

Type 2 Diabetes Education Programme

Engagement feedback
November 2013



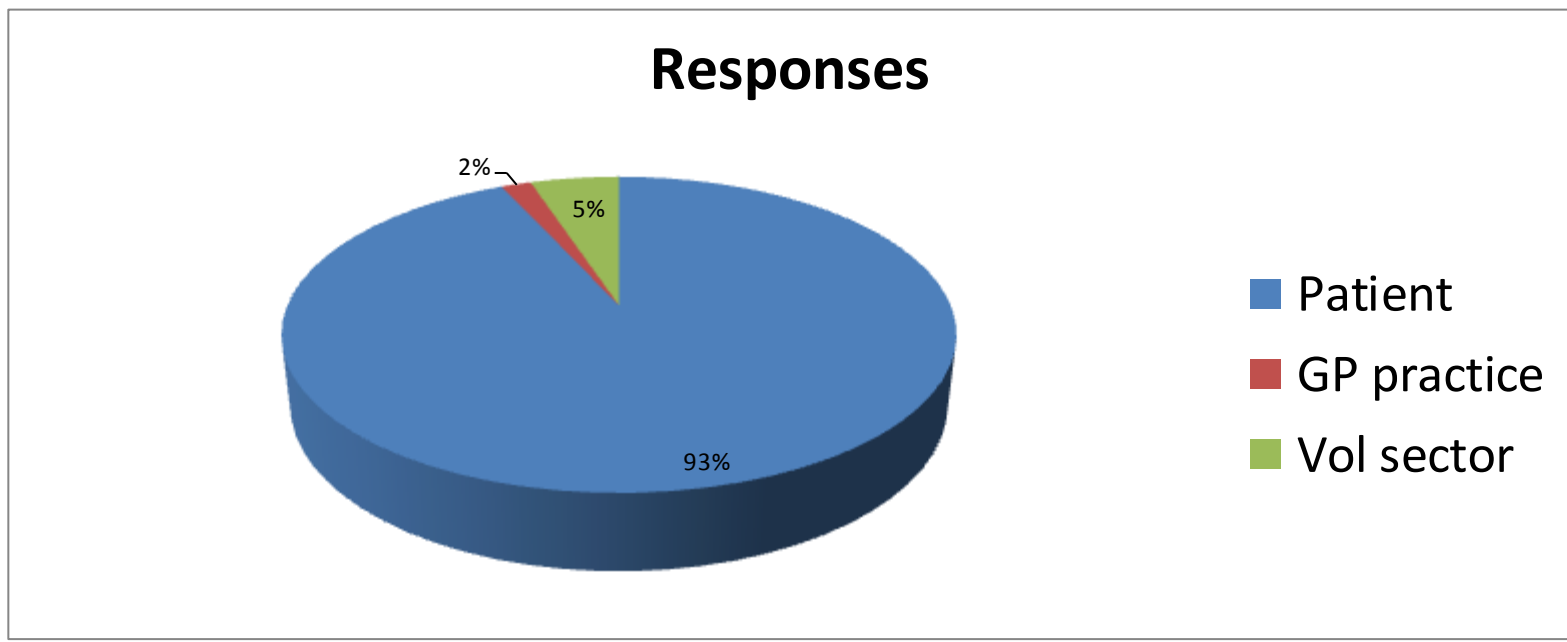
Aim of the engagement

To understand the *experience*,
preferences and *learning*
needs of people with type 2 diabetes in
order to develop an education programme



Who did we speak to?

The survey was shared widely with patients and professionals. 59 people shared their thoughts

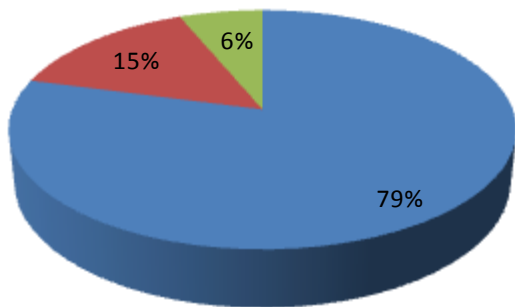




Who did we speak to?

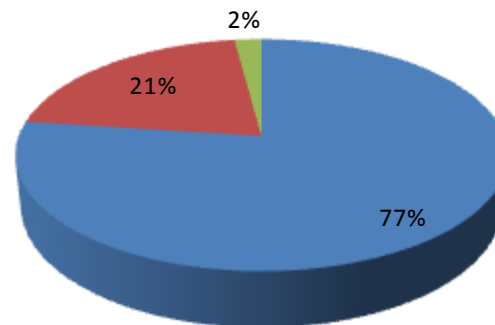
7. Have you been offered a structured education programme for diabetes?

■ Yes ■ No ■ Did not answer



8. Have you attended a structured education programme for diabetes?

■ Yes ■ No ■ Did not answer

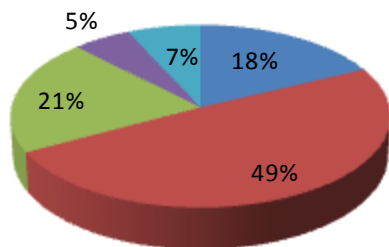




What did people tell us?

