

Connect



Holly Howard of Bristol won the Young Person's Outstanding Contribution Award in the 2017 South West Diabetes UK Inspire Awards, celebrating our amazing volunteers.

She and her father Gavin, who both have Type 1 diabetes, cycled from Weston-super-Mare to Margate and raised £10,000. Read more about our Inspire Awards on page 4.



Dear Diabetes UK Supporter

Welcome to our new-look *Connect*, which reflects Diabetes UK's brand refresh. This was undertaken at the beginning of 2017 to create the right tone to help deliver our vision of a world where diabetes can do no harm. We have a new strapline – Know Diabetes, Fight Diabetes – and we have a new focus on how we confront the diabetes crisis and how we step up to the challenge in terms of care, awareness and ground breaking research.

I would like to thank you all for your hard work: you make Diabetes UK's work possible. Through you we reach many more people thanks to the support you provide through groups, awareness raising events and fundraising.

Annika Palmer, our Improving Care Manager, and I have been visiting groups all around the south west, giving talks at meetings to share our top priorities for 2017, which include foot care and improving access to diabetes education, and discuss opportunities for groups to support these aims. We hope to see as many of you as possible this year.

I am just about to go on maternity leave with my second child and am handing over the Regional Head reins to Annika, who already knows many of you and has been doing some fantastic influencing work in the south west over the past year and a half. I know she will do a brilliant job in my absence.

Please check out our new Diabetes UK South West web pages on www.diabetes.org.uk/south_west, where you will find a wealth of information and updates on regional activities, and please contact the south west team with your questions. We're here to help.

Phaedra Perry
South West Regional Head

Team news - who's who

We'd like to thank you for all your patience and support while we've been recruiting and inducting a number of new faces to the south-west team. From July we hope to be back up to full capacity in the south west.

Regional Head – Annika Palmer. Annika (second from right) has been Regional Head since 22 May, taking over from Phaedra Perry who is on maternity leave.

Improving Care Manager, South West – recruiting now. This role will replace Annika's role of Influencing Manager for Devon and Cornwall while she acts up as Regional Head.

Volunteering and Outreach Manager – Verity McLelland. Verity joined us on 30 May and replaces our former Volunteer Development Manager post, which ceased at the end of 2016.

Volunteer Support Officer – Gemma Jackson. Gemma (far right) joined us in February 2016 and is now well known to many of you.

Regional Media Officer – Susannah Hickling. Susannah (third from left) joined us at the start of 2017 and has already secured us coverage on BBC TV South West, Made in Bristol TV, Heart FM and several BBC local radio stations.

Regional Support Officer – Paula Wilson. Paula (second from left) continues to do a fantastic job supporting the whole south-west team and will be known to you all.

Regional Fundraiser – Louise Trott. Louise (far left) joined us at the end of April and has started to get out and about meeting our local groups.

Tesco Partnership Manager – Rhys Parker. Rhys joined us this spring and will be with us for the duration of the charity partnership.



Local Group News

Rugby star turns out for Diabetes UK

The highlight of the Bath Group's first Health and Wellbeing Fair on 4 April was undoubtedly rugby player Chris Pennell, full back for Worcester Warriors.

He spoke about being diagnosed with Type 1 diabetes at the age of 19, the highs and lows of having the condition and how he manages it while playing professionally. Chris then led a group of children present in a series of warm-up exercises together with Tom Homer, full back for Bath.

"For me, it's about focusing on what I'm able to do, living my life as normally as possible and understanding that I can do anything, eat anything, drink anything," Chris Pennell told the audience. "As long as you moderate

things and do things sensibly, there's no way diabetes has to affect you in any negative way whatsoever."

Local group chair Clive Johnstone introduced the event. Bath MP Ben Howlett and Dr Ian Orpen, chair of Bath and North East Somerset CCG, also spoke.

The fair was held in partnership with B&NES Council, B&NES CCG and Virgin Care and hosted by Hayesfield Girls' School.



Remembering Henry

Many of you will have known Henry Bartlett who sadly passed away in February. Henry was a very active member of Diabetes UK, having been involved in two local groups. He was the secretary of the Wimborne Local Group and then took on the role of chair for the West Dorset Local Group.

During his time with us Henry was also a Diabetes Voice, helping to push forward campaigns. He met his local MP Annette Brooke at the House of Commons to discuss the footcare initiative.

As a Service Champion he worked with the local NHS and CCG teams to ensure the voice of people with diabetes was heard and improvements to local care provision were made. He was a risk assessor at roadshows, helping people to know their risk of Type 2 diabetes and signposting them to further support. Henry was also active at fundraising events such as our annual Tesco Big Collection and in



raising awareness with the public and healthcare professionals.

