

Derby's Diabetic Services Report

Healthwatch Derby is an independent watchdog for health and social care services in Derby City.

Aims of the project

- 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

(These aims were developed following a meeting with a lead diabetic nurse and running a short preliminary survey. 22 people completed the survey and the emerging experiences and themes were used to develop a more detailed survey.)

The final survey and full answers to questions can be found in the appendices at the end of the report. The same questions have been asked to everyone.

Acronyms within the report

UHDB	University hospital of Derby and Burton
DCHS	Derbyshire Community Health Services
RDH	Royal Derby Hospital
LRCH	London Road Community Hospital
DAFNE	Dose Adjustment For Normal Eating
CCG	Clinical Commissioning Group

Diabetes

Diabetes is a condition where someone has too much glucose – a type of sugar – in their blood. When people don't have diabetes their blood sugar levels are controlled by insulin produced in their pancreas. If someone has diabetes, they're either not producing insulin, or the insulin they do produce can't work properly or there isn't enough of it. This means that sugar builds up in their blood and can't get into the cells of their body where it's used for fuel. Too much sugar in the blood can lead to sight loss, amputation, kidney failure, stroke and death. The dramatic increase in obesity is the main reason there are so many more people living with Type 2 diabetes today than 20 years ago. (Diabetes UK)

- About 90% of people with diabetes have Type 2.
- About 8% of people with diabetes have Type 1.
- About 2% of people have rarer types of diabetes.

All diabetics are entitled to essential free health checks. These checks help to monitor and prevent serious diabetes complications.

Current Services in Derby

Annual Review:

All people with diabetes should undergo a diabetes care review at least once annually. These are normally done at the GP practice. Some people, such as those newly diagnosed, children, or those with complications may have a diabetic review more often than annually and these may be completed at a specialist/hospital service.

Community Services:

- UHDB runs services for eye screening services across the city and county at various locations.
- UHDB and the CCG have worked with Local GPs and run community diabetic clinics within the community.
- DCHS runs podiatry services within the community.

Courses:

There are different educational courses available for different types of diabetes, (staff have to be specially trained to deliver these courses) the main ones ran locally are:

- DAFNE for type 1 diabetes, these are run from the Royal Derby Hospital.
- X-Pert Course for type 2 diabetes, these are coordinated by DCHS from locations across the city and county.

Hospital services:

The diabetes department at the Royal Derby Hospital provides specialist services for patients with diabetes throughout Southern Derbyshire. There are more than 25,000 patients with diabetes in Southern Derbyshire of which around 15,000 people are diagnosed in Derby City.

The hospital run specialist services such as:

- education for patients with type 1 diabetes
- education for patients with type 2 diabetes taking insulin
- pre-pregnancy and antenatal clinics joint with the obstetrics department
- foot clinics joint with podiatrists, orthoptists and vascular surgeons
- renal clinics for patients with diabetes and reduced kidney function or on haemodialysis joint with the renal department
- insulin pump service
- teenage clinics joint with the paediatric diabetes team
- clinics for young adults aged 18-25 years old
- continuous glucose monitoring for patients with difficulties detecting hypoglycaemic
- free replacement blood glucose meters and same day appointments for patients diagnosed with type 1 diabetes
- Specialist dietetic service

The report will go in to further detail about services in Derby with each specialist service area.

Engagements

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.

We attended clinics at:

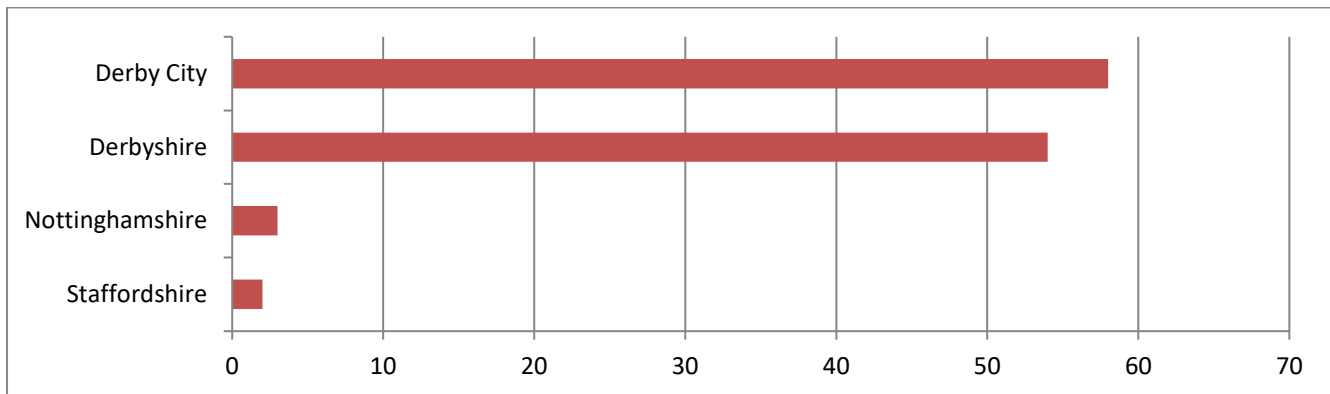
The Royal Derby Hospital:

- Pump Clinics
- Foot Clinics
- Renal clinic
- Antenatal clinics

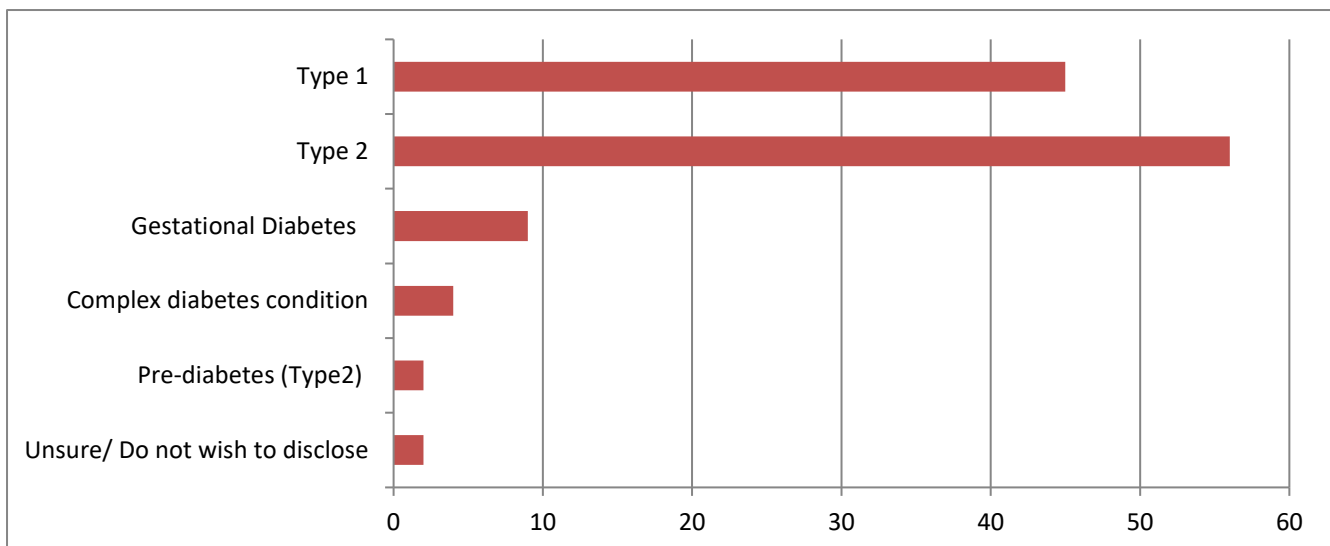
Community clinics (Derby City):

