

East Kent

Health and Care Partnership

Improving diabetes services across east Kent

East Kent Health and Care Partnership (EKHCP) brings together hospitals, community care, GPs, social care and others to plan and deliver services to the people of east Kent and to support them to live healthy lives.

We recognise diabetes services in east Kent are sometimes inconsistent and do not always meet the standards set out nationally. We want to change that, so we have suggested a range of improvements to build on what already works well and to make sure everyone across east Kent receives the same high-quality diabetes care.

This enhanced approach focuses on making improvements in four key areas: prevention, access, self-care and clinical treatment.

However, we don't want to make any improvements without talking to you, our service users, to understand your experiences and gain your views on what a good service would look like.

If you have Type 1, Type 2, gestational or any other type of diabetes, or are a carer or family member of someone who does, please complete this survey and let us know your thoughts.

You can find more information about the proposed improvements and also access an online version of this survey at www.eastkentdiabetes.org.

Please complete this paper copy of the survey by 16th April 2021 and return it to 'Freepost PAULA CARR DIABETES TRUST'. The online version of the survey will be open until 23rd April 2021. If you have any questions or need any further information, please email office@paulacarrdiabetestrust.co.uk.

The Public Engagement Agency (PEA™) has designed this survey and will undertake independent analysis of the results. The information you provide will be used solely for the purpose outlined above. All responses will be anonymised.

We will also be running some diabetes focus groups over the coming weeks. If you would like to take part, please email office@paulacarrdiabetestrust.co.uk.

1. Please could you tell us the first part of your postcode, so we know the area in which you live? E.g. CT1

2. Are you responding as:

Someone living with diabetes

A family member/carer of someone living with diabetes

NB If you are someone living with diabetes AND a family member/carer of someone living with diabetes, we would be grateful if you could complete the survey twice – once as a person living with diabetes and once as a family member.

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3. Please indicate which type of diabetes you have or the person you care for has:

Type 1 (always had to take Insulin)	<input type="checkbox"/>
Type 2 (managed with diet and lifestyle only)	<input type="checkbox"/>
Type 2 (diet, lifestyle and medication)	<input type="checkbox"/>
Type 2 (diet, lifestyle, medication/insulin)	<input type="checkbox"/>
Gestational diabetes	<input type="checkbox"/>
Other	<input type="checkbox"/>

4. What age group do you/they come under?

Up to 16 years	<input type="checkbox"/>	17-19	<input type="checkbox"/>	20-22	<input type="checkbox"/>
23-35	<input type="checkbox"/>	36-45	<input type="checkbox"/>	46-55	<input type="checkbox"/>
56-65	<input type="checkbox"/>	66-75	<input type="checkbox"/>	Over 75 years	<input type="checkbox"/>

5. How long have you/they lived with diabetes?

Less than 6 months	<input type="checkbox"/>
6 months-1 year	<input type="checkbox"/>
2-5 years	<input type="checkbox"/>
6-10 years	<input type="checkbox"/>
More than 10 years	<input type="checkbox"/>

6. Which of the following do you use to find information about your/their particular type of diabetes and how useful are they?

	Very useful	Useful	Not very useful	Not at all useful	Not applicable
A national website					
A local (east Kent) website					
A local hospital website					
My GP practice website					
A voluntary organisation website					
A council website					
Other social media					
A leaflet					
Paula Carr Diabetes Centre					
Face to face consultations					
Other: please state					

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Thinking about your/their experience of care, please indicate to what extent you agree or disagree with the following (please note for the next set of questions when we refer to “I”, we mean the person living with diabetes):

7. At the GP practice

	Completely agree	Partly agree	Disagree	Strongly disagree	Not applicable
I was given advice and support on how to avoid getting diabetes					
I am/was given advice and support on how to manage my diabetes					
I have regular appointments with the practice nurse to review and manage my diabetes					

8. At the hospital

	Completely agree	Partly agree	Disagree	Strongly disagree	Not applicable
I was referred quickly to the hospital for specialist services					
I was given an appointment within a short time to speak to a specialist					
I can get to the hospital services easily					

9. Community (not hospital) services

	Completely agree	Partly agree	Disagree	Strongly disagree	Not applicable
I was given information about support services to help keep me healthy, such as information about exercise and diet					
I was given support from other services outside the NHS, such as social services or other council departments					
I was told how to join an expert patient group about diabetes					
I was told about the new home testing kit for chronic kidney disease					

10. All services

	Completely agree	Partly agree	Disagree	Strongly disagree	Not applicable
I was diagnosed quickly					
I was provided with the right follow up support for me					
I am kept informed regarding any changes in my care					
I understand and am involved in my care plan					
My family or carer has been involved in discussions about my care					
I feel supported in managing my diabetes					
I know who to contact if I need any additional help					
All the services involved in my care communicate with each other and follow my care plan					
I have access to and know how to make use of online support					

11. We are proposing improvements to the way we care for people with diabetes that would see services delivered through a number of large central hubs, like a hospital, and smaller local venues, like a GP practice.

