

MIDLANDS DIABETES UK IMPACT REPORT

2015/2016



DiABETES UK
CARE. CONNECT. CAMPAIGN.

FOREWORD

There's no question that 2015 was a tremendous year for Diabetes UK. Thanks to the generosity of all our supporters, we were able to develop greater awareness, influence local services, and achieve more overall collectively.

As a region, we cover a 10 million population, with over 500,000 people with diabetes. We have worked closely with a number of the forty one Clinical Commissioning Groups (CCG), NHS & Public Health England from the East and West Midlands, and thousands of Healthcare Professionals (HCP's) from across the Midlands. Collaborative work with the 45 Local Diabetes UK Groups and amazing volunteers has enabled us as a region to deliver the many successful highlights outlined in the report.

For all the great achievements over the last year, there is still along way to go. For too many people living with diabetes, things are still not good enough. Across the UK, the standard of care is variable, and for people with the condition the rates of heart disease, stroke, blindness, lower limb amputation and early death are far too high. The number of people with the condition is constantly rising: Every two minutes, another person receives that life-altering diagnosis. This means that the number of people with diabetes is projected to rise from 3.9 million today to 5 million in 2025.

The NHS is starting to focus on the condition as never before. After years of not giving diabetes the attention it so badly needs, we are seeing real progress and it is fantastic that we are now working with NHS England and Public Health England on a Type 2 diabetes prevention programme. I don't think the future has ever been brighter in terms of the potential to deliver improved health for people with diabetes Every supporter makes a difference, and together we are making progress towards a future without diabetes. Thank you!



Pete Shorrick
Midlands Regional Head



THE TEAM



Pete Shorrick
Regional Head



Rebecca Sharpe
Influencing Manager



Shaleen Sandhu
Volunteer Development
Manager (West Mids)



Roy Bustin
Volunteer Development
Manager (East Mids)



Emma Edwards
Regional Media Officer



Joy Jones
Area Fundraising Manager



Siobhan Clifford
Regional Fundraiser
(West Mids)



Rachael Mann-Bradbury
Regional Fundraiser
(East Mids)



Jenni Young
Area Fundraising Administrator



Farhana Darwich
Patient Leaders Project Manager



Katy Cook
Influencing Manager



Saima Younas
Regional Support Officer
(job share)



Gursharan Kaur
Regional Support Officer
(job share)



Mai-Linh Nguyen
Volunteer Support Officer

CONTENTS

Improving Care Highlights	4
NHS England	
Strategic Clinical Networks	7
Bright Idea	8
Fundraising	10
Tesco Charity Partnership	13
100 things	14
Amputations	15
Dudley Patient	
Engagement event	16
National Pregnancy Conference	17
Education	18
Care Homes	20
Patient Leaders	21
Volunteer in your area	22
Eye screening	23

IMPROVING CARE IN THE MIDLANDS HIGHLIGHTS 2015

JANUARY

Developing and supporting effective task and finish clinical diabetes networks to drive improvements in diabetes care

We supported the launch of the Northamptonshire Diabetes Network, bringing together clinicians, GPs, practice nurses, consultants and commissioners to agree a diabetes strategy across Nene and Corby CCGs. A key focus was around the delivery of care processes for people with Type 1 and Type 2 diabetes. Successes this year, included: a review of Type 1 clinics via patient survey, implementation of GRASP diabetes across GP practices to provide real-time data on care processes and treatment targets. This will be supported by a programme of primary care training in 2016, which Diabetes UK will be supporting. Nene and Corby CCGs confirmed their commitment to improve NDA results in 2015/16. Care processes for Type 2 have improved from 39 per cent to 62 per cent uptake.

FEBRUARY

– ongoing throughout the year

Transforming Type 2 diabetes education in Worcestershire to give people a choice of education options

In 2014 we highlighted concerns around long waiting lists for structured education to the three CCGs covering Worcestershire, through local meetings and voices writing to MPs and CCGs. A structured education working group was established with representation from Diabetes UK, the acute trust and commissioners. A new pathway was developed, and commissioned, focussing on three level education: information on diagnosis, online education and self-management support and class room education through XPERT.

Diabetes UK received £7,000 to provide patient education packs for people newly diagnosed with Type 2 diabetes across Worcestershire, providing around 2,000 people newly diagnosed each year with consistent and credible information on diagnosis.

The pathway launched in October 2015 and early outcomes include:

- 93 per cent of practices across the three CCGs have been set up to allow referral of Mapmydiabetes to patients by GPs and Practice Nurses
- More than 1,250 referrals have been made to Mapmydiabetes in the first two months.
- Of the 153 people who attended First Steps in the first three months, 99 per cent reported they understood more about their diabetes and 95 per cent felt more in control of their diabetes.
- Wait times to classroom education are now less than one month, down from 2014.

MARCH

Supporting CCGs to engage with patients when re-designing diabetes pathways

Throughout 2014 and 2015 we have supported Southern Derbyshire CCG and local clinicians with the re-design of their integrated diabetes service. This includes representation at a CCG-led stakeholder leadership group, where models and contracts have been agreed across commissioners and providers, being reflected in the new models of care.

APRIL

Improving outcomes for people with diabetes in care homes

Diabetes UK hosted a pilot course for care home staff in South Worcestershire. The training focussed on the provision of quality assured training by HCPs, with primary objectives to reduce ambulance call outs, hospital admissions and readmissions. 40 care home staff attended the training, representing 12 care homes. As a result of the training, 12 care home champions have been appointed, admissions to A&E are being recorded, with care plans now in place.



Raising awareness of 15 Health care essentials in Dudley

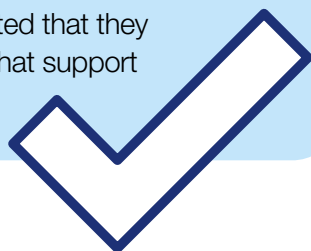
In April 2015, Diabetes UK worked with the local CCG, public health and acute trust to deliver a patient engagement event. 220 people living with diabetes attended the event.

