Dear [Name],

Freedom of Information (Scotland) Act 2002

I refer to your e-mail dated 23 September 2016, requesting:

“Please find attached a Freedom of Information request on behalf of Diabetes Scotland.

- People living with diabetes require support from across a range of health services from Community Diabetes Specialist Nurses (primary care), Diabetes Specialist Nurses (secondary care), Dietetics, General Practitioners, Ophthalmology, Pharmacy, Phlebotomy, Podiatry, Retinopathy Screening (DRS) to Weight Management. Which of the above services do you have devolved responsibility for under Health and Social Care Integration?

- Are you planning to redesign any of the above diabetes related services and/or are there plans to reduce your budgets related to these services in the next year?

- Please name each structured education programme delivered and have these been through the APEDS and TAPEDS¹ assessment and/or are certified by QISMET (Quality Institute for Self Management Education and Training)?²

- For each structured diabetes education programme on offer how many places were
  - Planned for 2015/16 and 2016/17?
  - How many people attended the programme in 2015/16 and 2016/17?
  - How many people completed the programme in 2015/16 and 2016/17?

¹http://www.diabetesinscotland.org.uk/Publications/211112Diabetes%20-ADEPTS_TADEPTS-web-revised.pdf

Do any of the structured diabetes education programmes on offer currently have a waiting list?
Is there a Diabetes Education Co-ordinator and if so who is it?
Is there a Diabetes Education Group, if so who is on it and what patient representation and engagement takes place?
How many adults with Type 1 or Type 2 diabetes were offered a structured education course within six months of diagnosis?
Do you have a plan to increase take-up of diabetes education? If not, do you intend to produce one?

What measures are being put in place in respect of the
   - Development of GP Clusters?
   - Appointment/identification of
     - GP Cluster Quality Leads (CQLs)
     - GP Practice Quality leads (PQLs)"

I can now respond as follows:

People living with diabetes require support from across a range of health services from Community Diabetes Specialist Nurses (primary care), Diabetes Specialist Nurses (secondary care), Dietetics, General Practitioners, Ophthalmology, Pharmacy, Phlebotomy, Podiatry, Retinopathy Screening (DRS) to Weight Management. Which of the above services do you have devolved responsibility for under Health and Social Care Integration?
NHS Grampian can advise that all of the above services, with the exception of Diabetes Specialist Nurses (secondary care) and Ophthalmology (excluding ophthalmic services), fall under Health and Social Care Partnership integration.

Are you planning to redesign any of the above diabetes related services and/ or are there plans to reduce your budgets related to these services in the next year?
NHS Grampian can advise that there is currently no planned redesign of our diabetes services. We can, however, advise that work streams of various types are underway with regards to transformative change within some of the above areas; for instance primary and community care modernisation. These initiatives are designed to support the principles of integrative working, greater community based care opportunities, and person-centred care. In order to support these transformative changes integrated care funds are being utilised. We can also advise that we have no plans to reduce diabetes service related budgets.

Please name each structured education programme delivered and have these been through the APEDS and TAPEDS assessment and/or are certified by QISMET (Quality Institute for Self Management Education and Training)?
NHS Grampian can advise that we deliver DIANE (Diabetes Insulin Adjustment for Normal Eating) structured education courses in Grampian for people with Type 1 diabetes who have been diagnosed > 6 months. This is based on the accredited TIM (Tayside Insulin Management) course developed and offered in NHS Tayside.

NHS Grampian have a structured group education session that makes use of conversation maps, for people newly diagnosed with Type 2 diabetes, following their 1:1 session with their health care professional (HCP) at diagnosis. These sessions are delivered by members of the diabetes multi-disciplinary team (MDT).
NHS Grampian also have a ‘No Delays’ program of education provided via electronic e-postcards ‘prescribed’ by the patient’s diabetes HCP.

NHS Grampian can advise that we have also been trialing a programme of supported self-help for people with Type 2 Diabetes (ACT NOW!) who are struggling to self-manage. This programme involves face to face appointments with a health behavioural psychologist, and was supported by web based tools, to support and reinforce the face to face sessions.

Whilst not accredited, NHS Grampian continue to offer a wide range of educational activities, for instance GP scholarship in Diabetes Care, which has been running annually for 18 years, and completed by 158 local GP colleagues. This has assisted with the integration of our diabetes service between primary and secondary care.

The Diabetes Managed Clinical Network (MCN) coordinates an Annual Professional Conference for Diabetes (Promoting self-care; Promoting excellence in Diabetes Care). This year (September 2016) we had over 200 delegates and contributors from a wide range of professional groups and the third sector. We provide a variety of training opportunities for HCPs through uni-professional training, be it practice nurse updates to MDT teaching with our psychology colleagues. The main emphasis is to up-skill HCPs to provide excellence in diabetes care.

