

Nigel Gaynor, has been developing a Type 2 Diabetes education programme, in conjunction with Diabetes UK and [EduCare](#) a company that specialises in providing essential information in a simple and attractive manner.

He writes:

'The Type 2 education (information prescription) is prescribed by the consultant, GP or healthcare professional (HCP) through a registration form which is completed with the patient and the education is then delivered to the patient at their nominated address.

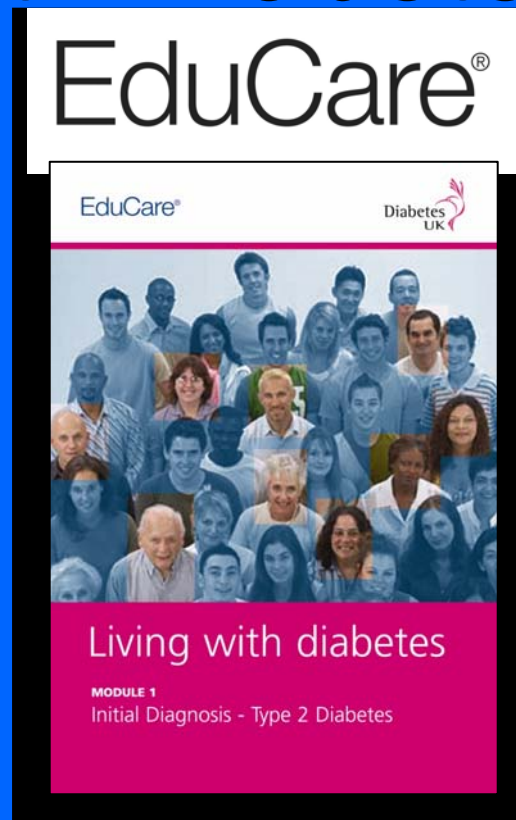
'The programme is currently in a hard copy form but can also be made available on line. That said, many of the patients preferred having something printed to "hold on to".

'The pilot phase is now complete, with over 150 patients and healthcare professionals having taken part. Our experience and the evaluation has revealed a number of things about providing information prescriptions which may be helpful to the current debate:

- The benefits must be clearly demonstrated; in this case around improved patient care, and with minimal associated bureaucracy
- It needs to fit in with existing practice and the approach needs to be flexible. Some practices we approached were unwilling to try something which they felt might compromise their existing arrangements
- Decision makers need to be made aware and involved as budgets have to be found but without the support of practitioners it is unlikely to be sustainable.
- Relationship management is important encouraging practitioners to persevere and providing feedback on patient progress is crucial. This not only reinforces the value of the programme but also serves as a reminder that a consistent approach is required
- Tangible outcomes: much of our patient feedback reinforces the value of the education with many quoting behavioural changes. My thinking is that we should take it one step further building on the concept of patient self management by using IPs to develop for example care plans in conjunction with the HCP. This has the advantage of enabling patients to play a more proactive role in their own health care
- Language is important so keep it simple. Not easy when you are trying to explain complex long term conditions.'

The remaining pages in this document are of a Powerpoint presentation describing how we have done this as part of the West Midlands pilot. Four hospital clinics and 10 GP practices have been involved. We have since been contacted by 14 hospitals/PCTs interested in the approach. We worked very closely with Diabetes UK and a number of consultants working with patients, and have involved patients in developing the programme.