The open day featured the following:

- Exhibition stands from Diabetes UK, Menarini Diagnostics, BD Medical – Diabetes, Dudley Self-Management Team, Age UK, Healthwatch Dudley, Podiatry service, Type 2 Together, Bike Right and Dudley Winter Warmth
- Presentations on: Diabetes UK and the 15 Healthcare Essentials, the future plans for diabetes care in Dudley, Diabetes Structured Education in Dudley, Dudley's Diabetes Self-Management Programme and the launch of the Type 2 Together Project
- Table discussions to hear people's experiences of using diabetes services in Dudley

What did the event achieve?

- Raised awareness of Diabetes UK, 15 Healthcare Essentials, and our services
- Launch and promotion of Type 2 Together Project, with 33 expressions of interest
- Strengthened stakeholder relationships – involvement in the local diabetes network
- Establishment of a new local Diabetes UK group in Dudley, with 23 expressions of interest
- Delegates commented that they are now aware of what support is on offer



JUNE

Putting Feet First – Assessing the situation across a region and quality assurance

In June 2015 Diabetes UK relaunched the West Midlands Foot care Network. 35 HCPs attended the network from 22 West Midlands CCGs. Best practice was shared amongst delegates. It was agreed that the network would lead on quality assurance audit of all CCGs in the West Midlands, ensuring good practice and effective commissioning of foot pathways.

Supporting Commissioners & Healthcare Professionals to respond to the new NHS landscape and share best practice – East Midlands Diabetes Event

Co-hosted a regional conference for key stakeholders, in partnership with the East Midlands Strategic Clinical Network, East Midlands Academic Health Science Network and NHS England. Objectives of the event were to provide the opportunity to respond to the new NHS landscape (Five Year Forward View), and to consider the opportunities and challenges for diabetes in the region. Models of good practice were shared from each CCG area.

105 delegates attended, with 19 CCGs represented. Pledges were made to improve diabetes care as a result of conference learnings.

The following have been fulfilled:

- **University Hospital Leicester** Implemented new guidance on insulin safety. Introduced Think Glucose champions on each ward to improve inpatient care.
- **North Derbyshire CCG** Developed integrated pre-diabetes care and roll out of the Leicester Diabetes Risk tool.
- **Nottingham City Council** Ensure young people with Type 2 diabetes are included in JSNA.
- **Mansfield and Ashfield** To look at how we integrate diabetes and supportive services to improve self-care for patients as part of the new self-care service.

IMPROVING CARE IN THE MIDLANDS HIGHLIGHTS 2015

JULY

Engaging with the prevention agenda

Diabetes UK chaired a Diabetes Prevention Delivery Group across CCGs in Leicestershire. This included agreeing local guidelines for preventing Type 2 diabetes and agreeing the design and delivery of a prevention programme. The CCGs have since been successful in their application to the National Diabetes Prevention Programme.

SEPTEMBER

Supporting CCGs to integrate their diabetes services

Diabetes UK facilitated a session at a Dudley Diabetes Clinical Network meeting around integrated care in diabetes and good practice models. With support from the Shared Practice and Innovation team, we provided a comprehensive assessment of various models across the country, facilitating a session on the AQuA toolkit. This highlighted the need to focus on financial and contractual mechanisms, culture and workforce to ensure integration across the pathway. We are now providing ongoing support of a fluid dynamic network.

Raising the profile of diabetes in the West Midlands

Established an excellent relationship with the West Midlands NHS England, gaining commitment for diabetes to be a high priority. Supported the establishment of an expert advisory group in the West Midlands, providing a wealth of data to identify priority areas to focus on in 2015/16.

We were successful in ensuring foot care was prioritised, in reducing the number of unnecessary amputations across the region, and access to and provision of structured education and improving clinical targets.

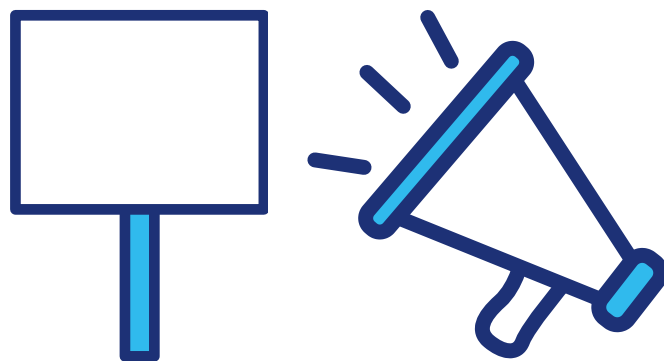
NOVEMBER

The Midlands team organised the 5th National Diabetes in Pregnancy Conference for over 350 Healthcare professionals across the UK. This included sharing exemplar models of good practice, and the promotion of the National Diabetes in Pregnancy Audit.

DECEMBER

Improving access to structured education across Solihull CCG

Diabetes UK supported the successful review of structured education provision, which has led to KPIs being set around information provision on diagnosis utilising Diabetes UK materials. All GP practices are being asked to join Diabetes UK's Primary Care Network with a target of 70 per cent signed up by March 2016. We also supported the review of clinical pathways, which included a review of structured education and information provision. As a result of the review, patients will now be provided with Diabetes UK's 'Just diagnosed' leaflet and a local information pack. KPIs have been set for 70 per cent of patients to be provided with the Diabetes UK leaflet between February – April 2016. A target of 70 per cent of GP practices signing up to Diabetes UK's Primary Care Network by March 2016 has also been set to support upskilling of primary care.





On 12 June 2015 at East Midlands Airport Thistle Hotel, Diabetes UK Midlands and East Midlands Strategic Clinical Network ran a conference for the 19 East Midlands CCGs Clinical and Commissioning leads.

Melanie Davies (pictured below left), lead for the NHS England Clinical Advisory Group spoke on prevention and the need for CCGs to prioritise this as part of the National Prevention Programme.

Delegates were asked to make pledges to improve local healthcare after the conference.



FULFILLED PLEDGES FROM THE EAST MIDLANDS

Mansfield and Ashfield

Pledge	Update
To look at how we integrate diabetes and support services to improve self care for patients	Self care hub is now in operation, supporting patients to access self-management support to improve their health and wellbeing.

Leicester, Leicestershire and Rutland (LLR)

Pledge	Update
Start LLR prevention group with the help from Diabetes UK	Prevention group has been established and have submitted a successful bid to the National Diabetes Prevention Programme.

