connect to a printer.

What training do I need?

Most people in healthcare have some experience of clinical IT systems and electronic patient records. SCI-Diabetes is currently being rolled out and an updated version of the system and training

materials will be available on-line. In the meantime, speak to your line manager about contacting your local SCI-Diabetes administrator who can arrange your user name and password

Can SCI-Diabetes give me other information?

There are various places on SCI-Diabetes where certain facts and figures are found. These include:

- the regional comparison page which shows a breakdown of a practice by specific cohort groups (diabetes type, age distribution, etc)
- regional figures for the same variables for comparison
- practice-wide report pages for eye-screening (shows a breakdown of patients digitally screened or not in the prior 15 months)
- and foot screening (including foot risk scoring), etc.

You can also access some practice-based audits in SCI-Diabetes (eg general clinical audits, patient contacts audits, etc). Each board also has access to their audit database – which contains frequently updated snapshots of region-wide clinical data.

In brief

Using the PHS will help you, as a healthcare professional, work together with people with diabetes to:

- **support and encourage successful self-management**
- **help minimise the risks of developing diabetes complications**
- **help you in achieving diabetes-related targets and compliance.**

SCI-Diabetes delivers clinically useful tools to support the care of patients by having their most up-to-date information available at a review to help improve communication and further establish the patient-focused approach.

FURTHER INFORMATION

Patient Held Summary

www.diabetes.org.uk/scotland/choices

Diabetes UK Scotland Careline

A dedicated support helpline for people with diabetes and their friends, family and carers.

Tel: **0845 120 2960** or email: **carelinescotland@diabetes.org.uk**

My Diabetes My Way

www.mydiabetesmyway.scot.nhs.uk/

The NHS Scotland interactive diabetes website to help support people who have diabetes and their family and friends. You'll find leaflets, videos, patient testimonials, educational tools and games containing information about diabetes. Patients can also register to access their SCI-Diabetes data via this website.

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