Clinical Champions 2018-2020 cohort

Summary of impact, June 2019 – November 2019

“Every aspect of the programme has helped me achieve what I have achieved. I have felt empowered by the Ashridge sessions, and supported by my peers during Action Learning Sets. I have been able to seek advice and guidance from colleagues whom I would never have met, and Diabetes UK has given me all of these opportunities and more.”

Vicky Elliott

“The clinical champion programme has helped me to focus on certain aspects of diabetes care and improvement. It has given me greater confidence as a leader.”

Mairead McClintock

Footcare

In the last six months Angela Jones, Specialist Podiatrist in Cardiff, has implemented phase 2 of the STANCE project in the podiatry department at Cardiff & Vale University Health Board. STANCE will now be offered to all existing patients with diabetes within the service as well as to newly referred patients. Angela and the team are also participating in the Bevan's Commission Scale and Spread initiative were they hope to find other adopters of the project, such as other health boards or GP clusters, to offer STANCE to their patients.

STANCE also won the Welsh Government’s award for prudent healthcare at the Advancing Healthcare Award earlier this year. STANCE has empowered patients to better understand, question and engage as equal partners in their treatment plan. It has also demonstrated significant cost efficiencies – over £91,000 has been saved over a six-month period.

Dr Ateeq Syed, Consultant in Birmingham, has worked with key stakeholder to agree and pilot a service redesign of their diabetes foot pathway, with the hope to roll out the new design to the entire region early next year.

Healthcare Professional training

Sandra Wilson, Senior Diabetes Specialist Nurse in Aberdeen, has recently become a member of the education faculty to support and help deliver an education programme for new DSNs in Scotland. She has also continued to work on her own project to upskill practice nurses in diabetes care across NHS Grampian.

Sandra was an inspiring leader on the new Diabetes UK Primary Care Leadership programme, where she was able to share her experience leading with emerging leaders.

Gaynor Kebbell, Diabetes Specialist Nurse in Bath, has trained over 30 healthcare professionals as health coaches as well as using coaching techniques in clinical supervision to highlight ways of improving communication. She has also developed a rolling programme of coaching with online and fact-to-face follow-up and support to those who are trained. Gaynor has received positive feedback on the benefits of using coaching techniques in consultations by both nurses and people living with diabetes.
Hannah Beba, Senior Pharmacist in Darlington, has co-designed a tool for identification of inpatients suitable for SGLT2 management. She is also in the process of designing an educational package for pharmacist technicians to enable them to identify individuals on these medications who would benefit from counselling. Hannah has successfully facilitated the review of the Type 2 diabetes guidelines in her trust and is liaising regionally with the medicines optimisations leads to get this adopted across the region.

**Inpatient Care**

Over the last 6 months Mairead McClintock, Diabetes Specialist Nurse in Enniskillen, continues to provide inpatient diabetes training to healthcare professionals at the hospital. Through the increase in diabetes education and the introduction of the Point of Care system, patient referrals to the diabetes team has increased by 29%. Mairead is also leading on a pilot looking into the self-administration of insulin.

Dr Piya Sen Gupta, Consultant in London, has launched a diabetes safety group in her trust.

**Integrated care**

Dr Louise Overend, Consultant Diabetologist in Cumbria, has hosted a further two meetings of the newly established local diabetes network. She is now working to secure funding for the network and is engaging with primary care colleagues to identify someone to co-lead the network with her. One of the early outcomes of the network was a session on patient safety, specifically focusing on insulin safety. This has led to Louise leading a regional workshop on insulin safety.

Dr Kate Fayers, Consultant in West Hampshire, has developed a new programme for diabetes care in the New Forest which includes Type 1 diabetes care delivery. She is also in proactive discussions with her trust to develop a diabetes institute. Kate was shortlisted for the HSJ awards for her work on a local project that has improved diabetes treatment targets.

