

## **Prototype 3: Development of an online resource, specific to the clinic**

### The main aims for this prototype were:

- Development of an online resource specific to our clinic to increase the accessibility for diabetes support and education for young adults between the ages of 16-25.
- Currently our young adult's service does not offer online information. Our idea was to build a website which meets this age group's needs. This would include; staff profiles, a video of the clinic building, details of clinic date and times, upcoming education and drop in support sessions, downloadable patient diabetes management information and links to other key online resources.

### We are also:

- Extending the age banding of the clinic from 16-18 to 16 – 25 to maintain continuity and reduce risks of young adults becoming lost to follow up when they move to adult's services.
- Utilising a discussion aid, based on the template from Portsmouth.
- Piloting 1 hour 'drop in' education sessions to all 16-25 years old with type 1 diabetes.
- Piloting the use of a 'skills and lifestyle' workbook to be completed over a 2 year period, all topics are covered within the drop in education sessions.
- Creating a 'meet the team' board.

## So far, we have achieved:

- A mock version of a new website for our young adult clinic has been made, we are waiting for further editing with the graphic web designer to add our diabetes patient information, staff photos and information and educational links before making this website live to our patients.
- We have involved our young adults in the new branding of our service; through poll our patients have selected a new logo.
- We have commenced using clinic discussion sheets (modelled on a template from Portsmouth). The sheets have worked well so far to ensure we are tailoring the consultation to the patient.
- The team have had our photos taken by a photographer to help familiarise the patients with us. We are also awaiting a staff photo board to be made up to use in the clinic. A videographer is coming to clinic to take a video of a tour around clinic which will also be added to our website. This will help to add more familiarity for our patients coming up to young adult clinic.
- Staff have produced a time table of educational drop in support sessions for transition patients and a selected number of under 25 year olds from the adult service. These run towards the end of the young adult clinic. So far only one patient has specifically attended just for a session and made use of this. To adapt our approach we are aiming to direct patients coming in for their appointments in young adult clinic to come into the education and support sessions while they are there.
- A diabetes knowledge pack has been made for each of our patients attending young adult clinic, all nursing, medical and dietetic staff have responsibility to take a patient to one side and help to tick off some key areas of diabetes knowledge with the young adult at each visit. We do this by talking through 'what would you do' situations, testing their knowledge or explaining the correct actions to take in the case the patient is not sure. Young adults should ideally be able to have ticked off all knowledge areas before transfer into adult clinic.

## Key learning from this prototype:

1. Hospital trusts have strict rules on use of branding, media, and online websites and it is essential to understand fully all requirements when planning a project involving online platforms.
2. Younger adults have ever evolving needs and technology is always changing. A patient poll is important in understanding your demographic and what they would like. We were surprised twitter and Instagram were most popular for our patients.
3. Hospital own printing costs, photographer costs and web designer costs can be unexpectedly very high. If your trust allows it, try shopping around for external quotes or asking within the trust if anyone has experience and can provide a reduced cost service.

4. Involvement of young adults is key! When choosing logos for branding we were again surprised. The logo which was picked by an overwhelming majority of our young adults was not what we staff would have chosen!
5. From our poll, our young adults want quick easy accessible information and support. The DNA rate can be high in clinic. We hope to use the webpage as a way of communicating support to our patients in a way they find more accessible. We are always learning and will audit the use of the webpage amongst our patients once it has been rolled out.



# WELCOME!

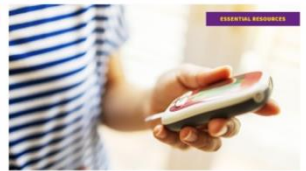
to the home of Heartlands Hospital young adult diabetes clinic.  
We are service supporting the diabetes care of 16-25 year olds



**DIABETES CLINIC**

The young adult's diabetes service is a clinic for people with type one and type 2 diabetes mellitus who are between the ages of 16-25 years old. This clinic has been set up to help you prepare to transfer to the adult diabetes service. Our goal is to help in partnership with you to help you gain the knowledge, skills and confidence you need to manage your diabetes on a daily basis and ensure good blood glucose control and enjoying your everyday life to the full.

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**CLINIC DETAILS**

The Young Adult Clinic takes place on the 2nd Friday afternoon of each month in The Centre for Diabetes and Endocrinology, Heartlands Hospital, Bondbury Green East, Birmingham, B9 5DS. Appointment times are between 10.00 – 16.00pm. We also run an informal peer support, diabetes self-management group between 3.00 – 4.00 pm during these clinics. These group sessions not only allow you to meet other young adults with diabetes but also give you the opportunity to improve your knowledge, skills and confidence to enable you to take increasing control of your diabetes and integrate effective self-management into your daily lives.

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