For each structured diabetes education programme on offer how many places were planned for 2015/16 and 2016/17?
NHS Grampian can advise that 88 places were planned for 2015/16 and 64 places for 2016/17.

How many people attended the programme in 2015/16 and 2016/17? AND How many people completed the programme in 2015/16 and 2016/17?
NHS Grampian can advise that 70 people attended the programme in 2015/16 with 22 attendees in the 2016/17 financial year. Of these, 62 people completed the programme in 2015/16 and 19 people in 2016/17. Please note these figures are as at end of September 2016.

Do any of the structured diabetes education programmes on offer currently have a waiting list?
NHS Grampian can advise that we currently have waiting lists for the structured diabetes education programmes on offer.

Is there a Diabetes Education Co-ordinator and if so who is it?
NHS Grampian can advise that Dr Wendy Watson is our Diabetes Education Co-ordinator. Dr Watson attends the national Diabetes Education Advisory Group and provides feedback locally. Dr Watson has recently been appointed as the Chair of the Scottish Diabetes Education Advisory Group (SDEAG) and attends the national Scottish Diabetes Group meetings.

Is there a Diabetes Education Group, if so who is on it and what patient representation and engagement takes place?
NHS Grampian can advise that due to recent changes in staff roles the diabetes education subgroup is under review. Due to our emphasis currently placed on structured
education, for people with T1 and T2 diabetes, much of the remit has been addressed during our MCN executive and board meetings. Our local education sub-group has the facility to meet quarterly, but as highlighted, core business has been in relation to moving forward key issues in the Diabetes Improvement Plan.

We have short life action groups in relation to New Type 1 Early Intensification, DIANE and are currently reviewing our New Type 2 education.

Likewise we have patient partner representation during our core MCN meetings and have had great engagement with this group. We ensure we include representation from the community and secondary care, along with subspecialty groups, within our MDT. We review evaluation and focus group feedback when developing educational activities, as well as our diabetes service. We have had involvement from our local patient group with regard to the Type 1 blood glucose targets.

We can also advise that NHS Grampian link with the national working groups which form part of the current Diabetes Improvement Plan. These groups have active involvement with patient representation and third sector involvement.

**How many adults with Type 1 or Type 2 diabetes were offered a structured education course within six months of diagnosis?**

NHS Grampian can advise that structured education for people with Type 2 diabetes is available to all adults as appropriate. People have an initial 1:1 with a point of care professional, and are linked into a group education session, if they so choose. New Type 1 adults go through the process of education with diabetes MDT and would be directed towards DIANE when / if appropriate.

We continue to work with the National Type 1 Early Intensification Group and already have begun work to standardise our educational resources and appointments. We ensure all patients have the opportunity for a 1:1 session with dietetic staff, to introduce and support carbohydrate counting, and moving forwards to a group session and / or DIANE. We aim to provide our New Type 1 patients with a standard experience that is relevant and individualised to them.

Type 1 patients (+6 months since diagnosis) can be offered the opportunity for structured education, which they would then opt into. With our patients we have learnt not to perhaps use the phrase ‘Structured Education’ as it can be off putting, and we would highlight the benefits of these courses to learn about managing their condition.

Colleagues in primary and secondary care can suggest the DIANE course to Type 1 patients whether they are in primary, secondary or shared diabetes care.

**Do you have a plan to increase take-up of diabetes education? If not, do you intend to produce one?**

NHS Grampian can advise that we plan to increase the take up of diabetes education within early intensification of glycaemic control in people newly diagnosed with Type 1 diabetes. We are also exploring the best models to enhance Type 2 diabetes education, within the principles of flexibility, availability at all stages of the patient journey, and mode and rate education delivery.
What measures are being put in place in respect of the development of GP Clusters?
NHS Grampian can advise that all areas of Grampian have had established GP Clusters for a number of years.

Appointment/identification of GP Cluster Quality Leads (CQLs)
NHS Grampian can advise that all GP clusters, within Aberdeen City and Aberdeenshire, have GP Cluster Quality Leads appointed. The GP Cluster Quality Lead, in Moray, is yet to be appointed.

GP Practice Quality leads (PQLs)
NHS Grampian can advise that all practices across Grampian have appointed GP Practice Quality Leads.

Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Grampian has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commissioner.

A request for review must be made within 40 working days and should, in the first instance, be in writing to: Directorate of Corporate Communications, Foresterhill House, Foresterhill, Aberdeen, AB25 2ZB or by email to grampian@nhs.net

Requests for appeal should be made in writing to: Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS Telephone: 01334 464610, Fax: 01334 464611 E-mail: enquiries@itspublicknowledge.info

Yours sincerely

Chris Morrice
Information Governance Manager
NHS Grampian