

West Midlands Regional Update

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Welcome!

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Welcome to our new Regional Update which delivers a blend of relevant national and regional news and information from both NHS Diabetes and the diabetes community.

We are always keen to hear about your regional stories. To submit suggestions [email the editor](#). The newsletter will be issued every two months with our national newsletter, the Diabetes Briefing, issued in the corresponding months. [Sign-up to the Diabetes Briefing](#)

For all the latest news and resources about diabetes please bookmark the [NHS Diabetes website](#) and check it regularly for new content.

Kind regards,

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Big push for new NHS Diabetes online insulin course registrations

Health professionals are being urged to register on the NHS Diabetes online training course on the safer use of insulin before December 16.

The deadline has been set as a call to action by a Rapid Response Report carried out by the National Patient Safety Agency (NPSA) on the safer administration of insulin.

Our course was launched in June on the back of the report, which highlighted a number of safety incidents related to the use of insulin. Almost 6,000 people have registered with about 3,000 completing the course.

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The NPSA report requires all health professionals who care for people with diabetes to undertake training on safer use of insulin such as the NHS Diabetes online training course.

The online training course is aimed at all health professionals who treat patients with diabetes and who may have to administer insulin. It has been designed so that it is easy to complete and should take no more than an hour and half to do.

The course includes training on:

- The right type of insulin to use
- The right doses of insulin to give
- The right time to administer insulin
- The right way to administer insulin

The course is available free of charge on the [NHS Diabetes website](#)



The Second National Diabetes Inpatient Audit Day up and running

The second National Diabetes Inpatient Audit is underway with excellent take-up across the region.

This year the audit day is being carried out in a two week window in the weeks between the **1st November** and the **12th November**.

The 2010 audit is open to acute hospitals in England and will be used as a baseline for future audits as well as enabling comparisons with last year.

The results will be shared nationally, so it is therefore essential that as many trusts as possible participate to enable an ongoing and complete picture of inpatient care.

The first National Diabetes Inpatient Audit (NaDIA) in 2009 was a great success with 219 NHS trusts providing feedback on the clinical care of over 14,000 patients with diabetes and was the largest survey of inpatient diabetes care.

This data has been successfully used by many trusts to improve their service, engaging staff at many levels within trusts and is a unique way of obtaining bedside clinical information on diabetes care.

Those participating should get their questionnaires completed and returned as soon as possible

[Find out more about the Inpatient Audit 2010](#)

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Withdrawal of Mixtard 30

As you will be aware, the discontinuation of Novo Nordisk's human insulin Mixtard 30 is set to happen in the UK and Ireland on 31 December 2010.

This decision was taken by the manufacturer and not the NHS. Help or support for health professionals and patients is being made available by Novo Nordisk and more information can be found on the [Novo Nordisk website](#) or from their customer care line on 0845 600 5055.



Please help us to ensure that all colleagues working with patients on insulin are aware of the changes and are able to offer advice on alternative products. If you need any help from NHS Diabetes please contact your Regional Programme Manager on the details above.

Commissioning guides

One of NHS Diabetes' recent initiatives has been to develop a new set of Commissioning Guides.

In the face of tougher constraints on spending, diabetes services are coming under greater pressure to deliver better quality and safety outcomes, improved patient experience, and more efficient processes and productivity, all for less.

However, despite this, people living with diabetes still need services that meet their individual needs, give them the best clinical outcomes, and help them manage their condition in the most effective way.

This requires an informed and collaborative approach to commissioning diabetes services, with constant active feedback from effective monitoring processes.

"Patients want a clear, well-organised system where everyone looking after them knows what it going on, and what they are doing," says Dr Rowan Hillson, MBE, National Clinical Director for Diabetes.

To ensure this is the case NHS Diabetes has set up an [online Commissioning Resource](#)

The Commissioning Resource offers practical support, templates, information and case studies for diabetes commissioners and health care professionals alike.