Dr Beth Marfleet, GP in Northallerton, has developed a regional diabetic foot referral pathway, in collaboration with local hospital trusts to be used across North Yorkshire and the North East. The new pathway includes guidance on antibiotic prescribing and when to refer to acute services, with the aim of reducing sepsis rates in diabetic foot infections. Beth has also been working to ensure funding of the structured education for people living with Type 2 diabetes includes harder to reach groups in rural areas and a culturally and linguistically adapted programme for our Nepalese population in Catterick Garrison. Between April and September 2019, 189 people with Type 2 diabetes were referred to the programme and 63% of those who started the programme completed it.

**Service redesign**

Jess Rees, Specialist Podiatrist in Llantrisant, has met with the Quality Improvement lead in her Health Board and has gained support she needs for her project. Alongside her project, Jess has been working on developing a standards of practice for total contact casting using the average healing rates for quality assurance purposes. The aim of this work is to ensure optimum treatment, and a root-cause analysis will be conducted if any patients fall out of the average healing range.

Dr Sarah Davies, GP in Cardiff, successfully secured the commissioning of the insulin monitoring enhanced service in Cardiff and Vale University Health Board, ensuring that
people living with diabetes can now be monitored in primary care. She has also been working with dietitians and other multidisciplinary colleagues on implementing the new Wales diabetes prevention plan. Sarah has spoken at the Welsh Assembly about her vision for the new Wales diabetes delivery plan, and has been elected onto the Primary Care Diabetes Society committee.

Dr Billy White, Consultant in London, continues to lead the National Type 2 diabetes working group.

Dr Clare Hambling, GP in Norfolk, has now embedded her project to improve care of housebound people and care home residents living with diabetes within her locality, with plans for it to be rolled out across neighbouring CCGs. The project was presented at the East of England Clinical Network event earlier this year. Clare continues to develop Eclipse as a tool for optimising diabetes care and a pilot project is being established to develop this further. The pilot will include the introduction of patient passports to facilitate sharing of information across organisations.

Structured Education

Jenny Hynes, Specialist Health Improvement Dietitian in Stirling, has presented at the national Type 2 diabetes education workshop to include ‘Type 2 Diabetes Explained’, the quality assured structured education programme designed by Jenny, as the recommended structured education programme in the new Type 2 diabetes education pathway in Scotland. Jenny has also been collaborating with Pocket Medic in Wales to develop a film on Type 2 diabetes in prison, which is now being considered for production.

Jenny was also an inspiring leader on the new Diabetes UK Primary Care Leadership programme, where she was able to share her experience leading with emerging leaders.

Transforming clinics

Siobhan Monaghan, Diabetes Specialist Dietitian in Enniskillen, has developed resources and teaching plans for group education in gestational diabetes at a regional level. Siobhan has ensured that gestational diabetes clinics are held at times and days where multidisciplinary teams can attend. The gestational diabetes service has been audited and has shown a statistically significant improvement in outcomes. Uptake in pre-pregnancy care has improved by approximately 25%.

Dr Tabitha Randell, Paediatric Consultant in Nottingham, has been invited to be a part of the NHS England and Getting It Right First Time (GIRFT) group looking at improving services and outcomes for 18-25 year olds living with diabetes.

Mel Curtis, Diabetes Specialist Nurse in Swindon, as Diabetes Lead has been working to improve diabetes education amongst both acute and community staff following an increase in serious incidents in inpatient diabetes care. Mel also continues to focus on increasing patient access to virtual clinics. This is now also being supported by the wider diabetes multidisciplinary team.

Psychological support

Dr Vicky Elliot, Clinical Psychologist in Warwick, continues to promote the work she has been doing by sharing good practice with other psychological therapists working in paediatric diabetes at a national level. She is currently analysing and writing up outcome data from the first two parent group programmes, with the aim to get these results.
published. Early results show a significant improvement in parental quality of life and a reduction in parental anxiety at 6 month follow-up. Vicky is hoping to create electronic versions of the group material she has developed so that a sustainable package can be produced.