- London road community hospital
- Peartree medical centre
- Colman street health centre

We conducted outreaches in Derby City. The people that we spoke to came from:



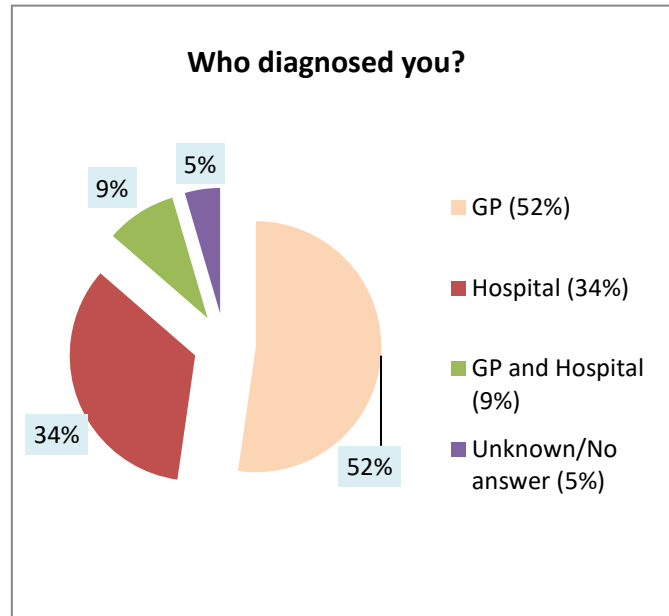
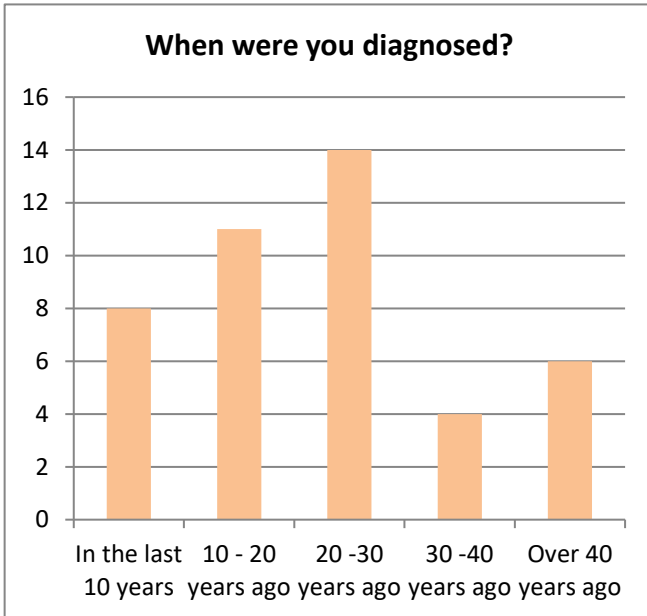
Their type of diabetes was:



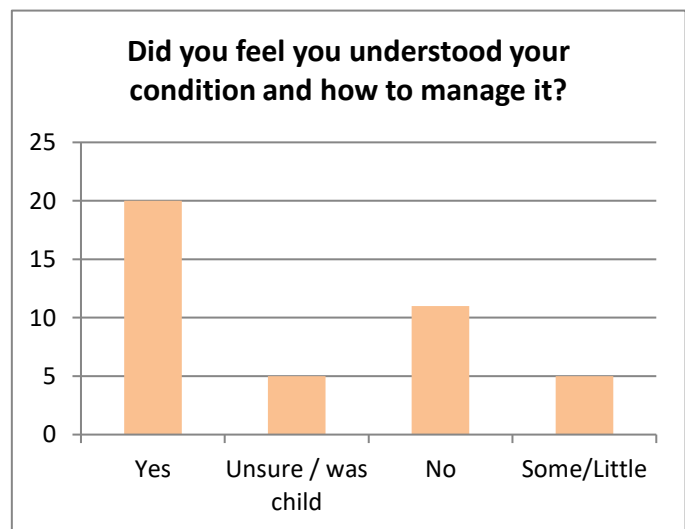
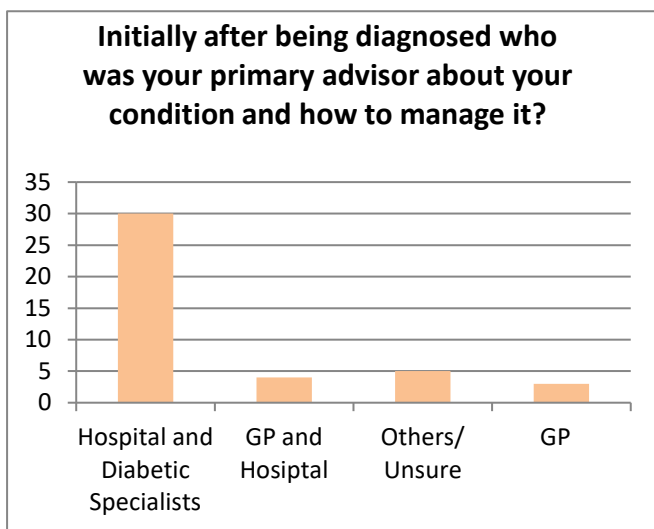
Type 1 Diabetes

Diagnosis

Type 1 diabetes affects around 8% of the diabetic population. Type 1 develops when the insulin-producing cells in the body have been destroyed and the body is unable to produce any insulin. Everyone with Type 1 needs to treat their diabetes by injecting insulin or using an insulin pump. The symptoms of Type 1 diabetes come on very quickly – over a few days or weeks and needs urgent treatment. Without it, consistently high blood sugar levels can lead to a condition called diabetic ketoacidosis or DKA for short. (Diabetes UK.) We spoke to 45 people who were diagnosed with Type 1 diabetes.



