

## 5.4 DIABETES

### How did we seek your help?

- Patient Focus Groups
- Drop-in Session at Leigh Sports Village (100+ people) and Education Event at Wigan Cricket Club (70 people)
- Diabetes Services Questionnaire

#### YOU TOLD US...

The diabetes service needs to be integrated to give coordinated health services.

Access to patient education is really difficult.

Diabetic patients sometimes receive contradicting information about their condition from professionals

Inconsistent information is provided at diagnosis

Navigation around the system was difficult and quoted as “wading through mud”.

Support for carers and family members

Need better support from GP and practice nurse – not all have same level of knowledge about diabetes.

#### WE...

Are making sure that the issues raised at the focus group and two large scale patient events are directly cited in the business case and service specification

Are developing a business case for investment in education programmes for people with diabetes

Will work with all providers to make sure that patients receive consistent information about their condition

Are working with Diabetes UK and service users to develop information packs for newly diagnosed patients

Have developed a new service specification which includes the creation of a ‘community hub’ for diabetes patients which will improve access to services.

We are developing improved information, access to patient education and looking into peer support models

We will be encouraging more joint working between specialist diabetes services and staff within practices