University of Leicester Hospital Trust

Pledge	Update
Implement new guidance and information on insulin safety clinical guidance	Free insulin safety module produced. This is accessible nationally and is up to date. It is called 'Six steps to insulin safety' and is available on www.diabetesonthenet.com



BRIGHT IDEA

Education options for people with Type 2 diabetes in Worcestershire



The case for change

Worcestershire has more than 35,000 people living with diabetes and at least 2,000 people are newly diagnosed each year. Rising diagnoses led to increased referrals to X-PERT, the only previously commissioned Type 2 diabetes structured education course. This led to 6–12 month waiting times and poor conversion rates from referral to attendance of 30–40 per cent.

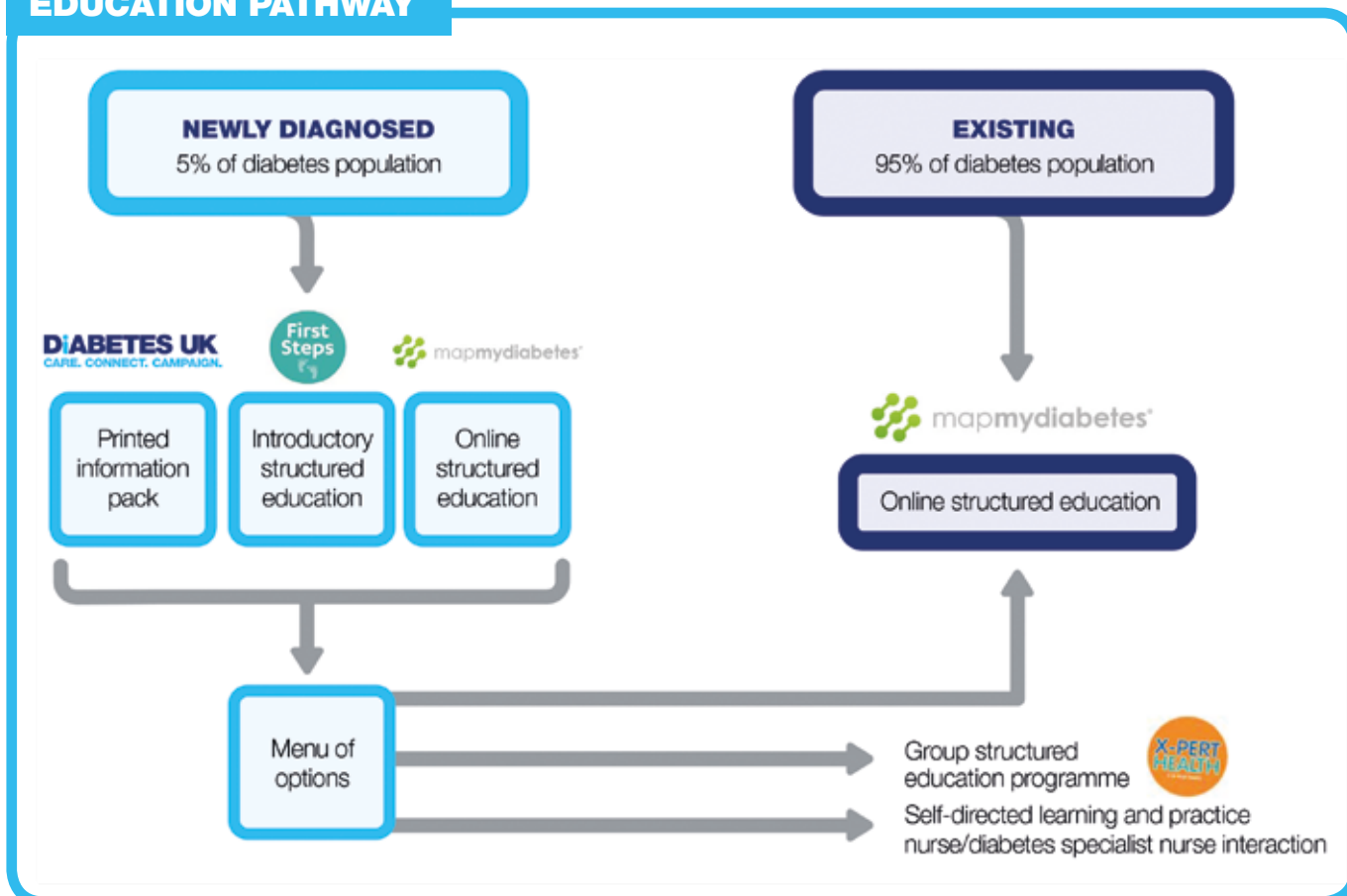
These issues triggered the CCGs to review the model. As part of the review, the CCGs surveyed 60 people with Type 2 diabetes to understand how they would like to receive self-management education. Results showed three preferences: group education, online education and one-to-one sessions with a GP or practice nurse. The review highlighted the need to offer people a menu of education options.

Engagement and promotion

A launch event gave healthcare professionals an overview of the new pathway and referral system. Healthcare professionals received formal training, with a focus on Mapmydiabetes, and then cascaded the information to others in their practices. A monthly e-bulletin updated primary care about the new model, rollout progress and training opportunities.

Promotion focussed on a '10k Challenge' – a call to action to get 10,000 patients accessing any of the options within one year. This provided an innovative way to continually engage healthcare professionals and maintain momentum in referrals post-launch. Mapmydiabetes promotional posters were placed in pharmacies, GP surgeries and waiting areas in the acute trust's diabetes centre.

THE MODEL OF CARE: EDUCATION PATHWAY



Mapmydiabetes

Mapmydiabetes is accredited by QISMET1 and provides the full structured education curriculum in an online format. The programme supports people to self-manage by providing access to education modules, opportunities to set and update their health targets, and tools to create meal and exercise plans. Healthcare professionals can use the programme to support collaborative care-planning, communicate with patients and monitor progress.



Mapmydiabetes is provided by Mapmyhealth Ltd. They monitor the number of accounts each practice creates, encourage and support practices to offer Mapmydiabetes, and provide training to specific practices when needed.

First Steps

First Steps was introduced to give more people quick access to initial face-to-face education. In these sessions, everyone is encouraged to use Mapmydiabetes and all further education options are discussed. The session leader also emphasises how important it is to commit to the entire six weeks of X-PERT. This is to help reduce did-not-attend and non-completion rates of those who choose this education option.