The majority of people spoken to had been diagnosed by either their GP and/or Hospital. Most of the people we spoke to had been diagnosed over 10 years ago, so these next results do not reflect current services but that of peoples experiences from some time ago.



To get a more current experience of being a newly diagnosed Type 1 diabetic, to capture the current services and support available we have completed a case study from a mother whose child was diagnosed with Type 1 diabetes.

Case Study

“At 3 years and 4 months old we noticed that she was drinking loads, gallons – and if she wasn’t drinking she was crying for water. One of my friends pointed out that her legs looked skinny, I’d not noticed as much as I saw her every day. I remember adverts from years ago about signs to look out for and decided to take her to the GP.

GP

We told them what we had noticed and asked if it could be diabetes, they needed to do a urine sample test, she wasn’t potty trained and I spent all day trying to get one, it was a real struggle. The next day the doctor asked if I’d managed to get one, I told them that I was really struggling and asked if there was another method, he said we could do a finger prick test. So she had that done and her blood sugars were around 30.5. So was told to go straight to hospital, I was told if she starts to lose consciousness call an ambulance and don’t let her go to sleep, that was like the worst moment ever.

Royal Derby Hospital Children’s A&E

(The GP had phoned ahead so they knew we were coming.) They took her straight through and started doing tests on her, they seemed brilliant there, there were a lot of people moving around but they paid so much attention to her. I remember all the staff were really nice and looked after her, putting her at ease, not making her scared, she had had to have a lot of tests, cannulas, they were really good and fast. There was no waiting around; everything was a bit of a blur, like I was just watching. (In shock.)

We were given lots of information in that first few hours, some I can remember and others I can’t. She had her first insulin shot and suddenly I realised that that was the first shot for the rest of her life. I had no idea how long we were there, 2 – 5 hours after we were admitted. It’s lucky that it was picked up early as she didn’t have any other major complications and could go straight onto treatment.

Royal Derby Hospital Children’s Hospital Puffin ward

We were admitted to the Puffin ward at the Children’s Hospital. There were two sides to it, they were the ward staff doing basic health checks and giving insulin for meals, then there was the diabetic team coming in explaining what things were, explaining how to do injections, generally about the condition. We were given proper time slots:- signs of hypos, how to treat, sessions on your bag and what to carry around. About seven advice sessions altogether. Seem like a well-oiled machine. One “Play Staff member” is thought of very highly in our thoughts- she came and played with her and explained about diabetes to her. I could not of have survived that week without her. The staff were absolutely marvellous. The diabetic team seemed a well-oiled machine over those five days; you were drip fed information so you knew enough what to do but not overwhelmed. We were introduced to a staff member who would be our point of contact. We were being discharged over a bank holiday and she gave her own personal number and told to ring for anything, which I thought was really lovely. We got all the equipment given to us and the prescription to take to GP with regular medication and sent home with a child that we were scared to death of.

Early days

They set a dosage for each meal. We had a diary, blood readings and phoned in every 24 hours and adjusted the dose accordingly. Don’t think they ever missed one phone call. So even though we were out of the hospital we were never out of touch. As we got more confident they’d leave it a bit more between phone calls. We also attended clinics every two weeks for a while until she was stabilised.

Diabetic clinic – Wednesday (children’s outpatients)

They do height/weight checks. Do blood test, see the doctors/nurses/psychologists and dietician. You can see them all if you want or just the doctor if that’s all you need. Overall the clinic is really good especially in the early days and you need some reassurance. I used to go in in a complete flap and come out really chilled out. They were brilliant.

Went to clinic for about 1 ½ months every 2 weeks, and then went to three monthly review clinics. But always given contact number if had any questions/problems. You always had someone you could speak to, so you’re never just sent out of the door.

When you need someone, they’re on the phone from 8 AM – to 8 PM and after that you could get a registrar at A&E. They’ve always got someone and there’s always an answer. I remember in the first few weeks that there was some issues I needed to speak to a doctor about, I spoke to a doctor in A&E who had no idea about diabetes, at that point I’d had five days training but felt like I knew more than him, It’s difficult when you need a little bit of reassurance as you want them to be a specialist. But then another time I had a brilliant Doctor from A&E – so seems like it’s a bit of pot luck who you get. Think the timings have slightly changed since then (The times which the diabetic team are available).

Annual review is all done at the Royal Derby Children’s Hospital diabetic clinic, extra testing, psychological testing and check injection sites etc. Eye tests with the NHS don’t start until around 12 years old so I take her to the local opticians for testing.

Overall – what works well and what needs improving?

What works well: Hospital - the diabetic team as a whole, very good, understanding and caring. Always able to get hold of somebody, they even have an email clinic. Improvements – Think the biggest let down is when it’s out of that specialist service- like A&E doctors. I wish they were a little bit more up-to-date with current research -there’s always room for improvement. As a whole I really do think they’re brilliant, they’ve probably got a few constraints on them. GP prescriptions issues - It’s horrendous, I could write 12 pages of prescriptions issues, and even the lady at Boots was irritated with mistakes being made. It’s only in the last 3 – 4 months that we finally ironed out the mistakes of the prescriptions since she was first diagnosed. GP -don’t need to speak to them regarding her diabetes as I only speak to the diabetic team, it’s just the prescription -it’s taken three years.”