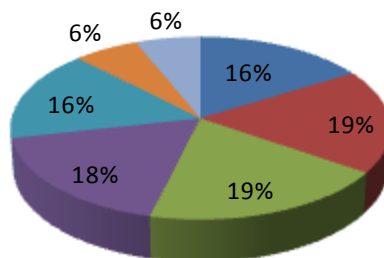
11. What type of programme would you be most likely to use ?(tick all that apply)

- Online
- Group
- Dropin
- Other
- Did not answer



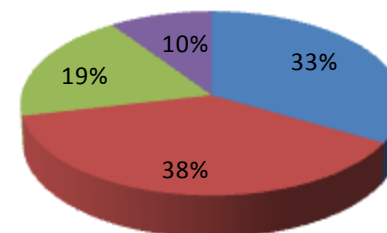
13. Which days of the week would be most convenient to attend?

- Mon
- Tues
- Wed
- Thurs
- Fri
- Sat
- Did not answer



14. What times of the day would be most convenient to attend?

- Morning
- Afternoon
- Evening
- Did not answer

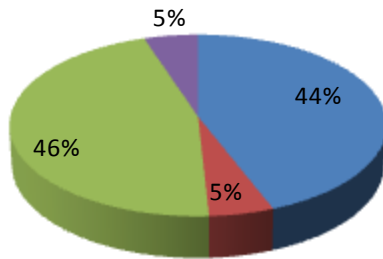




What did people tell us?

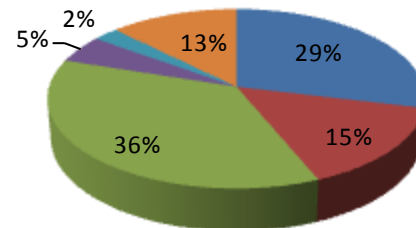
15. Where you you like to attend the group or drop-in?

- GP practice
- City centre
- Community venue
- Did not answer



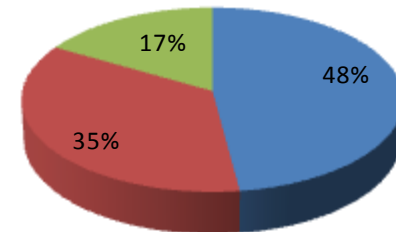
16. Who would you like to facilitate the group or drop-in?

- Nurse
- Doctor
- Dietitian
- Patient
- Other healthcare professional
- Did not attend



17. Would you prefer a course which allows you to attend only the sessions which interest you, rather than every session?

- Yes
- No
- Did not answer

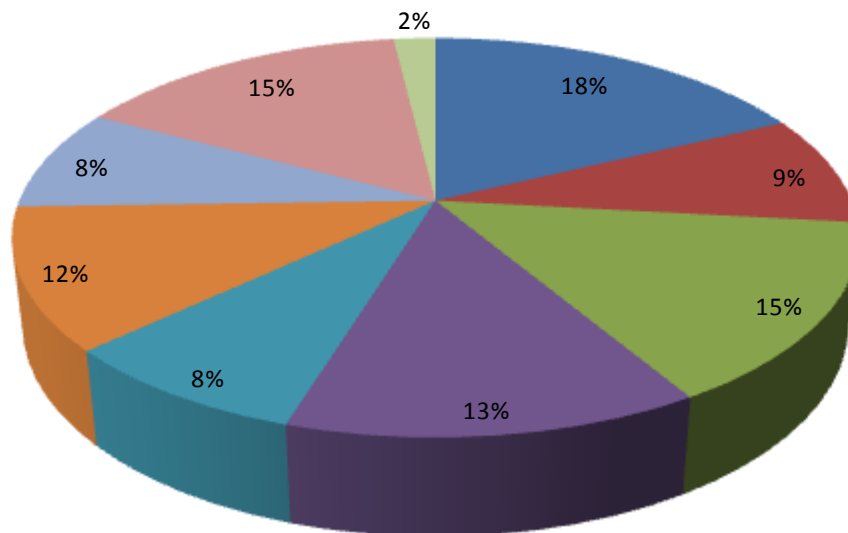




What did people tell us?

18. Which topics would interest you?

- Diet
- Food labelling
- Weight management
- Exercise
- Preparing a healthy meal
- Complications of diabetes
- What is diabetes
- All
- Did not answer





What did people tell us?

'My GP referred me'

'I'm happy with Monday to Friday opening'

'Patients say Xpert is very good'

'I want different ways to get involved'

'I've never heard of Xpert'

'I had to wait too long'

'I don't want to travel to the city centre'

'It would be good to be able to select the topics which interest me'

'I'd like to be able to select from a range of topics'



Recommendations

- Support and encourage GPs to refer into the programme.
- Provide a leaflet about type 2 diabetes and education programme.
- Provide access options
- Patients to develop their own support networks.
- Sessions outside traditional working hours.
- Delivered by dietitians and nurses.
- Flexible attendance.
- Reduce waiting time
- Centrally managed administration system.

In addition to the above, the engagement team strongly advises the project to consider how it will

- Evaluate the programme.
- Involve patients in developing the project
- Review the project.



What next?

- Send report to people who participated in the engagement
- Feed engagement results into the development of the business case
- Take business case to the PAG