

Supporting adults with diabetes
"Year of Care"

GROUP CONSULTATIONS CASE STUDY



General Practice:
nurse led diabetes care

What we did



"This is the best way forward for people with diabetes"

What changed and improved?

OUR CHALLENGE

In Tower Hamlets, we manage diabetes in line with 'Year of Care'; a care and support planning approach that includes: a 15 minute HCA appointment followed by 35-45 minute 1:1 nurse review, and 6 months later (or sooner if needed), a further 15 minute nurse appointment. We recognised a lot of repetition. Whilst blood pressure and cholesterol levels were responding well, we were having a limited impact on HbA1c. Co-production is our default, and we encourage group approaches, which meant group clinics fitted with our philosophy and values. We also wanted to make efficiency gains

OUR GROUP CLINIC DESIGN

We kept our HCA appointments and introduced group consultations to replace 1:1 nurse reviews. Up to 12 patients attend a 90 minute group clinic where we reviewed results, discuss lifestyle change and set personal goals. Clinics run weekly, with a Bengali health advocate present alternate weeks to support non-English speaking patients. The facilitator is also a trained care navigator and helps administer the clinic.

RESULTS BOARD

- HbA1c
- egfr
- Cholesterol
- Blood pressure
- BMI

EFFICIENCY

- We have saved 90 minutes of nurse time per clinic
- Administrator time has increased
- Our group facilitator has trained as a care navigator and assists patients to join the practice walking group, book and crochet clubs; signposts social prescribing, psychological services
- We are promoting peer support through Technology Enabled Care Services (TECS) such as Whatsapp and closed group chats

CLINICAL IMPACT

- At six months, 60% of those attending had lost weight and 60% had seen a drop in HbA1c

PATIENT ENGAGEMENT

- Three patients have volunteered to help run groups
- Uptake of community activities, social prescribing and psychological services

PSYCHOSOCIAL IMPACT

- Patients have built relationships and value the friendships they have made at groups

EXPERIENCE OF CARE

- GPNs enjoyed working this way; although it challenged existing culture and practice, which did impact on engagement initially
- Patients enjoy sharing time and ideas; connecting with and talking to others
- They like being able to compare their results with others.

"Be satisfied even if patients enjoying sharing time, ideas and connecting is your only outcome. Joy and connectedness are key to wellbeing"

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