

North West Regional Update

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Welcome!

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Welcome to our 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 is 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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Update on NHS Diabetes

NHS Diabetes is delighted to announce that we have been funded to continue our support for the diabetes community in 2011/2012.

We have exciting plans for this year, and we will regularly update you with our activities.

Priorities for this year include:

- supporting hospitals to **reduce diabetes medication errors** on the wards and to **improve inpatient audit results**
- working hard to improve care for older people in care homes by providing tools, education and support for healthcare professionals to improve the quality of patient care
- continued support for **better commissioning of integrated diabetes services** by encouraging use of our tools, on-line resources and expert commissioning support team
- **preparing for the new paediatric diabetes PbR tariff** with all paediatric diabetes units in England through supporting regional paediatric network outcomes

- **better access to robust health information and data** by supporting developments in the National Diabetes Information Service to ensure quality improvement priorities are evidence-based
- supporting services to deliver the outcomes referenced in the **NHS Operating Framework 2011-12** and [NICE Quality Standards for Diabetes](#) through networks of practice.

Our networks of practice will run a free web-based lecture series, meet the expert sessions, presentations of diabetes success stories, on-line forums, and provide a team of experts to help answer diabetes clinical and management issues you might be facing in your own organisation.

We have a comprehensive library of [guidance](#), [success stories](#), support and information available through our website (www.diabetes.nhs.uk). Our website will be undergoing an update and review over the next month or two, so if you have suggestions on improvements you would like to see, please let me know on enquiries@diabetes.nhs.uk.

We look forward to working with you, supporting you, and helping you to achieve excellent diabetes services for your patients this year.

Anna Morton

Director, NHS Diabetes

Download: [Update on NHS Diabetes Leaflet \(PDF 155KB\)](#)

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NICE guidance on prevention of type 2 diabetes

NICE has launched guidance on *Preventing type 2 diabetes – population and community interventions (PH35)*. The guidance notes the importance of a healthy lifestyle for everyone. It covers national to local advice. Commissioners and providers of local public health services in partnership with other local authority departments including adult social care, education, environmental health, planning and public transport are asked to act now. This includes:

- action to raise awareness of type 2 diabetes and the risk factors for diabetes and other non-communicable diseases
- creating local environments that encourage people to be more physically active and to adopt a healthier diet (for example, by ensuring local shops stock good quality, affordable fruit and vegetables)
- targeting specific communities at high risk of developing type 2 diabetes, including people of South Asian, African-Caribbean or black African family origin, and those from lower socioeconomic groups.

[The guidance can be found on the NICE website](#)

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New perioperative guidelines

More than 100,000 people with diabetes are set to benefit each year from the launch of the first national guidelines on the care of people with diabetes undergoing surgery.

Published by NHS Diabetes, the '[Management of adults with diabetes undergoing surgery and elective procedures: improving standards' - Full Report \(PDF 993KB\)](#) aims to raise standards of care for people with diabetes undergoing operative or investigative procedures requiring a period without food.

People with diabetes undergoing surgery need to have first-class integrated care from the time of initial referral through to after their operation and before they go home to ensure their sugar levels are managed properly.

The document covers all stages of the patient pathway from primary care referral to surgical outpatients, pre-operative assessment, hospital admission, surgery, post-operative care and discharge.

One of the authors **Dr Ketan Dhatariya, a consultant in diabetes, Norfolk & Norwich University Hospital**, predicts that every year in excess of 100,000 adults with diabetes undergo general or trauma surgery in England.

He said: "The document, which we believe is the first of its kind anywhere in the world, is designed to help individual hospitals design their own pathways of care to ensure that the care for people with diabetes is improved. This is to help reduce complications and at the same time reducing expenditure for the NHS."

The guideline – which has already attracted international interest – is essential for those responsible at every stage of the pathway for the care of surgical patients with diabetes. It has seven sections, outlining the roles and responsibilities of each group of healthcare professionals at each stage of the patients' journey. The evidence base for the recommendations, discussion of controversial areas and references are provided in the report.

Download: [Management of adults with diabetes undergoing surgery and elective procedures: improving standards - Full Report \(PDF 993KB\)](#)

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New film launched to promote sight-saving test for people with diabetes

NHS Diabetes urges the 1 in 5 who don't have regular checks –

"don't let the light go out on your sight"

To coincide with National Diabetes Week and National Eye Health Week, NHS Diabetes launched a new film aimed at people with diabetes to remind them of the importance of having regular eye checks. Nationally, 1 in 5 people with diabetes do not take up the offer of a regular eye check; it is hoped the film will lead to more people getting screened and ultimately to a reduction in the number who lose their sight.

The film, which can be seen on the NHS Diabetes website, and was made in conjunction with NHS Berkshire West, shows the impact of a condition called diabetic retinopathy and explains the importance of having a regular screening check for the disease.