Living with Diabetes Type 2



Living with Diabetes

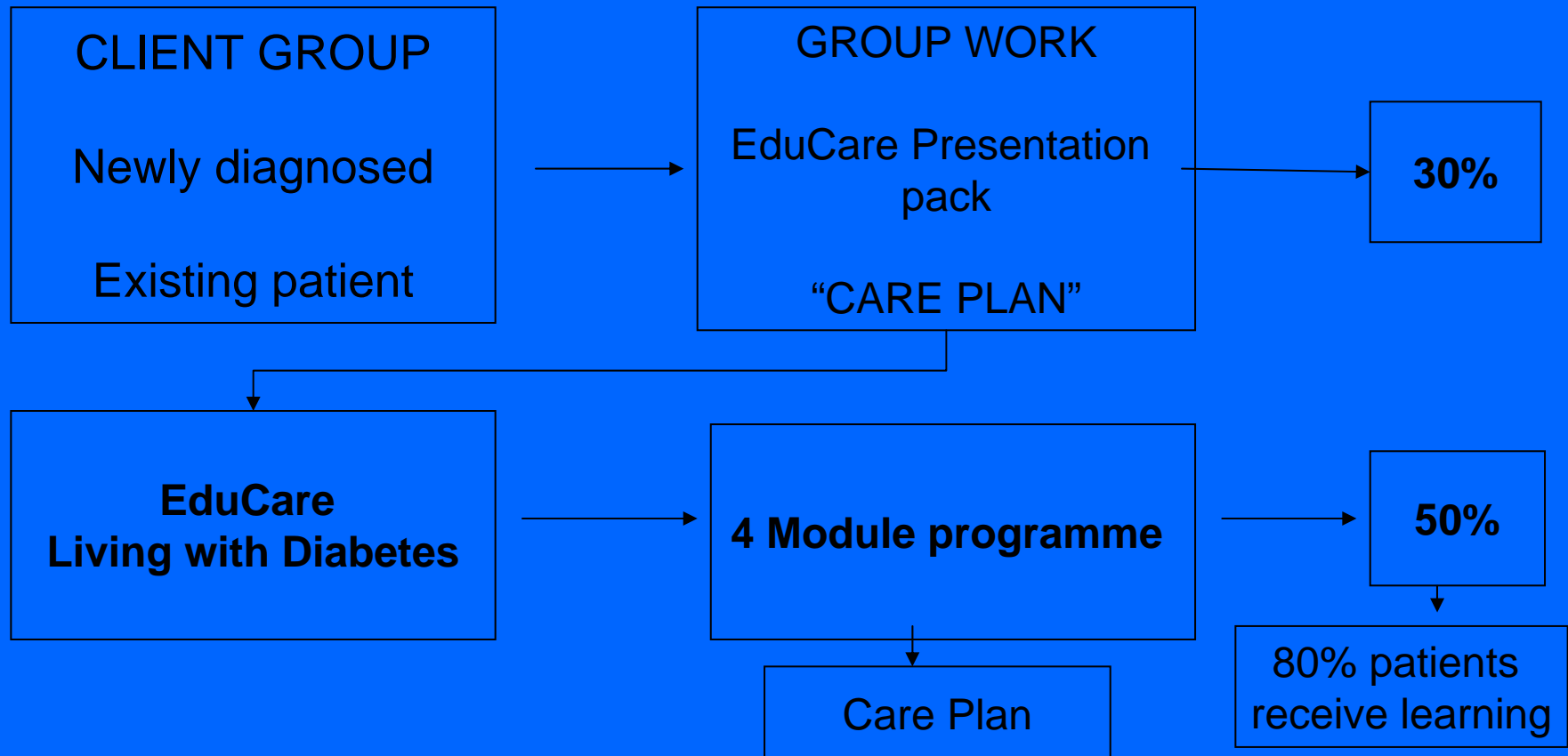
- Diabetes Care
 - National Service Framework (NSF)
 - Every patient should be offered structured education
 - Information prescriptions
 - All people with long term conditions should have access to information about their condition from 2008. “Our health ,our care, our say” Jan 2006
 - Patient survey (2006 Healthcare Commission)
 - Only 10% had undertaken education in England
 - 80% who wanted education did not attend due to timing, location or because they did not like group work.

Living with Diabetes

- Outline programme content
- Developed in consultation with Diabetes UK
- 4 Modules
 - Module 1 - Initial Diagnosis and Gaining Control
 - Module 2 - Care and Support
 - Module 3 - Diet and Exercise
 - Module 4 - A Strategy for Life

