

Diabetes Focus Group

6th November 2013,

Central 40, Chineham Business Park, Basingstoke, RG24 8GU

The North Hampshire CCG, in conjunction with Diabetes UK, organised a Diabetes Patient Focus Group meeting in order to give local people living with diabetes an opportunity to have a say on the work that North Hampshire CCG are doing to improve diabetes services locally.

The event was widely publicised and 12 members of the public attended the event that was chaired by Dr. Christian Chilcott, Clinical Lead for Diabetes for the CCG and Diabetes UK.

The agenda for the day can be found in Appendix A.

Attendees at the event were invited to discuss and record their views in relation to:

- A local diabetes website
- Patient education and self-management
- Setting up a local diabetes support group

The views of the attendees can be found in appendix B.

In general the feedback from the group with regards to the proposed website was very positive. A number of themes were identified, including public and professional information clearly identified, links to the Diabetes Forum, volunteer sector and other long term conditions. Also there was a positive response to the planned patient education programme with concerns over location and timing which will be addressed. Finally, some of the attendees would like to be involved in setting up a local support group.

Focus Group

6 November 2013

Time	Activity Notes
9:30	Participant registration
10:00	Welcome and introductions
10:10	Ice breaker
10:25 10:55	Discussion 1 – Diabetes website Feedback from discussion 2
11:10	Refreshment break
11:25 11:55	Discussion 2 – Patient education Feedback from discussion 2
12:10	Open discussion – Patient support group
12.20	Wrap up
12:30	Lunch

Discussion 1 ~ Opinions on a local diabetes website

- Joint Formulary? Need to be clear on language
- Like layout clear
- How to refer? – Need info on it
- Patient information should be first
- Clear links from service area info in patient info – to professional
- Patient info, contact us, diabetes team and emergencies at top level
- What is in what care to expect?
- Simplify – number of grids
- Should include HbA1c conversion
- In research....make sure its new
- Developments rather than research
- What's 'new' – new additions to site/services 'new' tab
- Email alerts – but need to sign in?
- Links to diabetes forum/other long term conditions
- Information on diet/lifestyle (Dietician)
- Want access to professional information or choice to do so – will help to be involved in care
- Patient information – needs to be have whole self-management information
- But patient and HCP info should be separate to ease navigation
- Links page
- Employment info?
- Stopping smoking rather than cessation!
- Complicated problems-managing change in routine e.g. travel
- Guidance during cultural events e.g. Ramadan, fasting
- Other languages
- Speaking pages for the site
- Compatible with smartphone or app.

Other ways of accessing information

- Distribution through Pharmacies
- Signposting to the website-pharmacy medical review
- Diabetes Week
- GP surgeries – screen
- Credit card sized info – phone numbers. Web link 'emergency' info
- Info for people living on their own
- Relatives/mentors of people living on their own
- Volunteers/Community groups
- Local libraries/Discovery Centre (Basingstoke)
- Leaflets - need to avoid information overload in leaflets
- Health visitors – general health system that can take you through it

Discussion 2 ~ Patient Education

- Convenience- easy access/public transport
- Time of day: possibly afternoon, evenings and weekends
- Is all relevant info definitely covered?
- Follow up sessions? Should be available
- The action planning needs to be ongoing and known to other health professionals
- Some might prefer a more direct approach to delivery
- Should be as close to community as possible. Neutral venue if possible, accessible

Open Discussion – Patient Support Group

- Some of the attendees expressed an interest in being involved in developing a local support group and put their names forward.