Diabetic retinopathy is caused by poor blood supply to the retina (back of the eye) and leads to blurred vision and blind spots. It is the leading cause of blindness in people under the age of 65. People with diabetes are at risk of retinopathy because diabetes can cause small blood vessels, like those found in the eye, to become blocked.

Fortunately simple yearly screening can check if someone with diabetes is developing retinopathy, and if caught early, treatment can prevent severe vision loss in 90% of cases.

The film was made at Wokingham Community Hospital, using real patients and the staff that work there. The film uses special effects to show viewers what it is like to have retinopathy, and then shows a patient undergoing the screening check. It was funded by NHS Diabetes.

[The film is online to watch here](#)

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Parents in England urged by NHS Diabetes and children's diabetes specialists to be aware of symptoms of type 1 diabetes in children

As part of Diabetes Week on 12 – 18 June, NHS Diabetes and a group of paediatric diabetes specialists issued a call to action to parents to be aware of the signs and symptoms of type 1 diabetes in children.

Anna Morton, Director of NHS Diabetes, said: “All too often children are becoming seriously ill before they are diagnosed with type 1 diabetes. That’s why we are working with the National Paediatric Diabetes Network to ensure that healthcare professionals are alert to the symptoms of type 1 diabetes in children. We also want to make sure that those children with the disease, no matter where they live in England, get access to the same high quality care.”

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New success stories now available online

Success Story

A telephone hotline for people with foot problems

The challenge: Faced with rising patient complaints and a number of clinical incident reports, the foot care service at Leeds Teaching Hospitals NHS Trust wanted to improve patient access to their service. The Trust serves a population of around 730,000 people, and about 27,000 of these are thought to have diabetes.

Aims: The foot care service wanted to make it easier and faster for patients to get advice and treatment for diabetic foot problems.

What did they do? The foot team set up a steering group and decided to run a seven week trial of a telephone hotline giving patients direct access to one of four podiatrists who would take turns to cover the hotline. The podiatrists had access to the on-call register. The steering group identified funding to pay for the venue and get agreement from the podiatrists and the on-call register. The phone line was available from 9am to 5pm, Monday to Friday and as well as being open to patients, carers and other healthcare professionals (HCPs) in both primary and secondary care could call with referrals. The hotline was publicised to patients and HCPs through internal and external sites, posters and leaflets in GP practices and through the community publicity service. Patients referred through the hotline (self referred or referred by HCPs) were screened within 24 to 48 hours and urgent problems were referred directly to the on-call register. Over the course of the seven week trial 45 calls were made to the hotline, and 73 percent of these were considered appropriate.

What changed?

- Of the appropriate calls:
 - 38 percent were related to the presence of new ulcers
 - 14 percent were related to the presence of ulcerating ulcers
 - 42 percent were regarding red, hot, swollen or painful feet
 - 70 percent (child number = 20) were seen as emergency cases within 24 hours and 8 percent within 48 hours.
- Of the 25 subjects seen as emergency cases treatment starts were as follows:
 - 14 percent received debridement, cleaning and dressing of their ulcer
 - 10 percent were admitted - no admissions occurred with this group.

Key outcomes:

- 100 percent of calls were answered (urgent and non-urgent)
- 100 percent of calls were answered within 24 hours
- 100 percent of calls were answered within 48 hours
- 100 percent of calls were answered within 24 hours
- 100 percent of calls were answered within 48 hours
- 100 percent of calls were answered within 24 hours
- 100 percent of calls were answered within 48 hours

Find out more about this case study at www.diabetes.nhs.uk

Those of you who visited our stand at the Diabetes UK Annual Professional Conference at the end of March may have picked up sneak preview copies of our new range of success stories which showcase good and innovative diabetes practice from across the NHS. [These success stories are now available on our website](#)

The stories primarily describe projects that have been supported by NHS Diabetes, or have been managed using the NHS Diabetes Leading Change process. Each story features a quick, easy to read summary, and a full version giving you more detail on the project. Currently there are

sixteen stories, covering three areas: foot care, inpatient care and self care management. The stories come from both PCTs and hospital trusts. Where possible we have included supporting documents, such as business plans, that have been supplied to us by the local organisations that carried out the project.

The aim of the success stories is to share inspirational ideas among diabetes professionals that can be easily replicated and will ultimately lead to improvements in patient care and outcomes. This resource will be added to on a regular basis, and there are currently several more success stories in the pipeline.

[To see our success stories visit the NHS Diabetes website](#)

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Views wanted on how diabetes networks can support the NHS Health Check programme

The NHS Health Check lead from NHS South East Coast is looking to understand better how diabetes and other clinical networks in areas where the NHS Health Check programme is more advanced are assisting with implementation. This will help inform how networks not yet involved can most usefully contribute in light of other competing demands and limited resources.

Any diabetes networks willing and able to share their experiences of assisting with implementation of NHS Health Check should contact Nicky Saynor, Public Health Programme Manager and NHS South East Coast on Nicky.Saynor@southeastcoast.nhs.uk or tel. 01293 847026. Please also copy in Eleanor.kent@dakc.nhs.uk from the central NHS Health Check team so your ideas can be collated and potentially shared more widely.

