

Patient Experience:

Diabetes

Key themes emerging from Patient Insight

- The themes outlined have been drawn from 2 focus groups undertaken in September and October 2013 and a drop in session held on 1st February 2014.
- The insight has been gathered through questionnaire surveys
- Participants talked about the way they felt when initially diagnosed. Many felt that the emotional/ psychological impacts of the diagnosis were not addressed by service providers.
- Access to information about the condition was inconsistent. Many patients were very resourceful and were able to use their own contacts and networks to access information. Information provided was often inconsistent and could be confusing.
- Patient education was seen as a priority. Many participants felt that practical support e.g. on issues such as food and diet was essential, but this was often lacking.
- A number of participants were very proactive and confident in managing their condition for instance by managing their weight and increasing their levels of physical activity.
- People talked about the importance of continuity of care and access to a 'single point of contact' for queries
- Signposting to lifestyle services was inconsistent. Some people were given information about services such as Health Trainers, Lose Weight, Feel Great and Active Living , but other patients received no information
- When asked where people wanted to access services, there was a mixed response. Some participants felt that primary care could not provide the same level of specialist service as the hospital. Others were very happy with services provided through their GP practice.
- Many participants talked about a wish to access all checks/ screening through a single appointment

“Basic information needs to be improved for newly diagnosed”

“Diagnosis was a relief as I had been feeling tired”

“I laughed when I was diagnosed. I didn’t want to be a diabetic”

Emotional response & psychological impacts- no-one in the focus groups was offered support

Diagnosis

“It took me a while to get my head round it”

“It’s not visible. There were no symptoms. It didn’t feel real”

“Diagnosis leads to further medication to address risk factors e.g. statin prescribing”

“Easy to get information overload”

“It’s about getting people comfortable with the illness”

“Basic information for newly diagnosed needs to be improved. There is a lot of conflicting information”

“Felt that too much literature was given out with no explanation. No focal person to ask questions”

Information

“I would value group support-sharing experience, finding out more about the condition”

Various sources of information were mentioned including NHS Choices and Diabetes UK

“I found information myself. You pick it up as you go along by talking to others”

“I wasn’t offered anything but I knew where to look”

“I have not
been offered
any kind of
patient
education”

“Complexity of
food labelling
and knowing
what you can
and can’t eat”

“I had 3 years
with no
appointment
with a dietician”

Food and Diet

“Conflicting
information
between
support
agencies”

“Feel like it’s a
mammoth task –
some diabetic
labelled foods
aren’t suitable!”

“I managed
through trial and
error”

"A referral to the hospital woke me up!"

"Only got support when I put weight on – was offered programmes"

"Feel like I have to instigate the checks – blood sugars were climbing and asked for tests!"

"I would like to be able to access all my checks and appointments at once"

Managing Diabetes

"Put on tablets and given a 2 page booklet – got more support from neighbour's daughter who was a podiatrist."

"People with type 2 diabetes tend not to worry too much. That can be a problem."

"I was given a blood monitoring kit but no-one told me what was a normal reading."

"Nurse offered invitation to go and chat, but not sure how much she would know"

"I never had problems accessing foot checks. Could do with it all being blasted at once though!"

"I feel comfortable and confident with the care offered by my GP"

"In other areas, opticians undertake eye checks. I would welcome a similar approach in Wigan. It would be ideal in terms of access"

Only one of the patients attending the focus groups had been offered an education session

"I would like to be offered alternative venues for foot and other checks"

Access to Services

"I wanted to change my appointment but the wrong number was on the form."

"I value the appointments with my Practice Nurse"

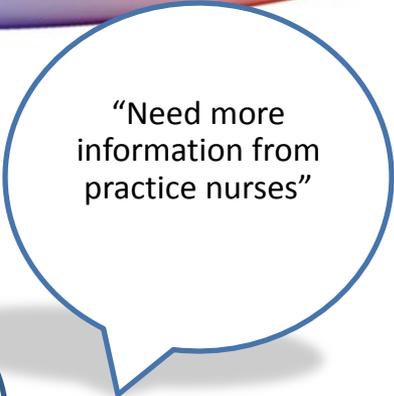
"You can't provide the same level of service in primary care"

"I have had no problems changing appointments"

"The retinopathy service is ten times better in the Galleries"



Exercise and Lifestyle



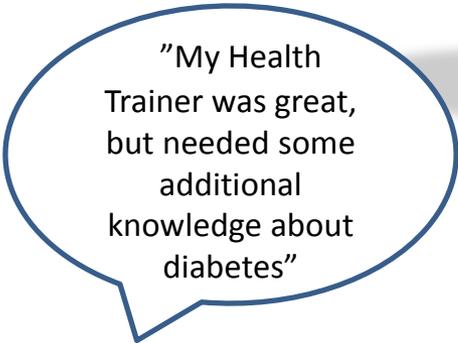
“Need more information from practice nurses”



“Lost weight – joined Lose Weight Feel Great Programme”



“No sign posting to services and programmes”



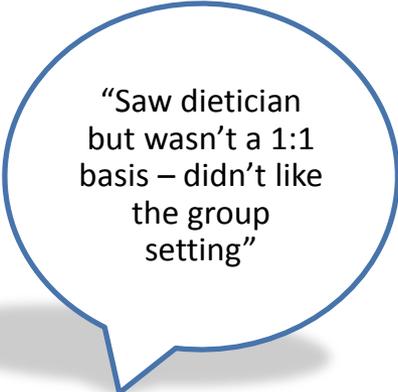
“My Health Trainer was great, but needed some additional knowledge about diabetes”



“Awareness raising needed for Leisure Trust etc”



“Evidence to support changes in diet and weight loss. It does help!”



“Saw dietician but wasn’t a 1:1 basis – didn’t like the group setting”