In recognition of the work that Henry undertook for Diabetes UK, in 2014 he won the Raise Your Voice Inspire Award in recognition of his tireless campaigning. Also that year the West Dorset Group which he chaired was awarded the Local Group Inspire Award.

Henry was an old-fashioned gentleman with a big smile and a big hug at the ready. He will be sadly missed and fondly remembered. Our thoughts go out to his wife Heather, who was a great support to Henry in the work he undertook for us.

Tech Talk

On 11 March our Mendip Support Group held their first Tech Talk at the Somer Centre in Radstock. Input, a charity that helps people access diabetes technology, was present and Regional Head Phaedra Perry also spoke. The event had exhibitors and stands with information about the latest technologies to help manage diabetes for children and adults, and was well attended by both adults and children with diabetes.

Generous Donations

We have received a total of £13,325.95 from local groups in the south west so far this year, for which we are incredibly grateful.

These include:

- **£3,750** raised by the Swindon Group to be spent on an adopted research project
- **£3,000** from South Devon Group
- **£3,000** from the Weston-super-Mare Group to go towards research (£2,500) and children
- **£2,575.95** from the West Dorset Group to be split between improving care and research
- **£1,000** from Plymouth Group to help fund an adopted research project



Inspirational Award Winners

On 16 May, the nominees and winners of Diabetes UK's South West Inspire Awards gathered at our south-west HQ in Taunton to celebrate the amazing achievements of just a few of our local groups, volunteers, fundraisers and other loyal supporters during 2016.

Regional Head Phaedra Perry presented them with their awards and certificates. The ceremony was followed by a celebratory afternoon tea. Congratulations – and a huge thank you to all our winners and nominees. As well as Holly Howard, featured on our front cover, the winners were...



Campaigning and Influencing Award: Sandra Tweddell

Sandra Tweddell has worked tirelessly to reduce the inequality of care for people living with diabetes. She is a Service Champion and coordinator of the Bristol Diabetes Support Network, providing people in Bristol with the care and information they need.



Fundraising Award: Sarah Boardman

Sarah made a tough pledge in memory of her late boyfriend, who had Type 1 diabetes – to complete 100 challenges in her lifetime. She has walked the Dorset border, Hadrian's Wall, and took on the Welsh 3000s (as many peaks as possible in a day), raising over £5,000 so far.



Esme Sharpnell Reaching Out and Connecting Award: Spencer Wimbleton

In 2016 Spencer organised public meetings for the West Cornwall Group, was a lead Know Your Risk volunteer, working to deliver risk assessments in his community, and an active networker at local shows and events. He also works with gyms and Cornwall Healthy Weight to ensure local people are informed about diabetes.



Supporting Diabetes UK Award: Sue Briggs

Sue volunteers as a Diabetes UK Diabetes Voice, sharing her story and inspiring others as a media volunteer. She was also a member of the Peer Support team, offering telephone and email support for people with diabetes before becoming involved in the Diabetes Support Forum and fundraising for the Tesco Big Collection.



Supporting Others Award: Mendip Support Group

This voluntary local group for adults, children and families with diabetes has been running for seven years. In 2016 they organised trips for children and young people, and walks, coffee mornings and talks for adults. They are also active fundraisers. Events include Dance for Diabetes evenings.



Long Service Award: Stuart Walker

Stuart has dedicated 20 years volunteering with Diabetes UK. He supports several family, children and adult care events a year. His work with our care events team has helped provide many people with diabetes with the opportunity to meet others, learn how to manage their diabetes and have fun at the same time.

Congratulations

to all our nominees for their amazing achievements:

Fundraising Award: Gaynor Kirby, Natalie Thomas, Angela and Jim Lodge, Aaron Nappin

Esme Sharpnell Reaching Out and Connecting Award: Westbank Practice, Kim Kemp

Supporting Diabetes UK Award: North Devon Local Group, Forest of Dean Local Group

Supporting Others Award:
Plymouth Sugar Zappers,
Exeter Snack Pack,
Stuart Walker



Improving Care and Campaigning for Change

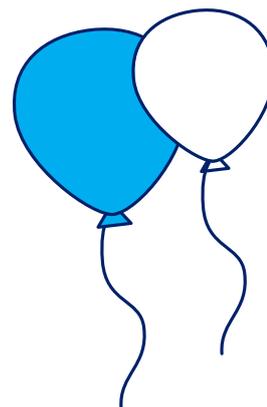
Here in the south west our priorities are to reduce avoidable amputations, increase numbers attending structured education, improve the overall achievement of the three NICE recommended treatment targets and improve the safety and inclusion of children with diabetes in school.