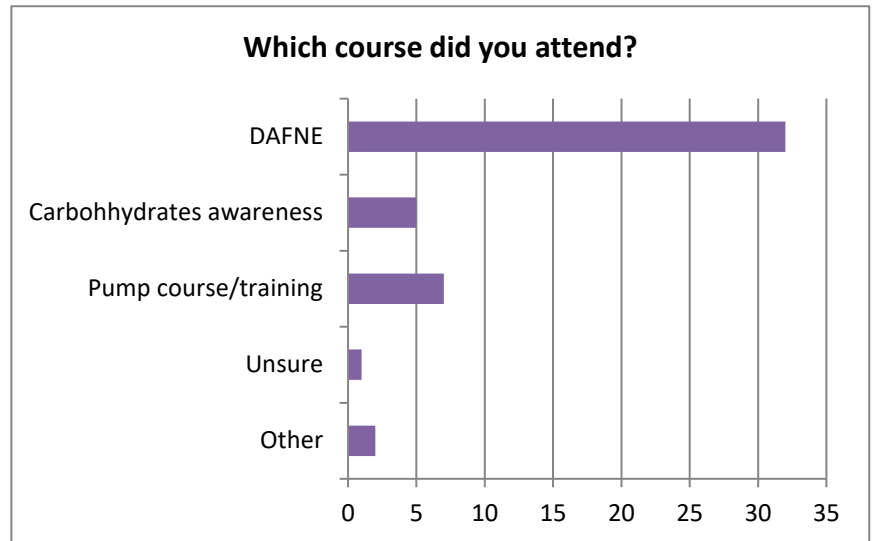
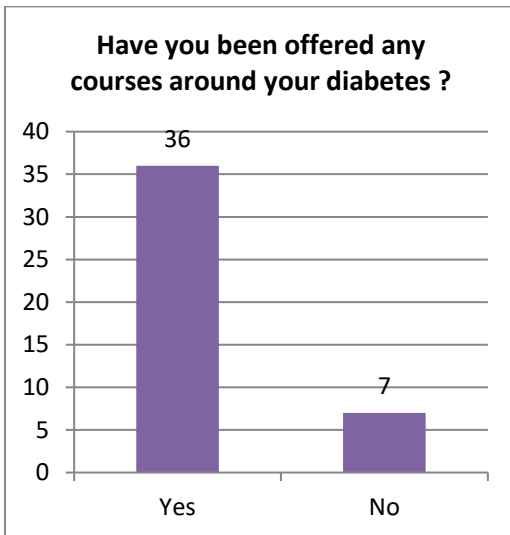
Key messages

- Royal Derby Hospital –Children diabetic services has been highly complimented on their services and support of children and family members.
- Out of Hours support – would prefer to speak to a specialist.
- GP practice – taken 3 years to get prescription issues sorted (GP practice based in Derbyshire)
- GP practice - Spent 1 day requesting a urine sample from an un-potty trained child and offered finger prick test the following day.

The National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care. The N.I.C.E - Quality standard [QS125] -Quality statement states:

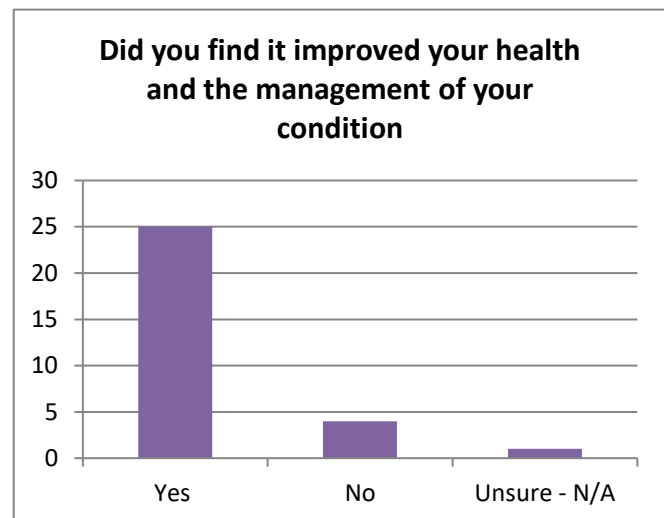
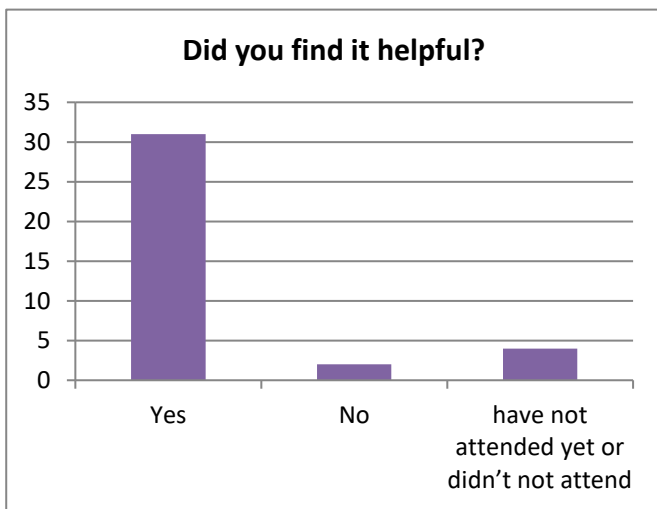
- Children and young people presenting in primary care with suspected diabetes are referred to and seen by a multidisciplinary paediatric diabetes team on the same day.

Courses



Key Messages

- 84% of people spoken to have been offered a course around their diabetes; most had attended the (Dose Adjustments For Normal Eating) DAFNE course.
- The majority of people attending courses found them helpful and that it did improve their health and management of their condition.



Some people gave further comments about the courses they attended in relation to the questions “Did you find it helpful?” and “Did you find it improved your health and the management of your condition”:

“Pump improve my life”

“Only temporarily, get really motivated but then that dies down”

“Fantastic wish I'd gone years ago, made me realise”

“Once I started the DAFNE regime it gave me lots more freedom”

“Didn't attend felt I had enough information”

“Really helpful”

What works well and what could be improved with diabetic services?

(Comments relating to Type 1 Courses.)

Works well	Improving
DAFNE course - Extremely good	DAFNE course should be widely available, waited around two years before going on the course. Previously treated badly with doctors/consultants telling me off, patronising me (not in Derby). If not had such a bad time in early experiences would be more engaging to attend courses.
	Courses – hard to have a week off work to do a course (a week wages down)
	More information and offer of courses like DAFNE from initial diagnosis

GPs Experiences

77% of people used their GP in relation to their diabetes.

People gave their experiences of their GP services in regards to their diabetes.

Key messages

Positive comments were mainly in regards to:

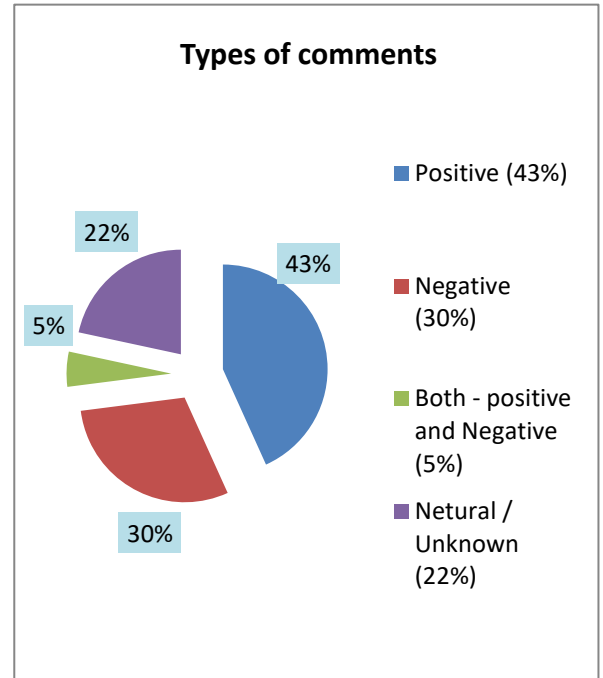
- The overall service, annual reviews and staff.