Outcomes

Changes in HbA1c after 12 months, conversion and completion rates, and patient satisfaction will be measured either quarterly or annually. Initial findings have shown:

- **93 per cent** of practices across the three CCGs can now refer to Mapmydiabetes.
- **1,250+ referrals** have been made to Mapmydiabetes in the first two months.

- **153 people attended First Steps** in the first three months, of which 99 per cent (151) reported they understood more about their diabetes and 95 per cent (149) felt more in control of their diabetes.
- **Wait times for X-PERT have reduced** from over six months to less than one month.



Lessons learned

1. Approaching commissioning across the three CCGs in a coordinated way and using a single service specification enabled the integration and scaling up of diabetes education across the county.
2. Using the '10K challenge' and promotional posters helped maintain referrals to all education options post-launch.
3. Having real-time usage data available from Mapmydiabetes helped identify which areas to focus communications and engagement to increase uptake of the online programme.
4. Offering training in local venues, meeting primary care staff face-to-face and having GPs and healthcare professionals championing the model in their local areas helped build positive relationships and support for the new service.
5. Integrating referral templates into EMIS Web improved referral rates to all education options.
6. Having a single communications plan agreed across the CCGs from the start ensured communications were consistent.

**For further information
about this bright idea email
sharedpractice@diabetes.org.uk**

FUNDRAISING IN THE MIDLANDS

'Others aren't as lucky as my Dad who has diabetes'

On Sunday, 24 May, Rachel from Northampton and her friends, Damien, Clare, Scott, Lee and Rachel embarked on an epic 96-mile trek across Scotland.

The West Highland Way is Scotland's first and most popular long distance route. It runs from Milngavie, on the northern outskirts of Glasgow to the capital of the West Highlands, Fort William and the foot of Ben Nevis. The route passes through some of Scotland's most beautiful landscapes; by loch and mountain, over moorland and along forest paths.

Though this sounds idyllic, it is not for the faint hearted. It took eight days battling through blistering sun, torrential rain, gale force winds, sleet, hail and even flooding to complete, carrying heavy expedition packs and camping along the way. Rachel would like to thank all of the extremely generous people who donated money, raffle prizes, and their support to this very worthwhile cause.



With a little help from my friends – Rachel, left, with her fellow walkers.

TOTAL RAISED FOR DIABETES UK: £1,520



Nottinghamshire friends transform 40th birthday party into fundraising extravaganza for Diabetes UK



Two families recently joined forces and have raised nearly £2,000 for Diabetes UK. The Dook family and the Grayson-Footitt family organised a fundraising event at Carlton Civic Centre in Worksop.

Instead of holding a traditional 'birthday party' for Nicola's 40th birthday they decided to ask people to support the event by buying a ticket, as opposed to attending a party and buying a birthday present. Around 170 people danced the night away to music from a well-known local band, Shotgun Angels, who also supported the event by performing for free. Carol and Nicola chose to raise money for Diabetes UK due to both losing family members through Diabetes related causes. They were able to choose where the funds were spent and opted to support the study, Statins and Ace Inhibitors for Teens with Type 1 at the University of Cambridge.

The donation was made in memory of Mathew Dook, Carol & John's son, who was only 19 years old when he died. The Dook family and the Grayson-Footitt family would like to thank everyone who supported them in any way to make the event the success that it was.

TOTAL RAISED TO DATE: £1,937



In 2015 the Midlands team raised a whopping

£461,126

for Diabetes UK – here’s a few of our amazing fundraisers that helped us get there!

‘Diabetes won’t stop me.’ After being diagnosed with Type 1 diabetes in 2014, Jake hasn’t stopped fundraising



With the £500 from his sponsored silence last year, **Jake has raised £2,500 in total.**

Ten-year-old Jake was diagnosed with Type 1 diabetes in 2014 and since then has been continuously fundraising for Diabetes UK.

In December 2014, Jake and his school took part in a Onesie Day and with his local Cubs Group raised £500 from a sponsored silence. In 2015, Jake set himself a new challenge – swimming 65 lengths at his local swimming baths. With great determination, and with the support of friends and family on the day, Jake successfully swam one mile in just 50 minutes.

Lewis Sherwood, 9 and his family from Wolverhampton hold an annual Cabaret in a local barn in aid of Diabetes UK.



In 2015, they raised **£2,257**. Lewis has Type 1 diabetes and received our young volunteer of the year award at the 2015 Midlands volunteer conference in February for his hard work and dedication to supporting Diabetes UK.

Lewis also has his own blog on our website www.diabetes.org.uk/About_us/News/Lewis-Sherwood-blog

Team ‘Proffitt and Loss’

Mandy Proffitt from Walsall was a Diabetes Specialist Nurse at the local hospital for many years. For Diabetes Week in June 2015, her two sons, husband and nephew cycled from Lands End to John O’Groats with Mandy accompanying them as medical support. They raised over **£10,000** for Diabetes UK **#amazing**.



TOTAL RAISED FOR DIABETES UK: OVER £10,000



By cycling together (no relays here) nearly 1000 miles in nine days, the length of the UK.

Mandy has been living with Type 1 diabetes for 30 odd years and over that time has received wonderful support and care from the diabetes unit at the Queen Elizabeth Hospital, Birmingham and Diabetes UK. With years of experience under her belt as a Diabetes Specialist Nurse Mandy has agreed to come along and take care of our ailments. Silly woman. As mad as a bucket of frogs and just as much fun.

FUNDRAISING IN THE MIDLANDS

Robin Hood Half and Full Marathon #TeamDUK raised over £3,600 for Diabetes UK in 2015

12 people from across the East Midlands took part in the Robin Hood Half and Full Marathon in Nottingham on 27 September 2015 in aid of Diabetes UK, joining #TeamDUK.

Nathan, a student with Type 1 diabetes from Derbyshire started his journey of supporting Diabetes UK back in April 2015. Nathan said 'Running the Robin Hood Marathon gave me strength to believe that anything is still possible with diabetes. The money raised is to help raise money for children dealing with the condition as it is a life changing moment.'



If you'd like to join #TeamDUK at the Robin Hood Half or Full Marathon, in Nottingham on Sunday, 25 September 2016 and raise money in aid of Diabetes UK please contact **rachel.mann-bradbury@diabetes.org.uk**

REMEMBER A CHARITY

12-18 September is Remember a Charity in your Will week. You don't have to go to extremes like jumping out of a plane to support your favourite charities, you can simply let your legend live on and leave a Gift in your Will. Nearly 1/3 of our work is made possible because people leave a special gift.