Anna Morton, Director, NHS Diabetes, says, "The principles of the diabetes commissioning approach is summarised in the document 'Diabetes Without Walls,' which can be found in the Useful Resources section of the Commissioning resource web page."

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White paper event success

More than 100 people contributed to a consultation exercise on plans to transform the health service during an event organised by NHS Diabetes.

Opinions on what the white paper 'Equity and Excellence: Liberating the NHS' will mean for diabetes were captured at the mini conference held in London on Friday, September 10.

Delegates – including healthcare professionals, people with diabetes as well as industry and charity representatives – expressed views in feedback sessions run by members of the team.

The summaries were recorded and have been fed-back to the Department of Health.

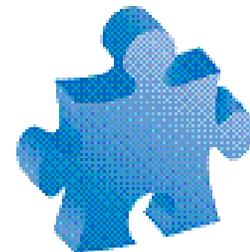
Anna Morton, Director of NHS Diabetes, said: “We all want every person with diabetes to receive the highest quality of care possible. During such a time of transition in the NHS, it is important that the views of the people receiving and delivering diabetes care are properly collected and considered as these are the views that really matter.”

The white paper, published in July, sets out the Government's long-term vision for the future of the NHS.

The plans include proposed changes to the way services are commissioning, patient involvement in decisions, how care services will be put in place in communities, and how the overall performance of the NHS will be measured, amongst many more proposed changes.

The consultation closed on October 11.

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Year of Care

Clinicians in Stoke on Trent will become the first in the region to undergo “Year of Care” care planning training on 31st November. The process of recruiting and supporting practices to try the year of care approach has been happening over the last couple of years but Stoke will be the region’s first site to receive full training when the first session is held there later this month.

Year of care which seeks to change the culture of consultation by promoting shared goal-setting and then using the collective results of that to inform service commissioning has been piloted successfully in other areas in the country. It does require a real shift in the relationships and philosophy of care for clinicians and service users but once in place it is appreciated by all stakeholders and the latest evidence suggests it is “cost neutral” once fully embedded.

Those who attended our “Shaping a Future Service 2” event in May will have seen Dr Sue Roberts excellent presentation promoting the approach and we are currently looking to work with Herefordshire PCT to get the project off the ground there.



Wolves hungry for improvement



Diabetes services in Wolverhampton have seen the launch of 2 major initiatives in the last few weeks.

Firstly the Wolves Community Trust (the charitable foundation attached to Wolverhampton Wanderers FC) launched “Tackle Diabetes” aimed at improving awareness of Diabetes amongst the population of Wolverhampton (in collaboration with Diabetes UK and offering patient education courses in association with the X-pert Programme. This excellent initiative should see at least 1000 people receive structured education over the next couple of years. To find out more visit www.wolvescommunitytrust.org.uk.



On 4th November key leaders from Wolverhampton’s Diabetes services launched the city’s new diabetes pathways. Commissioners, managers and clinicians from primary, community and secondary care all came together to hear how the service was developing and to talk through some of the major development areas. Diabetes UK again played a major role in helping organise and shape the day.

Think Glucose “Focus On” days

NHS East Midlands SHA and NHS West Midlands SHA will be hosting a series of ‘Focus On’ Days in conjunction with the NHS Institute and NHS Diabetes over the next six months.

Our bespoke ‘Focus On’ days will be partnered with the NHS Institute, NHS Diabetes and people who have come forward as local heroes in relation to diabetes care.

The events are designed to be multidisciplinary with the opportunity to:

- bring along local examples of your work and or, best practice to share with your colleagues
- learn from each other and also understand what is happening in other parts of the country in relation to care for patients who are in hospital and have diabetes
- promote a range of products from the NHS Institute for Innovation and Improvement and NHS Diabetes that aim to support healthcare providers.

For more information and to book visit the website at:

[NHS Institute for Innovation and Improvement](http://www.nhs.uk/institute-for-innovation-and-improvement)