The hubs would usually provide services for patients living with more complex diabetes, like those at high risk and those with unstable conditions, as well as the majority of people with Type 1 diabetes.

The smaller venues would provide a wide range of less complex services, like diabetes assessments, insulin support, and management of Type 2 diabetes if needed.

We believe this approach will help people to access more diabetes services in their local community (e.g. at their GP practice), and reduce the need for people to visit a hospital for appointments.

To what extent do you think this approach would improve people’s access to diabetes services?

- It would improve access to services a lot

- It would improve access to services a little

- It would not improve access to services

- Not sure

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12. As well as improving access to services, we would like to introduce a number of other improvements to enhance diabetes care. How beneficial do you think the following would be?

	Very beneficial	Quite beneficial	Not beneficial	Not Sure
Raising awareness of what may cause diabetes and how to prevent it, to improve people's health and help reduce the demand for diabetes services				
Ensuring care is consistent across east Kent, so everyone receives the same high-quality care no matter where they live				
Increasing the use of technology to support diabetes, for example through a dedicated diabetes app or online consultations				
Providing additional diabetes training for ambulance staff to help more people receive the treatment they need at home rather than having to be transferred to hospital				
Providing additional training for GP practice staff and other healthcare professionals to make sure their knowledge and awareness of diabetes issues is up to date				
Working more closely with local people and patient groups and organisations like the Paula Carr Diabetes Trust to make sure the views of people living with diabetes are reflected in local services				
Creating an Expert Diabetes Patient Programme, enabling local people with diabetes to play a more significant role in the development of diabetes services				
Launching a new local insulin pump service to reduce the need for people to have to travel to London for pump therapy and management				
Providing dedicated resources to make sure foot care services meet national standards across east Kent				

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**13. What one big thing would help you manage your/their diabetes more effectively?
Please write as much detail as possible.**

14. What else do you think could be done to improve your/their diabetes care? Please write as much detail as possible.

**15. Finally, we'd be grateful if you could indicate where you found out about this survey:
Please tick all that apply.**

- In hospital
- At my GP practice
- Via email
- Through social media
- On an NHS website
- On a council website
- Other social media
- Via the Paula Carr Diabetes Trust
- Other: please state _____

We will also be running some diabetes focus groups over the coming weeks. If you would like to take part, please email office@paulacarrdiabetestrust.co.uk.

Other demographic data

The following questions will help us to understand how experiences vary between different groups of the population. Individuals will not be identifiable from the information provided.

16. Please indicate if you/the person living with diabetes is...?

- Male**
-
- Female**
-
- Trans-gender**
-
- Non-binary**
-
- Prefer not to say**
-

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17. Please indicate your/the person living with diabetes' ethnic group? Choose 1 option that best describes the ethnic group or background.

- | | |
|---|--------------------------|
| White - English/Welsh/Scottish/Northern Irish/British | <input type="checkbox"/> |
| White - Irish | <input type="checkbox"/> |
| White - Gypsy or Irish Traveller | <input type="checkbox"/> |
| Any other White background, please write in below | <input type="checkbox"/> |
| Mixed / Multiple ethnic groups - White and Black Caribbean | <input type="checkbox"/> |
| Mixed / Multiple ethnic groups - White and Black African | <input type="checkbox"/> |
| Mixed / Multiple ethnic groups - White and Asian | <input type="checkbox"/> |
| Any other Mixed / Multiple ethnic background, please write in below | <input type="checkbox"/> |
| Asian / Asian British - Indian | <input type="checkbox"/> |
| Asian / Asian British - Pakistani | <input type="checkbox"/> |
| Asian / Asian British - Bangladeshi | <input type="checkbox"/> |
| Asian / Asian British - Chinese | <input type="checkbox"/> |
| Any other Asian background, please write in below | <input type="checkbox"/> |
| Black / African / Caribbean / Black British - African | <input type="checkbox"/> |
| Black / African / Caribbean / Black British - Caribbean | <input type="checkbox"/> |
| Any other Black / African / Caribbean background, please write in below | <input type="checkbox"/> |
| Arab | <input type="checkbox"/> |
| Any other, please write in below | <input type="checkbox"/> |
| Prefer not to answer | <input type="checkbox"/> |

Please write in if you selected any "other" option above

Thank you for your time and feedback.

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