To find out more please go to www.diabetes.org.uk/legacies

REMEMBER A CHARITY
IN YOUR WILL WEEK

FREE WILLS MONTH

Over 55 and thinking about your Will? We've partnered up with Free Wills Month, which allows you to write or update your Will for free during March. Help our vital work continue by leaving a special gift this month.

To find out more about how it works, simply go to our Free Wills Month page www.diabetes.org.uk/Get_involved/Ways-to-donate/Leaving-a-legacy/Free-Wills-Month



TESCO CHARITY PARTNERSHIP



Tesco, Diabetes UK and the British Heart Foundation are on a mission to help reduce the number of people at risk of Type 2 diabetes and cardiovascular disease.

As these serious and often life-threatening conditions are largely preventable, the partnership is making a three-year promise to help millions of people eat better, get active and make healthier choices.

The partnership raised over £7 million during its first year. Those donations were split equally between Diabetes UK and the British Heart Foundation. The majority of funds were spent on joint initiatives helping people lead healthier, longer and more active lives. The remainder was spent to support the wider work of the two charities.

“ I am amazed how much was raised during the first year of the partnership. The phenomenal amount will help to save lives. ”

Michael Clarke

The National Charity Partnership also launched 'Let's Do This' in January. Let's Do This aims to inspire women aged between 20 and 45 to take small and achievable steps to a healthier life. The behaviour change campaign, funded from money raised by Tesco colleagues, is set to run in bursts over the next two years.

The campaign includes the Let's Do This website, which will help women to set a goal and track their progress and provides loads of tips and inspiration to help them stay motivated.

Let's Do This will also visit 15 priority areas in the UK over the next two years offering:

Local Events: A series of free, fun events across the UK that inspire people to eat better and be more active.

Holiday Lunch Clubs: Free food-based workshops to motivate and inspire families to change their eating habits for the better.



Michael Clarke is the Tesco Charity Partnerships Regional Fundraising Manager for the Midlands. He said, 'I am amazed how much was raised during the first year of the partnership. The phenomenal amount will help to save lives. We have already done great things with the donations and I can't wait to see what we achieve over the next two years. Of course, none of this would be possible without Tesco colleagues and customers. If you fall into that category then thank you so much for support – it is very much appreciated.'

For more information about the partnership, please go to www.tescocharitypartnership.org.uk

100 THINGS



Nuneaton man tip featured in new book of tips on living with diabetes



Ian Clayton who has Type 2 diabetes is backing the launch of a new campaign and free book, '100 things I wish I'd known about diabetes', sharing his tip on living with the condition with others who have been affected by diabetes.

The free book, published by Diabetes UK, is full of everyday tips offered by people living with diabetes for other people living with diabetes, their families and friends.

Ian Clayton, 35, had some symptoms of diabetes for a number of years but only got diagnosed a year ago. He started on tablets but soon after was on insulin too. Of over 1,100 tips submitted, Ian provided the following tip on travelling around and this is one of 100 tips featured in the book:

“ Sandwich boxes are ideal for storing insulin pens, glucose machines, tablets and other diabetes essentials. You can even get ones with compartments so everything you need is in one place and portable enough to keep in your bag. ”

All tips submitted were reviewed by the Diabetes UK clinical team and the final 100 tips included in the book were shortlisted by a panel of people with diabetes.

Actor Jonny Labey, who has Type 1 diabetes, said: *'No-one should feel alone with their diabetes. Managing diabetes can be a challenge but it doesn't have to stop anyone from achieving their goals. The great thing about this book is it shows how we can all support each other and this is not something we have to face all by ourselves. That's why I'm so glad to have contributed to the book. I'd advise anyone with diabetes – whatever type they have – to get hold of a copy now.'*

Tips of celebrities mentioned in release

Jonny Labey has played Paul Coker in EastEnders since April 2015, and has also appeared in the West End musicals 'In the Heights' and 'White Christmas' and the award-winning film 'Soft Lad'. As well as supporting Diabetes UK, Jonny is also an ambassador for Diabetes Jersey.

'Just because I go hypo from time to time doesn't mean I'm a 'bad diabetic'. It just means I've miscalculated my insulin or that my body's going through a change. There are so many factors that can affect your blood sugar that you should never take it personally.'



Philip Schofield presents 'This Morning' on ITV and has also presented ITV's coverage of the Royal wedding of The Duke and Duchess of Cambridge, 'Dancing On Ice' and 'The Cube'.

'If you're going out for dinner with family or friends with diabetes, it's helpful to pick a restaurant where they can have a quick look at the menu online first. And try to pick somewhere that gives you all the options – if they're trying to go easy on the carbs, don't plump for a restaurant that only serves pizza.'



Chris Pennell plays rugby for Worcester Warriors and England.

'When exercising, test before, during (if possible) and after. See how exercise affects your levels to help you adjust your control for next time. Bear in mind when you have last eaten and injected as this will impact how quickly your blood glucose can change. Choose snacks such as dried apricots to help maintain your blood glucose levels during exercise and keep plenty of fluids close by. Some types of exercise will lower your blood glucose, some will actually raise it. That is why testing is so important.'



Si King is one half of The Hairy Bikers, whose cookery and travel shows appear on BBC2.

'If you enjoy baking, but want to cut back on the amount of sugar you're using, try using fresh or dried fruit, like bananas or raisins, to add extra sweetness without the added sugar.'

AMPUTATIONS

South Warwickshire Foot stunt

Diabetes UK called on health chiefs to urgently tackle the high number of diabetes-related amputations happening in South Warwickshire.

In the last three years, there have been 118 diabetes-related amputations in South Warwickshire, according to NHS data¹. This is an annual rate of 3.5 amputations per 1000 people with diabetes during 2011–2014 – well above the national average of 2.6.

There are also more **hospital stays** for diabetic foot disease in this part of Warwickshire with **205.4 nights per year per 1,000 people** with diabetes, which is well above the national average of 163.2 nights per 1,000 people.

The main objective of the day was to get the CCG to commit to an urgent review to identify the local causes of the high amputation rate, and for this to lead to clear changes to address areas of concern. People are losing toes, feet and limbs when better healthcare, such as annual foot checks and access to specialist foot care teams, could have prevented this from happening. It is also extremely costly for the NHS at a time when money is incredibly tight.