We work to achieve this by creating opportunities for decision makers to hear the patient voice, providing education to healthcare professionals to ensure improved delivery of care, providing education to people with diabetes about what good care looks like, working closely with commissioners and the NHS to ensure diabetes services effectively meet the needs of local populations, and campaigning and applying pressure through the media and MPs when care isn't good enough.

Through this approach we have secured a number of successes across the region. These include:

- An overall reduction in amputation rates across the south west and an increased number of local multidisciplinary foot care teams and effective footcare pathways. Notable examples of work in this area are the Somerset integrated footcare pathway, which led to a 43% reduction in major amputations and the Improving Diabetic Foot Faculty based at the Royal Devon and Exeter Hospital, which reduced major amputations by 57%.

- A region-wide commitment to increase by 10% year on year until 2021 the number of people attending structured diabetes education.
- A place at the commissioning table with those areas where we feel the most improvement is needed in order to help and advise commissioners.
- Delivering two public-facing footcare education days in partnership with Kernow CCG and the local healthcare provider and securing the establishment of a footcare redesign group which aims to improve services for people in Cornwall.
- The inclusion of a footcare-specific programme of work as part of the Bristol, North Somerset and South Gloucester diabetes transformation programme in order to address increasing, and already significantly above average, amputation rates.
- Patient representation on local diabetes transformation work programmes in Swindon, Bristol, North Somerset, South Gloucester, Dorset and Cornwall.
- Media coverage for our #TestingTimes campaign on BBC TV South West news, BBC Radio Cornwall, BBC Radio Devon, and Heart Devon, drawing attention to the increasing number of people facing restrictions on essential blood glucose testing strips and how to challenge such decisions locally.



St Austell School Wins Good Diabetes Care Award

In March South West Improving Care Manager Annika Palmer presented pupils and staff of Mount Charles Primary School in St Austell with Diabetes UK's Good Diabetes Care in School Award.

It was awarded after an assessment panel, including parents and representatives of Diabetes UK, agreed that it had met a series of stringent requirements.

As part of its Type 1 diabetes: Safe in Schools Campaign (previously known as Make the Grade), Diabetes UK is urging school staff, parents and healthcare professionals to nominate other schools for the award.



To find out more about the school awards and to access free resources to help parents and schools put the right care in place, go to:
www.diabetes.org.uk/school-award/



Daredevil Fundraiser

Last year, Aaron Nappin from Camborne, Cornwall, did a skydive in memory of his grandmother Elizabeth Nappin who had Type 2 diabetes and raised an incredible £2,300 for Diabetes UK. In fact, he enjoyed it so much he's doing another this August! This time he will be joined on his 10,000 foot accelerated freefall skydive by his sister Becky and is hoping to raise £5,000.

You can donate at:
www.justgiving.com/Aaron-Nappin-2017

Training for volunteers

In March we held our first induction session welcoming volunteers and giving them the opportunity to find out about Diabetes UK, our aims and priorities as a charity and how they can get involved to help us achieve these across the south west. In the afternoon we ran our updated speaker training, giving volunteers the knowledge and skills they need to deliver talks in their local community and help members of the public learn about diabetes.



Swim 22 champ Mark Humfrey

In The Swim

Once again in 2017, Diabetes UK asked people all over the country to swim the equivalent of the English Channel.

Lots of teams and individuals in the south west took up the Swim 22 challenge and got paddling in their local pools in a bid to complete 22 miles over three months between 22 February and 22 May and raise vital funds at the same time. Among them were the south west office team who at the last count had swum to Calais and back twice! Gemma Jackson, Susannah Hickling, Paula Wilson, Annika Palmer and Phaedra Perry also managed to raise more than £750 for Diabetes UK. You can read our blogs on the experience here: www.diabetes.org.uk/In_Your_Area/South_West/Regional-News/South-West-Team-Swim-22/.

But the champions' champion was Mark Humfrey from Barnstaple, who came top of the Swim 22 leaderboard nationally, swimming an amazing 176 miles and leaving nearly 900 other swimmers trailing in his wake. Retired teacher Mark, who has Type 2 diabetes, pledged to complete eight Channel crossings and bring his HbA1c levels down to 40mmols/mol. On top of that, he was aiming to raise £1,000 for Diabetes UK.