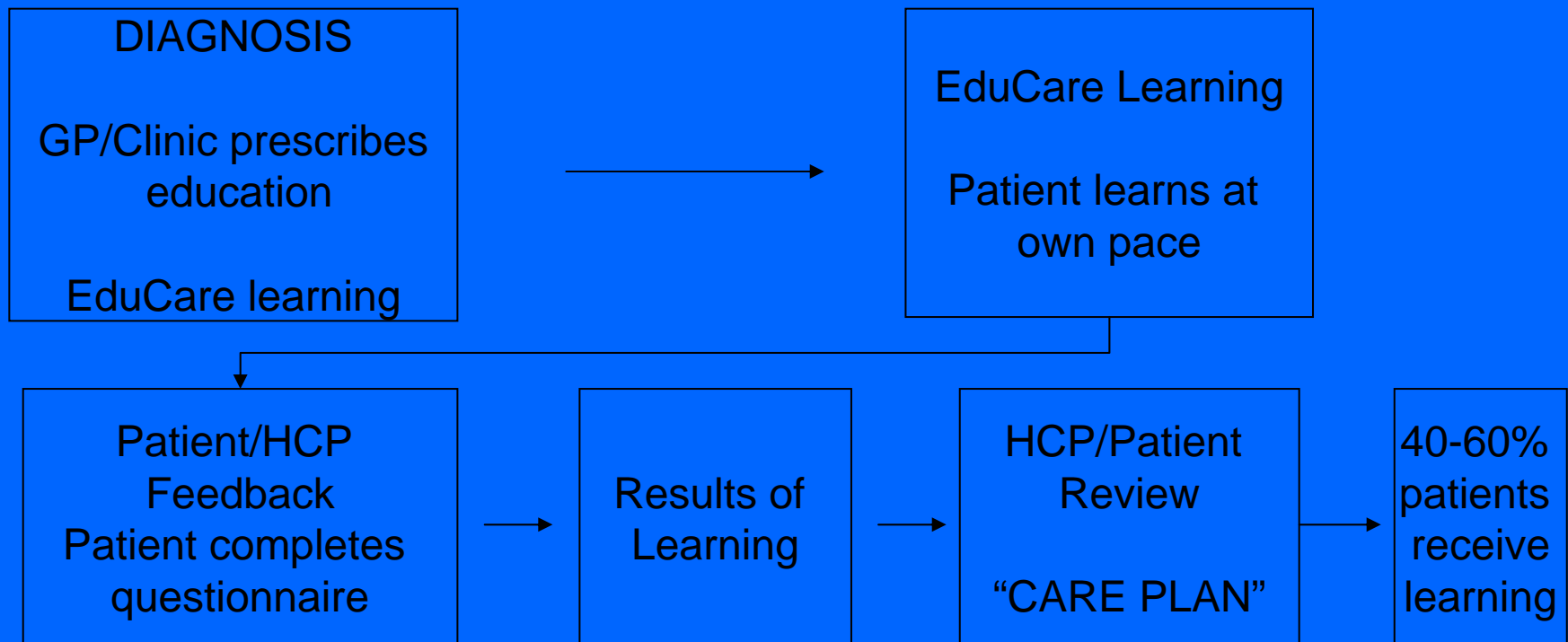
Delivery Model

- Option 1 Group and EduCare learning



Delivery Model

- Option 2 Distance/ EduCare learning



Living with Diabetes

- Referrals
 - Via GP or Healthcare professional
 - Complete registration form (prescription) detailing name and address of patient and surgery referring the patient
 - Registration received by EduCare centre
 - Education despatched to patient

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- On Programme
 - Patient journey
 - Participants initially use hard copy version or go on line (to be introduced following pilot)
 - Participants complete each module and return Multi-choice Questions (MCQ) for marking
 - Participants complete programme and receive letter of congratulation, model answer sheet.

Living with Diabetes

- On Programme
 - Health Professionals will receive
 - Feedback at the end of the programme with patient scores for each module. This may highlight areas for further learning e.g. referral to Expert patients programme/ Desmond
 - Opportunity to ask further questions/ promote other activities via insert in the module. (This has worked very well in other sectors with high response rates)

Living with Diabetes

- How can EduCare help, what are the benefits for patient care?
 - All patients can be offered education
 - Pilot showed over 50% successfully completed the programme
 - A further 30% had completed the programme without returning their questionnaires
 - 92% found the education easy to use
 - 82% felt the learning content was good
 - 88% felt the detail was about right

Living with Diabetes

- Patient feedback
 - 94% felt more informed about their condition
 - 88% felt more confident in managing their condition
 - 78% had considered making lifestyle changes including;
 - Diet 28%
 - Exercise 21%
 - Checking feet 18%
 - Checking eyes 17%

Living with Diabetes

- Patient feedback
 - 75% would have valued this programme when first diagnosed
 - 92% would recommend to others

Comments from patients

“ Useful as can do in own time”

“Everyone who is diagnosed with diabetes should be issued with this pack after being diagnosed”