Jeremy Wright, MP for Kenilworth and Southam, is supporting Diabetes UK's day of action and has donated his own shoes for the display. He said: *'Amputations have devastating effects, both physical and psychological, and we should avoid them wherever we can. That's why I'm supporting this campaign.'*



Alison Smith, 54, from Kenilworth, is a nurse who lives with Type 2 diabetes. Her elderly mother also has the condition and has had some toes and part of her foot amputated.

'I'm really worried about the care people with diabetes are receiving.

I have struggled to get the right checks for myself at times and have been horrified at the care my mother has received, said Alison. 'This is why I'm supporting Diabetes UK's campaign in South Warwickshire today. Everyone living with diabetes deserves the right care. Preventable amputations must stop.'

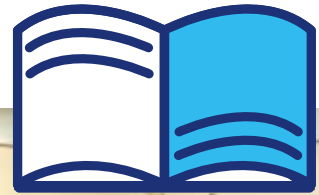


It is estimated **80 per cent of amputations are potentially preventable**, through improved awareness and education among people with diabetes, ensuring people get their annual foot checks and access to good local as well as specialist foot care services.

To highlight the human tragedy behind these local statistics Diabetes UK displayed 118 shoes to represent the number of diabetes-related amputations which were carried out in South Warwickshire in the last three years. They have been donated by people who have had an amputation, supporters and celebrities. Each has a personal message:

- Footballer **Gary Mabbutt MBE** who has had Type 1 diabetes since he was a teenager and nearly lost his leg two years ago due to diabetes complications has donated a pair of football boots
- X Factor winner **Alexandra Burke**, whose mum (Melissa Bell, former singer with Soul II Soul) has Type 2 diabetes and is on kidney dialysis due to the condition, gave a pair of heels
- Comedian **Joe Pasquale**, whose daughter has Type 1 diabetes, has given the trainers he ran the London Marathon in
- Spice Girl **Mel C** has donated a pair of Cavalli heels and her step-brother, the racing driver Paul O'Neill who has Type 1 diabetes, has donated a pair of racing boots
- Olympic Gold figure skater **Robin Cousins** has donated a pair of ice skates (without blade) to support the event because there is diabetes in his family.

DUDLEY PATIENT ENGAGEMENT EVENT



In April 2015, Diabetes UK worked with the local CCG, public health and acute trust to deliver a patient engagement event. Over 220 people living with diabetes attended the day.

The event featured the following:

- Exhibition stands from Diabetes UK, Menarini Diagnostics, BD Medical – Diabetes, Dudley Self-Management Team, Age UK, Healthwatch Dudley, Podiatry service, Type 2 Together, Bike Right and Dudley Winter Warmth.
- Presentations on: Diabetes UK and the 15 Healthcare Essentials, the future plans for diabetes care in Dudley, Diabetes Structured Education in Dudley, Dudley's Diabetes Self-Management Programme and the launch of the Type 2 Together Project.
- Table discussions to hear people's experiences of using diabetes services in Dudley – what is good, what can be improved and the top three priorities for Dudley to address.



What did the event achieve?

- Raised awareness of Diabetes UK and our services.
- Launch and promotion of Type 2 Together Project, with 33 expressions of interest received.
- Raised awareness of the care that people should receive (15 Healthcare Essentials) with 89 people responding to the 15 Healthcare Essentials survey.
- Strengthened relationships with stakeholders – commitment to involve Diabetes UK in the move towards an integrated service and a recommendation for Diabetes UK to formally join the local diabetes network – a great route for influence.
- Establishment of a new local Diabetes UK group in Dudley, with 23 expressions of interest received.
- Delegates commented that they are now aware of what support is on offer and felt confident in accessing the support.

Moving forwards, we will be working with Dudley CCG to ensure that the recommendations made by people with diabetes at the event are considered and acted upon.

The event demonstrates that public engagement events can act as a useful tool in our influencing portfolio contributing to:

- Meaningful involvement of people living with diabetes in the design and delivery of diabetes services.
- Contributing to developing an effective clinical network and helping to overcome provider and CCG barriers.
- Promotion and increased uptake of structured education.
- Improved access and equity of care.
- Education of healthcare professionals.
- Awareness and promotion of 15 healthcare essentials.

NATIONAL PREGNANCY CONFERENCE

In 2012 the Midlands Team initiated the first National Diabetes in Pregnancy Conference for Healthcare Professionals.

The objective being to improve standards of care for pre conception, and women going through diabetes during the course of pregnancy. In November 2015, the 4th National Diabetes in Pregnancy Conference, entitled 'Challenges & Innovative Practice', took place in Manchester. Over 350 healthcare professionals from across the UK attended, including Obstetricians, Midwives, GPs, Consultants, and generalists. The event was organised by the Diabetes UK Midlands Regional Team, and was sponsored by Novo Nordisk, with additional support from other pharmaceutical and healthcare companies.

The opening focus was upon gestational diabetes (GDM). Professor Angus Forbes, Federation of European Nurses in Diabetes Chair in Clinical Diabetes Nursing, King's College London, noted 30 per cent of women with Gestational Diabetes will go on to develop Type 2 diabetes between five and 16 years after giving birth, yet only a minority attend for

NICE-recommended diabetes screening post-pregnancy. Dr Sarah Finer, Honorary Senior Lecturer in Diabetes at Barts and The London School of Medicine and Dentistry, picked up the Gestational theme with a consideration of how the condition may affect offspring through developmental programming. There were a number of poster presentations including concerns that women with a history of Gestational Diabetes, might miss out in the NHS Diabetes Prevention Programme (DPP) because the tools used to select those at risk of Type 2 diabetes do not include this as a risk factor.

The National Diabetes in Pregnancy Audit was also published the day before the conference, and Dr Nick Lewis-Barned, Chair of the National Pregnancy in Diabetes (NPID) Audit Advisory Group, presented findings from the 2014 audit. This included data from 150 units caring for woman with diabetes who are pregnant, covering 2,537 women and 2,553 pregnancies and representing almost all such units in England, Wales and Scotland.



The 5th National Diabetes in Pregnancy Conference is taking place on 10 November 2016 at the Guoman Tower Bridge Hotel in London.