Negative comments were mainly in regards to:

- Not finding their GP surgery and/or annual reviews helpful or useful, some reasons given were:
 - A lack of knowledge about Type 1 diabetes and pumps
 - Annual reviews - "A tick box exercises"

Other messages

- There were no diabetic clinics or specialists at their surgery.
- They had issues in accessing their GP surgery.



Some of the comments made about GP experiences:

"Annual review and if anything else comes up – quite good"

"Annual check, pretty poor, not clued up on it, just going through the motions ticking boxes"

"No, don't know what they are talking about"

"No – come here (pump clinic). No diabetic clinic at GP"

"Diabetic nurse – okay"

"Yearly visits – not useful, just supplying insulin"

"Diabetes nurse alright"

"Annual review – not very helpful. Don't do with insulin pumps. Only go because I have to"

"Six monthly – fine. Nurse sees me as well"

"Fine trouble getting appointment, regular home visit GP community nurses"

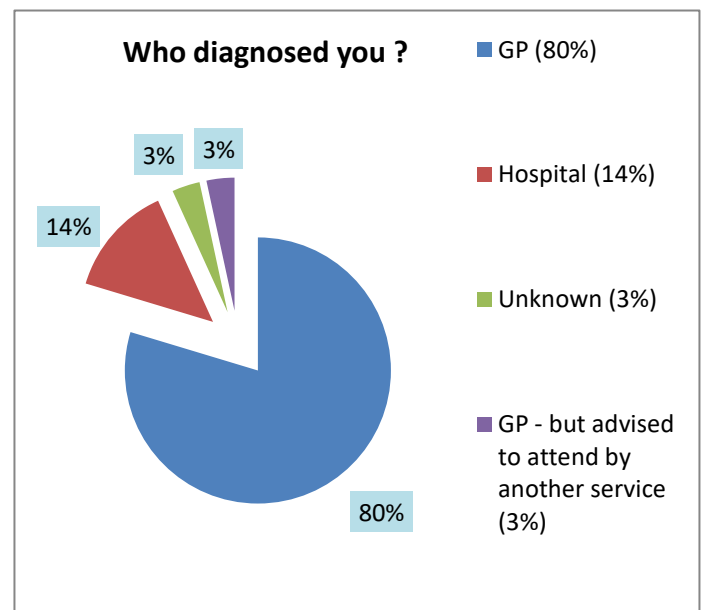
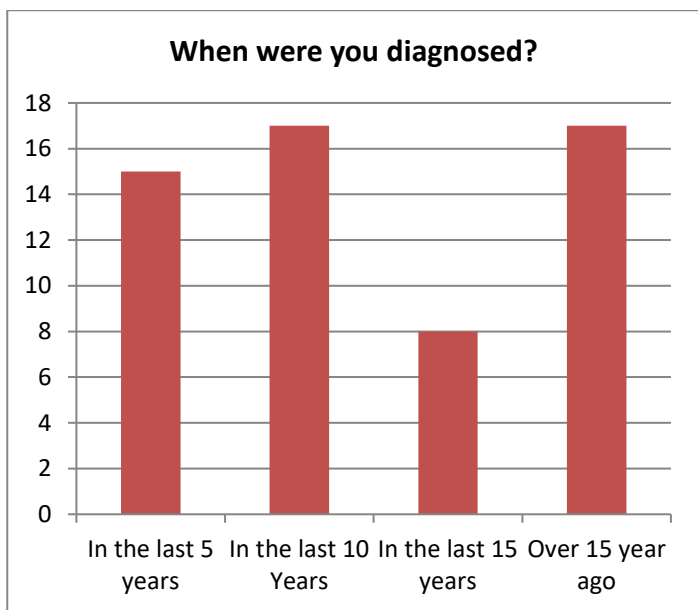
Type 2 and Pre-diabetes (Type 2)

About 90% of people with diabetes have Type 2 diabetes. The symptoms of Type 2 diabetes are rarely as obvious and are often put down to old age or not considered serious enough to go to the doctors. But the longer people's blood sugar levels stay too high, the more at risk they are of serious complications. (Diabetes UK)

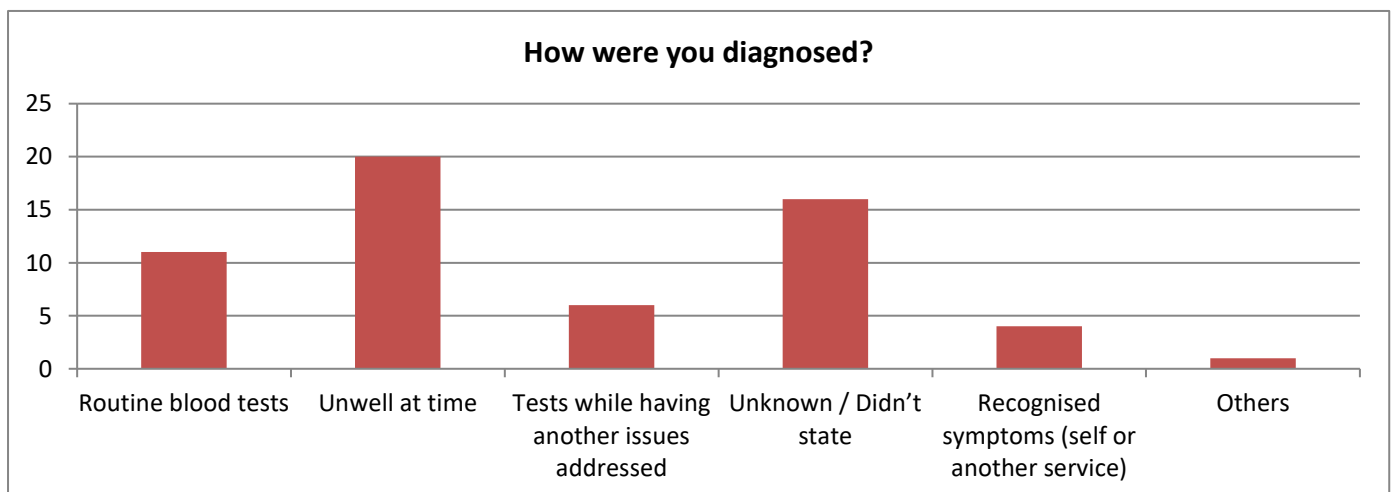
Pre-diabetic (Type 2) is a term that can be used to explain that your blood glucose levels are higher than normal, but not high enough for you to be diagnosed with Type 2 diabetes. They are largely based on an individual measurement of your blood glucose levels, regardless of any other factors. Having high blood glucose levels can increase your risk of developing Type 2 diabetes and other health complications, although this is not inevitable. (Diabetes UK – Pre-diabetes: what's it all about? July 2014)

56 people with Type 2 diabetes and 2 people with Pre-diabetes took part in the survey.

