



HEALTH AND WELLBEING BOARD
12th September 2019

Report sponsor: Steve Studham, Chair,
Healthwatch Derby.
Report author: James Moore, CEO,
Healthwatch Derby.

ITEM 07

Healthwatch Derby - Diabetic Services Report

Purpose

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of Healthwatch's recent report on Diabetic Services.
- 1.2 The aims of the report on Diabetic Services undertaken by Healthwatch were to understand the following:
 - Identify which type of diabetes did people have.
 - Where did people live who were using the services.
 - How were people being diagnosed.
 - Who were people advised by initially after diagnosis.
 - Did people questioned feel that they understood their diagnosis.
 - If they had been offered a course, was it useful, did it improve the management of their conditions.
 - Peoples experiences of current GP services in relation to diabetes.
 - Peoples experiences of specialist diabetic services across Derby.
 - Peoples views of the locations of appointments.
 - What people think works well and can be improved with diabetic services.
 - How people would rate diabetic services overall in Derby.

Recommendation

- 2.1 To consider the content of the report and the key messages within it.

Reason

- 3.1 To ensure that the HWB is aware of the nature, quality and patient experience of the provision of diabetic services in Derby. This supports the HWB in its role in improving the health and wellbeing of the local population

Supporting information

- 4.1 There are more than 25,000 patients with diabetes in Southern Derbyshire of which around 15,000 people are diagnosed in Derby. Derby city has 6.3% prevalence.
- 4.2 Diabetes can lead to other health complications. It is also costly to the NHS and the wider community.
- 4.3 There are a range of diabetic services available in Derby including:
 - Course.
 - Community services.
 - Hospital services.
- 4.4 Healthwatch Derby completed surveys to collect data and one case study. Outreaches were conducted from 03/10/18 to 07/11/18. The survey was also available on-line to complete. Overall 118 surveys were completed.
- 4.5 Overall diabetic services in the city were seen in a positive light with people saying the main areas that work well are:
 - The overall service.
 - Treatment and care.
 - Communication.
 - Staff.
 - Service and Admin.
- 4.6 The main areas people said they wanted to see improvements in were:
 - Waiting times and timekeeping.
 - Location and facilities.
 - Admin.
 - Overall services.
 - Communication.
 - Other services.
- 4.7 The main issues and improvements that rose from the report were:
 - Waiting times, especially in relations to Royal Derby Hospital's (RDH) foot clinic, antenatal clinic and pump clinic.
 - GP's issues: main areas raised were in regard to Type 1 diabetes. People raised issues about - not finding their GP helpful or useful, areas raised about knowledge of: - type 1 diabetes, pumps, the usefulness of the annual reviews.
 - That only 1/3 of type 2 diabetics had been offered a course in relation to their diabetes.

- Having appointments at RDH, with the main issue people raised was to do with parking.

4.8 The full report is attached for information.

Public/stakeholder engagement

5.1 A range of engagement activities were undertaken to support the understanding of experience of diabetic services in the city including:

- Case Study.
- Surveys.
- Face-to-face outreach.

Other options

6.1 None considered.

Financial and value for money issues

7.1 None.

Legal implications

8.1 None.

Other significant implications

9.1 None.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal Finance Service Director(s) Report sponsor Other(s)	Steve Studham, Chair – Healthwatch Derby	