WORKING IN EDUCATION

Walsall school wins good diabetes care award

A school in Walsall has received a special award that celebrates schools which provide great care and support to children and young people with Type 1 diabetes.

St Michael's Church of England Primary School in Maple Road, is one of the first schools in the country to win one of Diabetes UK's Good Diabetes Care in School Awards which recognise schools across the UK who are providing good care and support to children and young people with Type 1 diabetes.

The school was chosen by an assessment panel which included parents and representatives from Diabetes UK. It has been recognised for the support it provides to pupils.

On Friday February 5, Diabetes UK Midlands regional manager **Peter Shorrick presented the school with their award**, which is valid for two years and a certificate in the school's assembly.

He was joined by 10-year-old Harry Hewines, who has lived with Type 1 diabetes for four years, and his parents Andrea and Karl. Harry's seven-year-old sister Charlotte is also a pupil at the school.

It is extremely important that children and young people with diabetes receive good care in school to help them keep their blood glucose to target levels. In the short-term, high or low blood glucose levels can make a child extremely unwell, and in the long-term, high blood glucose levels can increase risk of serious complications such as amputation, blindness and stroke later in life.

Supporting children to manage their diabetes well is also key to enabling them to get the best from their education and school activities.

Good Diabetes Care in School Award shows that good diabetes care in schools is achievable and presents an opportunity to share best practice amongst schools, helping to ensure that all students with diabetes get the support they need and can therefore achieve their full academic potential.



Recognising that some schools will have concerns about how to support students with diabetes, as part of its Type 1 diabetes: Make the Grade Campaign, Diabetes UK has created free resources to help parents and schools get the right care in place.

Along with this Diabetes UK has launched a Care in Schools Helpline which provides parents of children and young people with Type 1 diabetes across the UK with information and support around the care their child is entitled to receive at school.

The Good Diabetes Care in School Award will run until June 2016 with the next round winners announced in March 2016, so Diabetes UK is urging school staff, parents and healthcare professionals to nominate schools providing good care for the award.

Ros Hutchinson, headteacher at St Michael's Church of England Primary School, said: 'We are delighted to become one of the first schools in the country to win Diabetes UK's Good Diabetes Care in School Award. We currently have one student in our school who has Type 1 diabetes and we take our responsibility to provide Harry with the

support and care he needs to manage his condition safely in school very seriously. We have worked extremely closely with students, parents, and school staff to ensure that the right care is in place, and that children and young people with Type 1 diabetes have the same opportunities as their peers who do not have the condition and are able to fully participate in their education and so reach their full academic potential.'

Peter Shorrick said: 'St Michael's are providing outstanding care to Harry which is why they have become one of the first schools in the country to receive our Good Diabetes Care in School Award.'

'We urge all schools, both here in Walsall and across the country, to follow St Michael's example as good care in schools means that children and young people with diabetes stay healthy and get the best from their education. The fact that this school is doing such a fantastic job shows that good care is achievable in all schools.'

'The award will run until summer next year so it's not too late for other parents, healthcare professionals and school staff to nominate schools who are providing outstanding care. We want all children and young with Type 1 diabetes to get the care and support they need to lead full and active lives.'

Harry's mum Andrea paid tribute to the school for the way they support Harry every day, ensuring he can fully and safely participate in all aspects of school life.

'Gemma Ivens has been our key contact and she is a superstar, she looked after Harry when he attended a school residential trip without us and has learnt a lot about the condition to alleviate our concerns and keep Harry safe, well and happy at school. He is thriving here and that is due to the support and care he receives on a daily basis.'

For more information on the Good Diabetes Care in School Award visit www.diabetes.org.uk/school-award

University of Lincoln Diabetes Group

Diabetes UK have been supporting Universities in the East Midlands to set up student led projects in the form of diabetes support groups.

Our volunteer development manager successfully recruited Andrew Smith who is a student at Lincoln University in November 2015. Andrew after an initial meeting was keen to set up a group using Diabetes UK resources to support people affected by Type 1 diabetes within the campus.



From right to left: Andrew Smith, Katie Hibbins, Chloe Simm.

Andrew and two fellow students held their first event as part of a re-freshers fair on 18 January 2016 where they gave out information regarding diabetes and raised awareness of the new support group. Since this event members have now grown to a 13 strong team who now come together to offer support and raise awareness of diabetes.

Support groups within Universities were founded in the East Midlands but these projects are now beginning to rollout across the UK. Diabetes UK hope to ensure that no student new to the university environment is living with Type 1 diabetes alone.

We would also like to set up more of these groups in order to dispel diabetes myths amongst staff and students, raise hypo awareness and support people to recognize the symptoms of diabetes.

CARE HOMES

Care & Residential Home Training – South Worcester & Solihull CCGs

71 care homes were contacted in South Worcestershire. They were sent invites for a study day which provided Care home managers the opportunity to select two or more members of staff to attend the study day on 21 April 2015 at St Peters Baptist Church, Worcester.



St Peters Baptist Church, Worcester.

The purpose of the study day was to enable each delegate to deliver better management of diabetes within their care homes. Also to raise awareness of symptoms of diabetes and what they should identify in residents and to reduce diabetes related admissions to hospitals. Presentations were delivered by healthcare professionals from Worcestershire. The workshops included treatment of diabetes, foot care, diet and nutrition.

15 Care Home champions have been contacted every three months for an update. The feedback that has been received from Care Home champions illustrates that the outcome of the training day has been successful and has improved diabetes care within the Care Homes.

- Overall the admission rate to hospital has improved. Only one admission over the year was reported which was diabetes related.
- One patient required urgent care from a GP over the past 12 months.
- No call out to paramedics have been made for assistance for patients with diabetes.

Some feedback from care home champions.



- Excellent day especially the dietary information that was provided, and now able to help in the management of patients dietary needs and the portion sizes
- Overall improvement in foot care. Able to provide care for feet and managing toe nails and not referring residents to a podiatrist all the time.
- The knowledge and information gained from the study day has been shared with other team member's that were unable to attend, improving quality of diabetes care in the Care Home
- Training day gave confidence to Care home champion's when interacting with residents with diabetes.

In February 2016, working collaboratively with Solihull CCG, NHS Trust and the Local Authority, a one day conference was organised at St John's Hotel in Solihull.