Diagnosis

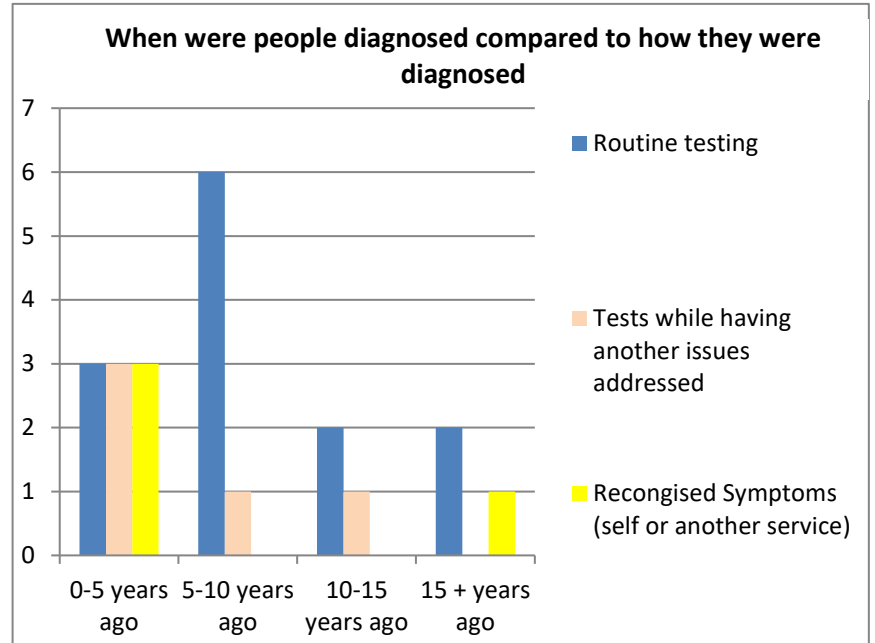


These show that the majority of people were diagnosed at their GP surgery. Some people gave more details about how they were diagnosed, this showed just over 1/4 of the people that gave further details were being diagnosed without being symptomatic at the time. (Either routine testing or tests while having other issues addressed. – though it is unknown whether these “other issues” were related to diabetic complications)

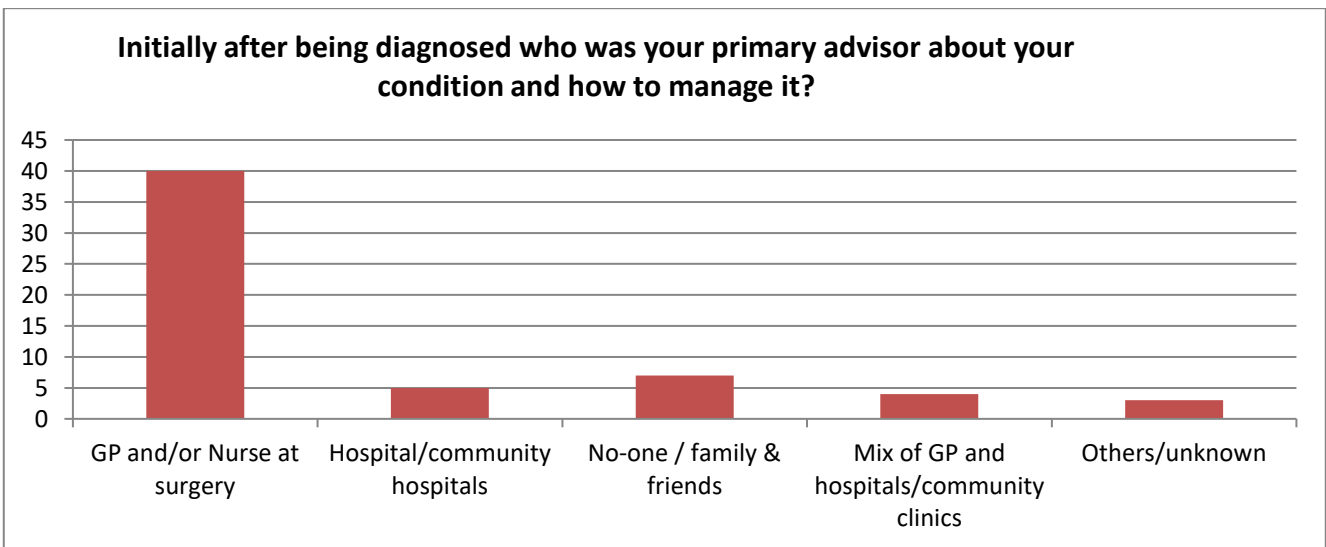


When were people diagnosed compared to how they were diagnosed?

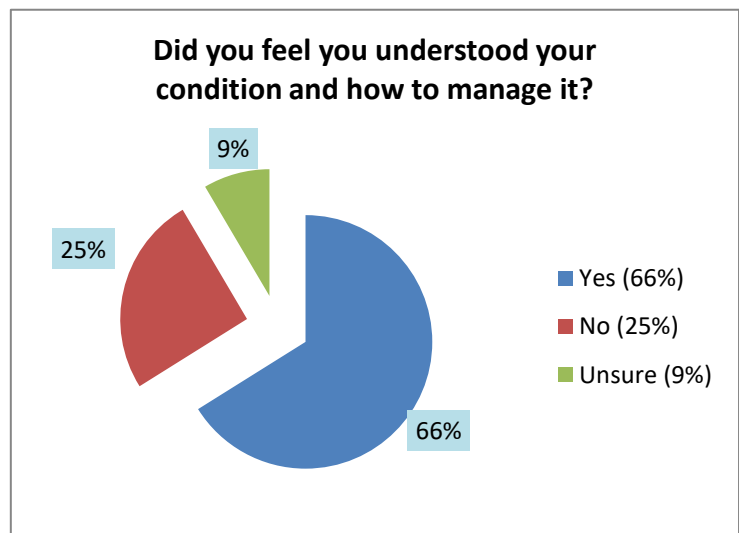
This is a small amount of data, so it is not possible to draw conclusions, but it is interesting to see the increase of diagnoses from routine blood tests within the last 10 years. (It is unknown whether these were NHS health checks.) Also it shows an increase in people and other services recognising symptoms.