Running Heroes

Two big running races have once again proved to be key events in Diabetes UK's fundraising calendar. Fifty-nine runners raised money for Diabetes UK in the Bath Half Marathon on 12 March, raising a total of £27,235.

Runners from the south west also took part in the London Marathon on 23 April, once again raising vital sponsorship for Diabetes UK. They included Julie Sheppard from Frenchay in South Gloucestershire, who completed the course in 4 hours 43 minutes and 33 seconds and raised over £3,250. Julie undertook a number of fundraising events, including a running challenge at the school where she works as a business manager, in which pupils were encouraged to run as many marathons as they could in one afternoon.

Devon resident Michelle Stockman, who has Type 1 diabetes, finished the 26.2-mile course in just over seven hours and raised £1,150. Her aim in running the London Marathon was to prove, as she puts it, that "I control my diabetes; it doesn't control me."



Marathon woman Julie Sheppard and her grandchildren

Get Involved

Dates for Your Diary

Diabetes Week – Know Diabetes, Fight Diabetes

11 - 17 June

Adult groups' networking day, Exeter

27 June

Adult groups' networking day, Bristol

29 June

1 Million Step Challenge

1 July - 30 September

Adult groups' networking day, Salisbury

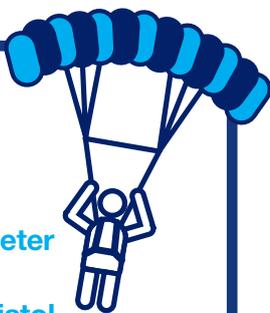
10 July

Children and families' networking day, Exeter

30 September

World Diabetes Day

14 November



New! Networking Events

At the start of the year we asked several of our local groups what you wanted to hear about and learn at our regional networking events.

This has helped us to shape an exciting agenda for the four events we will hold across the region to support your groups and celebrate the south west's achievements. See Dates for your diary opposite.

We're now inviting you to these events. It will be your chance to get together over lunch and celebrate success, share ideas, hear updates on developments in the region, listen to speakers and take part in workshops.

Email the team on south.west@diabetes.org.uk to book your place on the events in Exeter, Bristol and Salisbury.

Volunteering Opportunities

We currently have lots of volunteering opportunities on our website! We also have a comprehensive volunteer induction and speaker training programme. For all the latest, check out www.diabetes.org.uk/south_west.

Walk into Diabetes Week

This year Diabetes Week will take place from 11-17 June and the theme is Know Diabetes, Fight Diabetes.

To mark it, the south west team is urging as many people as possible to organise a local Walk for Diabetes. Take your local group for a gentle stroll, dragoon friends and family into a hike over the hills, or simply take the dog out! And whatever you decide to do, we'd love to hear about it. The south-west team will be going for a walk in Longrun Meadow, Taunton at 2.15pm on 13 June. Please call the office if you'd like to join us.

You can find out more about Diabetes Week here: www.diabetes.org.uk/Get_involved/Diabetes-Week/. If you enjoy your walk, why not take the next step and organise a walking group? Or join Diabetes UK's 1 Million Step Challenge. The aim is to raise funds and take 1 million steps over three months from 1 July. Push yourself to cover at least 10,000 steps a day and walk towards a healthier you and a healthier future for people with diabetes.

Find out more at www.diabetes.org.uk/Get_involved/Fundraising-events/million-step/.



Wanted: Media Stars!

We're lucky to have a wealth of volunteers prepared to help raise awareness of diabetes in the media, but we always want more.

It's by hearing and reading personal experiences that the public is able to go some way towards understanding what it's like to live with diabetes. So if you have good or bad experiences of using diabetes technology, diabetes care, living with amputation, or any other aspect of diabetes, or if you have found successful ways to improve your health and manage your diabetes, then our Regional Media Officer Susannah Hickling would love to hear from you. Please contact her on: Susannah.hickling@diabetes.org.uk.



Diabetes Digital Coach

A new project will soon be enrolling 12,000 people with Type 1 and Type 2 diabetes in the west of England to trial a set of digital tools that could revolutionise self-management of diabetes, putting people who live with the condition more in control of their own care.

Diabetes Digital Coach is an NHS test bed project, led by the West of England Academic Health Science Network working with 11 partners. Its aim is to develop an online service available via tablet, smartphone and PC. Diabetes UK is an adviser.

If you are interested in taking part in Diabetes Digital Coach and live in Bristol, Bath and North East Somerset, Gloucestershire, Wiltshire, Swindon or South Gloucestershire, you can find out more and register your interest on www.diabetesdigitalcoach.org.