

I / We want: “Outcomes that matter” The things people with Type 1 diabetes told us on 3rd December 2018

DiABETES UK
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NHS
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“Not feeling isolated or alone”

“To be accepted and understood”

“To be able trust the system”

“To live life as well and as long as possible”

“Being able to live one’s life”

“My team (Hospital and GP) to work together and communicate”

“Adaptive system based on my needs”

“To live my life independently as normally as possible”

“To be respected, listened to and supported”

“Not stigmatised”

“To be confident to manage my diabetes – I rule diabetes not the other way around”

“To have confidence, informed choice and knowledge”

“Being supported and listened to”

Outcomes that Matter to People Living with Type 1 Diabetes

Morning Workshop 9.30 – 12.30

Refreshments available from 8.30

Tuesday 25th June 2019

**Etc Venues Victoria, 1 Drummond Gate,
Westminster, London, SW1V 2QQ**

<https://www.eventbrite.co.uk/e/outcomes-that-matter-to-people-living-with-type-1-diabetes-in-london-tickets-62198820346>

For more information contact:

england.diabetes-ldncn@nhs.net

I / We want: "Outcomes that matter" The things people with Type 2 diabetes told us on 3rd December 2018

"For Type 2 diabetes to be preventable"

"Feel valued"

"To be remembered by care and support services"

"Being there for my family"

"A good quality of life"

"Happiness and good health"

"Not repeating stories"

"For type 2 diabetes to be preventable"

"Good relationships"

"Free from guilt"

"A good quality of life"

"Not to live in fear"

"To self-manage & being in control"

"To understand our condition and be in control"

"Being there for my family"

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Outcomes that Matter to People Living with Type 2 Diabetes

Afternoon Workshop 13.30 – 16:30

Lunch available from 12.30

Tuesday 25th June 2019

**Etc Venues Victoria, 1 Drummond Gate,
Westminster, London, SW1V 2QQ**

<https://www.eventbrite.co.uk/e/outcomes-that-matter-to-people-living-with-type-2-diabetes-in-london-tickets-62198824358>

For more information contact:

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We are pleased to be hosting the next 'Outcomes that matter to people living with Type 2 diabetes in London' workshop. We have organised this event to:

- Update on progress made since the last workshop held on 3rd December 2018;
- Provide an update on work to capture the 'outcomes that matter to people living with Type 2 diabetes';
- Share examples of London good practice;
- Identify other London good practice and opportunities to make improvements to the care and support people living with Type 2 diabetes receive;
- **Announce our recruitment launch for Type 2 Diabetes Patient Champions to join the London Diabetes Clinical Network programme.**

What people with type 2 diabetes want from the NHS:



- Postcode Lottery issue: making access to services fairer across London



- Accessibility: learning from South London's Diabetes Book and Learn Service
- Provide a wider range of Structured Education across London



- Improving information sharing across multiple organisations and having access to clinical information including results
- Integrated digital care record systems



- Peer to peer local support groups (monthly meetings)
- Younger generation to teach/ help with technology and learning
- Creating a Pan London diabetes advice line or forum that is accessible 24/7

12.30pm	Lunch on arrival	
13.30pm	Welcome, introductions and purpose of the event	Shaun Crowe, London Clinical Network Lead
13.35pm	Summary of progress London is making <ul style="list-style-type: none"> i. Recap: You said, we've done ii. Headline summary of progress made at London, STP and CCG level iii. Group Discussion One <ul style="list-style-type: none"> ○ <i>Are you expecting or witnessing this progress locally within your local area?</i> ○ <i>Is there any local progress that has not been reported that requires wider recognition?</i> ○ <i>What pockets of good practice is working well and should be consistently available across London?</i> 	Shaun Crowe, London Clinical Network Lead
14.25pm	Diabetes, Personalised care and digital support How can we enable people living with Type 2 diabetes to take more control, have more choice and to be empowered through greater self-care?	Joe Fraser, Senior Manager – Personalised Care, NHS London & HLP
14.45pm	Introduction to proposed development of pan-London Diabetes Standards	TBC
14.55pm	Refreshment Break	
15.10pm	Group Discussion Two: Discussing the Outcomes that matter to people living with Type 2 diabetes <ul style="list-style-type: none"> ○ Brief reflections on what people living with Type 2 diabetes told us ○ Comments and feedback on the 'outcomes that matter' matrix ○ Individual table feedback to the group 	Shaun Crowe, London Clinical Network Lead
16.10pm	Furthering the participation of people living with Type 2 diabetes in the work of the London Diabetes Clinical Network <ul style="list-style-type: none"> ○ Invitation to express interest in becoming a Type 2 Diabetes Patient Champion 	Shaun Crowe, London Clinical Network Lead
16.30pm	Close	

We are pleased to be hosting the next 'Outcomes that matter to people living with Type 1 diabetes in London' workshop. We have organised this event to:

- Update on progress made since the last workshop held on 3rd December 2018;
- Provide an update on work to capture the 'outcomes that matter to people living with Type 1 diabetes';
- Share examples of London good practice;
- Identify other London good practice and opportunities to make improvements to the care and support people living with Type 1 diabetes receive;
- Invite comments on how we can further involve people living with diabetes in the London Diabetes Clinical Network programme.

What you value and would like to see more of:



Communication

- * Open Communication
- * Organisations talking to each other
- * GP/Consultants and other health professionals having better knowledge of referral processes
- * Stronger joined up working
- * Eye consultant and screening



Education

- * Family and friends having access to helpful educational materials
- * More learning and training for nurses and other clinicians
- * Education in schools, teaching children at an early age
- * More public awareness of the condition
- * Education and support for parents and carers



Improving on what is available

- * Learning from other regions and countries
- * Establishing local support groups
- * Exploring new technology
- * Smoother data transfer of patient information and medical history in schools/GP practices/hospitals
- * Screening programme for schools

08.30am	Refreshments on arrival	
09.30am	Welcome, introductions and purpose of the event	Shaun Crowe, London Clinical Network Lead
09.35am	Summary of progress London is making <ul style="list-style-type: none"> i. Recap: You said, we've done ii. Headline summary of progress made at London, STP and CCG level iii. Group Discussion One <ul style="list-style-type: none"> ○ <i>Are you expecting or witnessing this progress locally within your local area?</i> ○ <i>Is there any local progress that has not been reported that requires wider recognition?</i> ○ <i>What pockets of good practice is working well and should be consistently available across London?</i> 	Shaun Crowe, London Clinical Network Lead
10.25am	Personalised care, digital support and some reflections on personal experience <p>How can we enable people living with Type 1 diabetes to take more control, have more choice and to be empowered through greater self-care?</p>	Joe Fraser, Senior Manager – Personalised Care, NHS London & HLP
10.45am	Introduction to proposed development of pan-London Diabetes Standards	TBC
10.55am	Refreshment Break	
11.10am	Group Discussion Two: Discussing the Outcomes that matter to people living with Type 1 diabetes <ul style="list-style-type: none"> ○ Brief reflections on what people living with Type 1 diabetes told us ○ Comments and feedback on the 'outcomes that matter' matrix ○ Individual table feedback to the group 	Shaun Crowe, London Clinical Network Lead
12.10pm	Furthering the participation of people living with Type 1 diabetes in the work of the London Diabetes Clinical Network	Shaun Crowe, London Clinical Network Lead
12.30pm	Close	