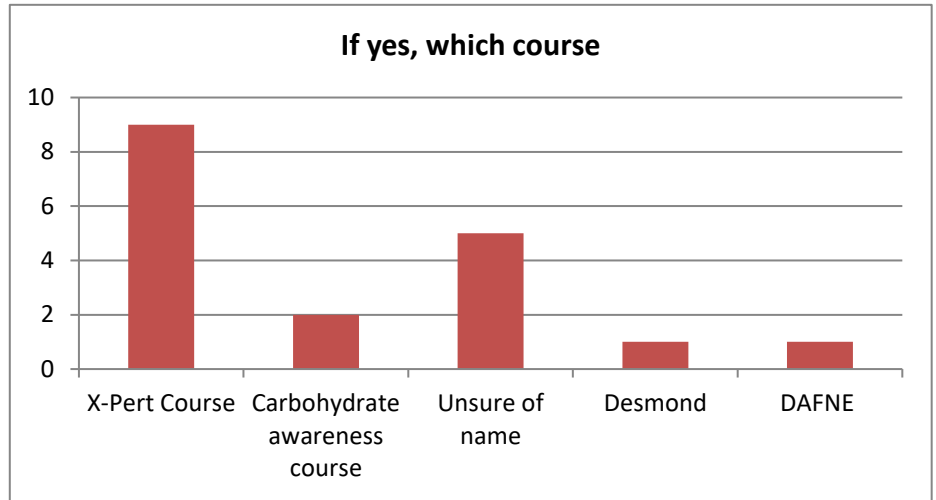
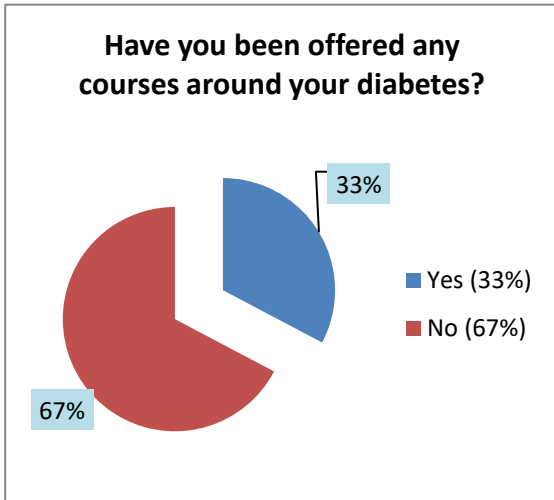
Initially after diagnosis



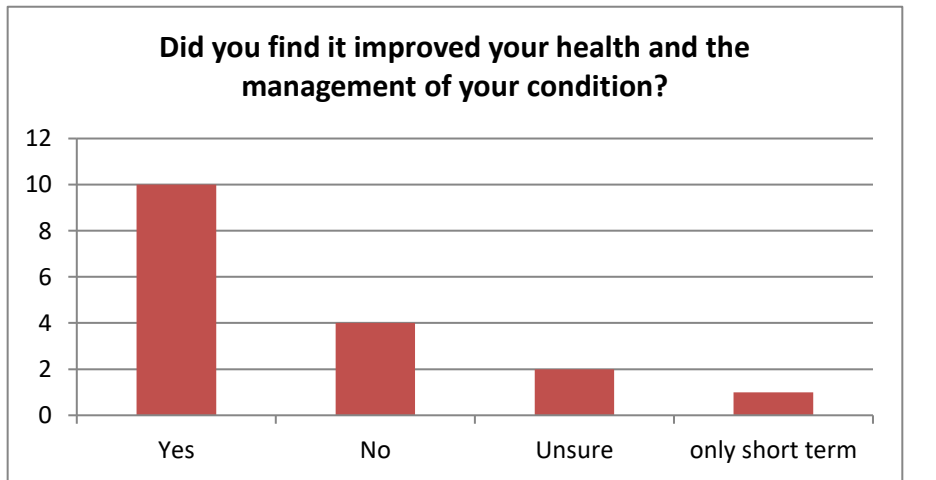
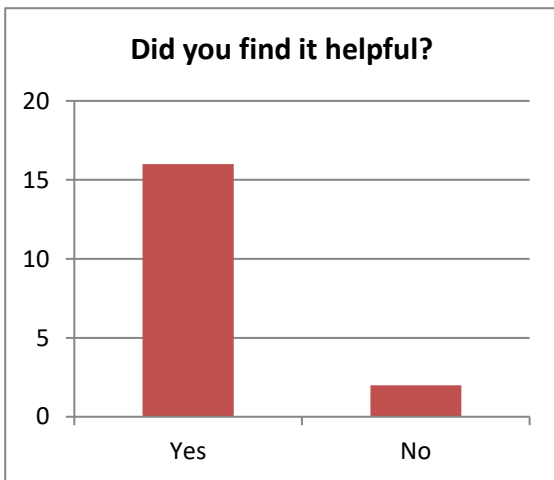
This shows that the majority of people's primary advisor initially after diagnosis was their GP surgery. 2/3 of people felt that they understood their condition and how to manage it at this time.



Courses



This shows 1/3 of people spoken to have been offered a course around their diabetes. Of those people the majority had completed the X-Pert Course. Most people who had completed the courses found these helpful. 2 out of 3 people found that it improved their health and management of their condition. (7 out of 10 of these “Yes” were in regards to the X-Pert course.)



Some people gave further comments about the courses they attended in relation to the questions “Did you find it helpful?” and “Did you find it improved your health and the management of your condition”:

“Yes very helpful”

“In short term worked well but long term it slipped”

“Absolutely fantastic”

“Very helpful”

“Yes- Because I knew nothing “

“Okay – it’s just starting out but not the people who had it for a while”

What works well and what could be improved with diabetic services?

(Comments relating to Type 2 Courses.)

Works well	Improving
Expert course – fantastic	Any newly diagnosed diabetic should be sent on a course
	Can't attend course due to being carer of husband
	Courses may be useful though I feel I have a good knowledge of diet control. Attending courses could be a problem. Online would be preferable as I work full-time.

