

January 2012

## How we have been engaging with you

**Over the last year we have held 12 events in Southwark and Lambeth to find out how you are living with diabetes and your experiences of diabetes care either in hospital or by your GP.**

These events were attended by over 200 patients, carers and health care professionals who have lots of ideas about how we can work together to improve services across the two boroughs.

We have also been working with a number of voluntary organisations including Diabetes UK, InHealth Associates, the Africa Health Forum, the South Asian

Elderly Group, Redthread and Youth Aid Lewisham to ensure we talk to as many different people as possible from our diverse communities.



Dr Martha Ford-Adams, Nicola Kingston, Sonia Winifred and Francis Orioha sharing ideas on how to get involved in the work of the DMI at the 'Come and join us' event.

## 'Come and join us' event

**On Friday 25 November, we held a Come and Join Us event at the Kia Oval Cricket Club which was attended by 71 people from Southwark and Lambeth. The event provided an opportunity for patients and carers to meet with healthcare professionals and to find out more about the DMI programme. It also provided an opportunity for patients to find out how they can get involved in improving services.**

We would like to thank everyone who attended on the day. Over the coming months we will be using what you told us to improve diabetes care.

We are thrilled that 48 people expressed an interest in becoming a member of the

newly formed diabetes patient forum. We got an excellent response from patients willing to help us with the project work we are doing with children and young people, community and local services and self management support.

At the event, participants told us what they think are the key qualities of an effective patient representative:

- Good communication skills and the ability to negotiate
- Empathy, passion and commitment
- Confidence and assertiveness with healthcare professionals and other patients
- Honesty and patience
- Respect for diverse voices and cultural sensitivity

- Knowledge of the community and local health system

As a result, we will run development workshops on these themes through the Lambeth and Southwark Diabetes Patient Forum.

# 94%

of participants rated the event as 'very good' and over 80% told us that the event helped improve their understanding of the DMI. One of our key actions following this event was to invite those who signed up to the first forum meeting which was held on 13 December 2011 at the Stockwell Resource Centre.

## Lambeth and Southwark Diabetes Patient Forum

**We held the first Lambeth and Southwark Diabetes Patient Forum on 13 December 2011 which was attended by 20 patients and carers living with diabetes.**

At the forum, patients were asked to contribute to the development of an information pack for newly diagnosed diabetics. These discussions generated some really good ideas for what should be included in the pack, such as new developments on diabetes

care, education courses on managing diabetes, tips on healthy eating, types of medication available, as well as a list of useful contacts for local support groups and out of hour contacts. The information packs will be available in early 2012.

The next meeting of the patient forum will be held on 31 January 2012. If you would like to get come along please call Sabeena Subba on 020 7188 2854 or email [sabeena.subba@gstt.nhs.uk](mailto:sabeena.subba@gstt.nhs.uk)



Linda Briant, Transformation Lead, Children and Young People, working with diabetes patients who came along to our Come and Join Us event on 25 November 2011.

## Why do we need to improve diabetes services?

The DMI needs to improve diabetes services so that people who are living with diabetes can lead a healthier and longer life in Lambeth and Southwark. We know that diabetes is on the increase and that we spend 10% of NHS money on treating it. We want to make sure that we are effectively meeting patients' needs and reducing the number of people going

blind, or having amputations or strokes as a result of not controlling their diabetes. The DMI wants to look at the best ways to support you to manage your diabetes. We would like to learn from your experiences and expertise. We have a number of patients, carers and health care professional groups which meet to share ideas on how to improve the services.

## What the DMI have been doing to improve your diabetes care

### Our work with children and young people

Over the last year we have developed strong links with health care professionals from paediatric diabetes services at Evelina Children's Hospital, King's College Hospital and Lewisham. We have also had enthusiastic support from carers and parents, and have worked closely with

youth groups in Lambeth, Southwark and Lewisham.

We are really excited about working with all our partners, to bring about improvements in health care for young people in our local communities

### Helping you to live with diabetes

Over the last year, we have found out what support you would like in order to improve your experiences of living with diabetes. By working with you and your healthcare professionals we have shown that taking control of your diabetes is important.

As a result, more people are looking after themselves and their diabetes better and are attending education programmes that are available in Lambeth and Southwark.

### Improving diabetes care in your community

Over the last year, we have been working with doctors and nurses in hospitals, community services and GP practices to improve communications between both patients and health care professionals. For example we have produced a guide to explain how and when to discharge patients from hospital care to their local GP. These guides will be available to you in the New Year.

A lot of people have said that it would be helpful to be able to discuss their healthcare with diabetes specialists in their local area, rather than having to travel to hospital. As a result we have set up new diabetes community clinics at Bermondsey Spa and Springfield community centre in Stockwell. Two more clinics at Dulwich Hospital and Gracefield Gardens in Streatham will be opening in the New Year.

**We are interested in hearing from adults and young people who are living with diabetes, and parents and carers of people with diabetes. If you would like any more information about the Diabetes Modernisation Initiative or would like to get involved in our work, please contact us on 0207 188 5654 or e-mail us at [midiatetes@gstt.nhs.uk](mailto:midiatetes@gstt.nhs.uk)**

## What do you think about this update?

Do you like the format or would you prefer to receive it in a different way, for example via email? If you have any ideas on the update that you want to share with us then please get in touch:

By telephone: 020 7188 5654

By email: [mididiabetes@gstt.nhs.uk](mailto:mididiabetes@gstt.nhs.uk)

Or write to:

Modernisation Initiative – Diabetes (DMI) Department  
Hercules House – C/O St Thomas' Hospital  
Westminster Bridge Road  
London SE1 7EH

**If you require this document in an alternative format and/or language, please phone 020 7188 2854 to discuss your needs.**

## Feedback from the Come and Join Us event on 25 November 2011

### What participants said:

“It was a very good event and I think the DMI are improving every year”

“Patients should be listened to at all times whether it is for ten minutes or four hours”

“It is important to be recognised as a person who has a life and is living with a condition”

“I want to know how to fit in all the required appointments and tests into a busy working life”

“We need to cut through red-tape for services”

“I would like more information from the diabetic nurses that work at my GP including a better follow up”

### Questions at the event:

*You asked us:* What ages does the children and young people's work stream cover and who would you like on your parent support groups?

*We said:* The programme covers children and young people from 0-18, we are looking for parents of children using services across the three trust sites to join the parent support group

*You asked us:* How can you stop patient groups becoming a talking shop and what impact will it have?

*We said:* The DMI is very keen to ensure that the groups are used by patients and healthcare professionals to transform the way healthcare is delivered. We will be supporting patients and healthcare professionals to achieve this through training, coaching and mentoring. The patient forum can influence decision making at the most senior level within Lambeth and Southwark.

*You asked us:* What is the role of the GP?

*We said:* GPs are very much involved in the work of the DMI. We have GP champions from Lambeth and Southwark on the project team, and they will be working with primary care teams across both boroughs to help to improve the quality of diabetes care in primary care.

*You asked us a lot of questions about self management such as:*

- How can you ensure that there is support for parents who 'self-manage', I feel left on my own?
- How do you get GPs to embrace the concept of Self Management?
- Why isn't there more information about Self Management support?

*We said:* These are all really good questions and things that the DMI has already identified as needing improvement in some areas. These issues will be addressed through the self management work stream.