Care Home leads from 20 Care and nine Residential homes attended. Over 24 Care Home Champions were appointed, with their responsibility being to monitor ambulance call outs, admissions and readmissions. Also, they will ensure that care plans are in place for all residents with diabetes, and that annual reviews will be undertaken for everyone.

Further training is scheduled for the end of May for over 100 Care & Residential Homes across Mansfield & Ashfield CCG and their Local Authority. Appointment of Care Home Champions and monitoring of hospital admissions and Care plans will ensue.

THE PATIENT LEADER PROJECT

A unique approach to Patient involvement in the NHS

Since January 2015, Diabetes UK has been working in partnership with the Centre for Patient Leadership (CPL) in paving the way for people living with diabetes to take a lead role in improving care, using their knowledge, lived experience and leadership skills within the NHS. We have 21 'Patient Leaders' engaged across eight Clinical Commissioning Groups (CCGs) working to improve diabetes care across the Midlands.

The Patient Leadership project is a two-year pilot programme funded by the Department of Health – Health and Social Care Volunteer Fund. It builds upon CPL's unique experience of developing Patient Leaders and supporting organisations working with patients, and Diabetes UK's extensive networks of people living with diabetes and mobilising them to positively influence diabetes care provision.

Through the project, Clinical Commissioning Groups in the Midlands have gained:



- An opportunity to make real improvements in care by enabling patients with personal expertise to provide insight into the design, improvement and delivery of diabetes services at a strategic level.
- The chance to trial an innovative approach to Patient Involvement which differs from the traditional patient engagement and representation methods, in a supported environment
- Free expert consultancy support from the Centre for patient leadership to assist in project implementation
- The option to take the experience and learning and apply it to other aspects of healthcare.

The project also contributes towards meeting the principles outlined in the NHS Constitution – supporting CCGs to develop stronger engagement and accountability to the public, communities and patients that they are serving.

Centre For
Patient
Leadership

Patient Leaders have received bespoke training and coaching to enable them to be effective in their roles. They are currently actively participating in strategic meetings with managers and commissioners in the NHS in formal settings where patients have previously not had a voice. Through being involved at this high level, Patient Leaders bring the patient, service user and carer experience into the heart of quality improvement, they shape provision through their solution-focused and constructive approach to the issues in hand.

Links are being made between the Patient Leaders, local communities and with existing patient networks to ensure a connection between this initiative and established patient participation routes.



Patient Leaders in training with a facilitator from the Centre for Patient Leadership

Examples of work to date include Patient Leaders in Nottingham City CCG involved in the launch of a new integrated diabetes service; in Birmingham Crosscity CCG to develop a more patient centred service specification for diabetes care provision in the City, and work in Herefordshire, Leicestershire and Leicester is getting underway for their strategic engagement in the design of the local diabetes prevention programmes. Many of the CCGs involved are looking into ways in which they can retain Patient Leaders' involvement beyond the initial 12 month time span for which they had signed up for. It is anticipated that the project will be a catalyst for change for CCGs in the planning and improvement of diabetes care.

VOLUNTEER IN YOUR AREA



We need people with an interest in diabetes to help us raise awareness in the local community. Depending on your skills and experience, there are many ways that you can volunteer with Diabetes UK.

We are looking for volunteers to help with fundraising, awareness raising events, carry out talks on our behalf, be a team leader or collection volunteer at our Big Collection event and help set up support groups to mention a few.

You can learn more about our volunteer roles by contacting the volunteering team based at the Midlands office on midlands@diabetes.org.uk or on **01922 614500**.

There are many different opportunities to get involved in and we will be happy to discuss these with you.



EYE SCREENING



Birmingham, Solihull & Black Country Eye Screening Programme

The Birmingham, Solihull and Black Country Diabetic Eye Screening Programme have a total population of over 170,000 people with diabetes. The programme currently screens 81 per cent of its eligible patients on an annual basis, which meets the national target for screening uptake set at 70 per cent.

Joint Programme Manager Paul Galsworthy states, 'Although as a programme we meet the current national screening uptake target, we are always trying to improve this by working with our stakeholders. A targeted uptake improvement strategy has just been implemented looking at patients with poor engagement of health services within local communities. We are trying to understand why patients are not responding to requests for screening, as well as trying to put measures in place to encourage engagement and improve patient experience.'

What is Diabetic Eye Disease?



Diabetic eye disease is a leading cause of blindness in the UK. Diabetes can affect the blood vessels, causing them to leak in the back of the eye (the retina); this is known as diabetic retinopathy. Having your eyes screened regularly will help detect any changes caused by diabetes. Even if you feel your vision is fine, it is still important that you attend your eye screening.

Diabetic eye disease can harm your vision though you may not experience any symptoms until it is at an advanced stage. All people with diabetes are at some risk of getting diabetic retinopathy.

ABOUT YOUR SCREENING VISIT

1. People with diabetes aged 12 or older should get your eyes screened regardless of whether you use insulin, tablets or diet to keep your diabetes under control. Do not delay in booking your appointment when you receive your invitation letter; time is an important factor.
2. At the appointment your sight will be checked. Please bring all spectacles that you may use. You will still need to attend your optometrists every one or two years for a sight test and checking your overall eye health.
3. You will have drops put in your eyes. These will make your pupils bigger. You may want to bring sunglasses with you as everything will look bright due to these eye drops. It is very important that you **DO NOT DRIVE** for four to six hours after having the eye drops as your vision will be affected.
4. The sooner you are screened, the sooner we can detect potential problems and protect your vision. Remember, diabetic eye screening does not detect other eye conditions such as glaucoma or cataracts.
5. Your results will be sent to you, your GP and to the co-ordinators of the National Screening Programme. Nobody else will receive your results unless you give permission.

To book an appointment or to find more information please call: **0333 456 7887** or visit **www.retinalscreening.co.uk**

MIDLANDS REGIONAL OFFICE

Diabetes UK
6th Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Tel 01922 614500

Email midlands@diabetes.org.uk

Macleod House
10 Parkway
London
NW1 7AA

Call 0345 123 2399*

Email info@diabetes.org.uk

Fax 020 7424 1001

Go to www.diabetes.org.uk

DiABETES UK
CARE. CONNECT. CAMPAIGN.

Kindly supported by

Alcon[®]