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Regional news updates:

Partnership Working with North West Ambulance Service

Brief summary:

NHS Diabetes supported the development of a hypoglycaemia referral pathway in the North West.

The partnership working between North Mersey Diabetes Network incorporating NHS Knowsley, NHS Sefton, University Hospital Aintree, St Helens Acute trust, NHS Bolton, NHS Bury and North West Ambulance Service NHS Trust is leading to improved patient care following a hypoglycemic event (hypo).

Previously, a lack of communication between primary care, secondary care and the ambulance service on which patients had experience hypos had led to missed opportunities to try and reduce future hypos. Interventions to reduce hypos could potentially decrease future patient attendances at A&E, hospital admissions and complications associated with hypoglycemic events.

By working in partnership, the teams reviewed, developed and piloted a new treatment and information sharing protocol for the management of hypos across the North West. This has been supported by the delivery of additional training to ambulance staff by Diabetes Specialist Nursing Teams.

The new pathway means that following a call out to a hypo event, the ambulance crew now forward patient's details to a specialist community based team. The specialist teams offer patients a comprehensive hypo assessment, including education and support post event, and make recommendations to those professionals involved in their diabetes care and management to support patients from having recurrent hypos.

Strategically the pathway address:

- ✓ Standard 7 of the Diabetes NSF
- ✓ NHS Operating Plan 2011/12 [Ambulance & LTCs]
- ✓ Local PCT commissioning intentions/plans
- ✓ NICE National Diabetes standards
- ✓ DUK report on hypo management
- ✓ NHS Outcomes Framework 2011

Ultimately the project and partnership working has led to improved communication, better patient outcomes and an enhanced patient experience following a hypo event.

Here are some comments from commissioners and clinicians:

“The hypo pathway is extremely useful and excellent example of partnership working: as a commissioner it enabled me to benchmark AED admissions for hypo and to realise savings by preventing avoidable AED attendances. More importantly patients received the appropriate treatment and advice in a convenient community setting”

Alison Van Dessel Programme Manager Commissioning Knowsley Health & Wellbeing

“Any person living with diabetes will expect to find services that meet their individual needs, give them the best clinical outcomes, and help them to manage their own condition in the most effective way to keep them healthy and happy in their daily lives. This requires an informed and collaborative approach to commissioning diabetes services, with constant active feedback from effective monitoring processes.

As commissioners our aim is to improve patient care and improve quality of services; however in the current climate this has to be achieved whilst saving money. It is known that many attendance/admissions to A&E are inappropriate and could be prevented.

This pilot has demonstrated that by working collaboratively and developing structured communication pathway saving can be made affecting patient care or quality of service and in fact enhancing both by bringing care closer to home and giving patients choice of place of care” Moira McGuinness development manager commissioning NHS Sefton

“This project demonstrates what can be done to improve collaborative working between different organisations, leading to a variety of important benefits to the NHS and most importantly to clinical care of the patient. It had been difficult in the past to know who has required attention from the ambulance service because of hypoglycaemia. The implementation of this pathway and the associated new electronic developments will enable targeted clinical interventions. It will help us in achieving the new NICE Quality Standard on hypoglycaemia ensuring people who have had a hypo requiring medical attention are seen by a specialist tea”.

Dr Sue Benbow Clinical Director/Consultant Diabetologist Aintree Hospitals

“The pathway has developed links with the Ambulance service to support patients experiencing episodes of hypoglycaemia, enabling us as community DSNs provide education for patients in the management of Diabetes, and the treatment and avoidance of hypoglycaemia. This project also enabled us to deliver locally lead sessions of education for paramedics in areas of diabetes treatments and included a patient perspective to the paramedics of their experiences of having a hypoglycaemic episode. The paramedics are now aware of the diabetes services provided locally and influences that they can make together in partnership with community teams in supporting patients in the community who feel otherwise isolated”.

Gerry Clarke Community Diabetes Specialist Nurse NHS Sefton

NWAS is now in a position to roll this out across the North West.

If organisations are interested in taking this further please contact Trudi Akroyd before 31st August 2011.
Email: Trudi.akroyd@diabetes.nhs.uk

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North West Paediatric Diabetes Network

Catch up with what's happening with Children and Young people in the North West

[Download the newsletter for June 2011](#)

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Inpatient Audit 2010

The National Diabetes Inpatient Audit (NaDIA) is a snapshot audit of inpatient diabetes care. The pilot audit in 2009 achieved a very high participation rate, highlighted areas of concern and laid the foundation for NaDIA 2010. Following feedback from the 2009 pilot the questionnaires have been refined meaning direct comparisons between the two audits cannot be made. NaDIA 2010 was confined to acute hospitals in England and was conducted on a single weekday in the first two weeks of November 2010.

[Download all the latest information on our web page](#)

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