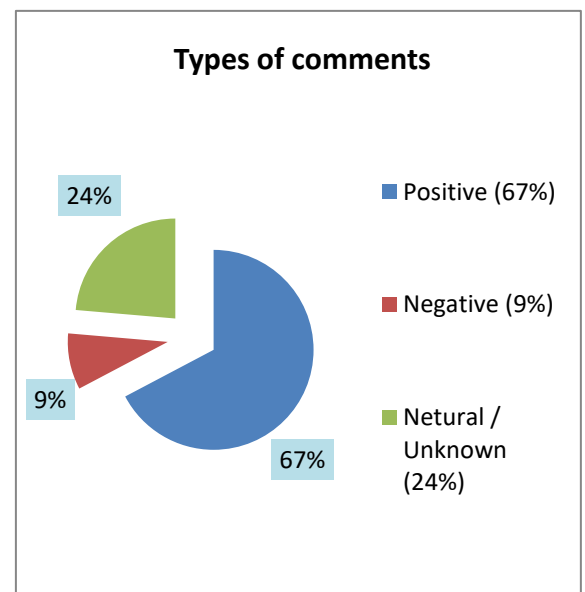
GP Experiences

96% of people spoken to use their GP surgery in relation to their diabetes.

Key Messages

The majority of comments were positive or neutral. People gave lots of compliments regarding staff, their annual reviews and the overall service of their GP surgery in relation to their diabetes.

The negative comments were due to lack of continuity of care with seeing the same health professional. There were individual comments regarding: access issues at their GP surgery, feeling that is a waste of resources as same issues are addressed at diabetic community clinic and there was one comment in regards to health checks not being carried out properly.



Some of the comments made about GP experiences:

“Diabetic nurse, helpful, useful”

“Prescribed medication. Annual review with nurse – helpful”

“Annual review – brilliant”

“Nurse – annual review – not very good. Covers the same things as my community diabetic nurse would just rather see her (diabetic community team) seems just like a waste of resources”

“When I can get in! Sent letter to make an appointment in five weeks, rang but couldn't get in for eight weeks. See nurse for annual review”

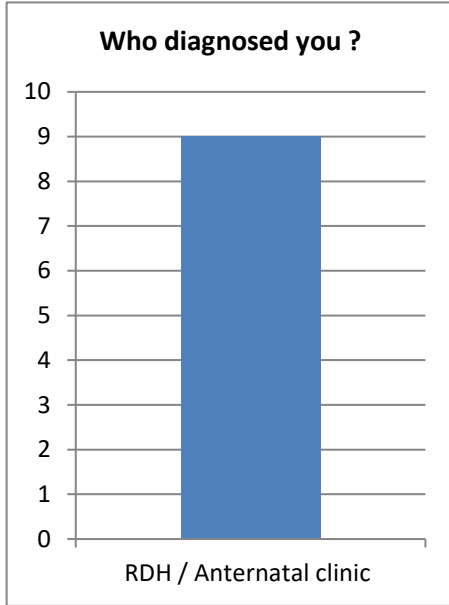
“Annual review. Don't see the same person twice, could be better.”

“Annual review – all right, very good. Do one stop shop for diabetics/heart.”

“Annual review – meant to have but they didn't have a clue. Nurses ask me about diabetic feet, didn't check them just asked.”

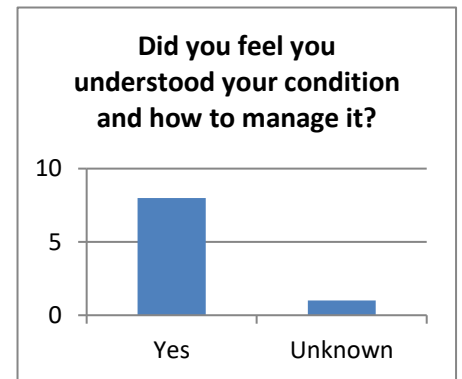
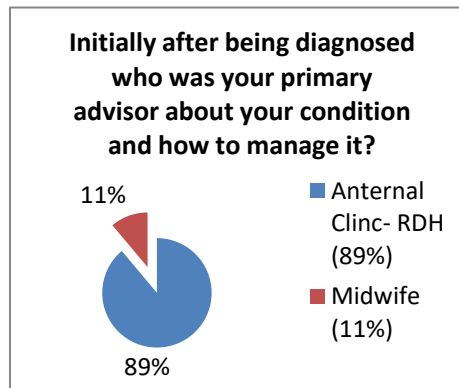
Gestational Diabetes

Gestational diabetes is a type of diabetes that affects pregnant women, usually during the second or third trimester. Women with gestational diabetes don't have diabetes before their pregnancy, and after giving birth it usually goes away. It's caused by the hormones produced during pregnancy which can make it difficult for your body to use insulin properly. (Diabetes UK) We spoke to 9 women who had been diagnosed with gestational diabetes.



Who diagnosed you? – All the women had been diagnosed at the hospital / Antenatal clinic all within 2 to 10 weeks.

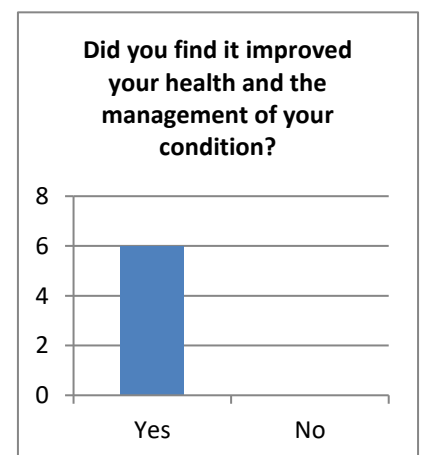
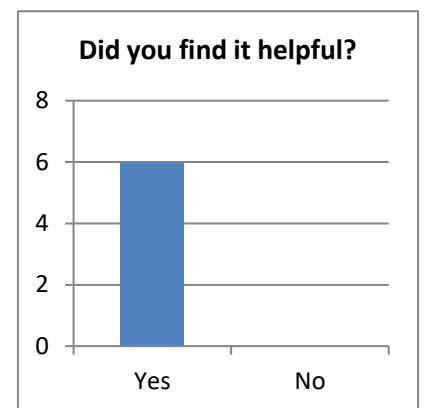
The majority of women's primary advisors were from the antenatal clinic at RDH and felt they understood their condition.



Courses

Women who had been offered a course had stated they attended a training session / group talks from Royal Derby Hospital.

Some women had further comments to say in regards to the course. – Please note these are individual experiences.



“Made me understand about how to control sugars”

“Most part of that yes, basic, done my own research in to”

“Yes but medication was an afterthought - Not given information about medication dosage – came to 1st appointment at RDH”

Eye Screening Services

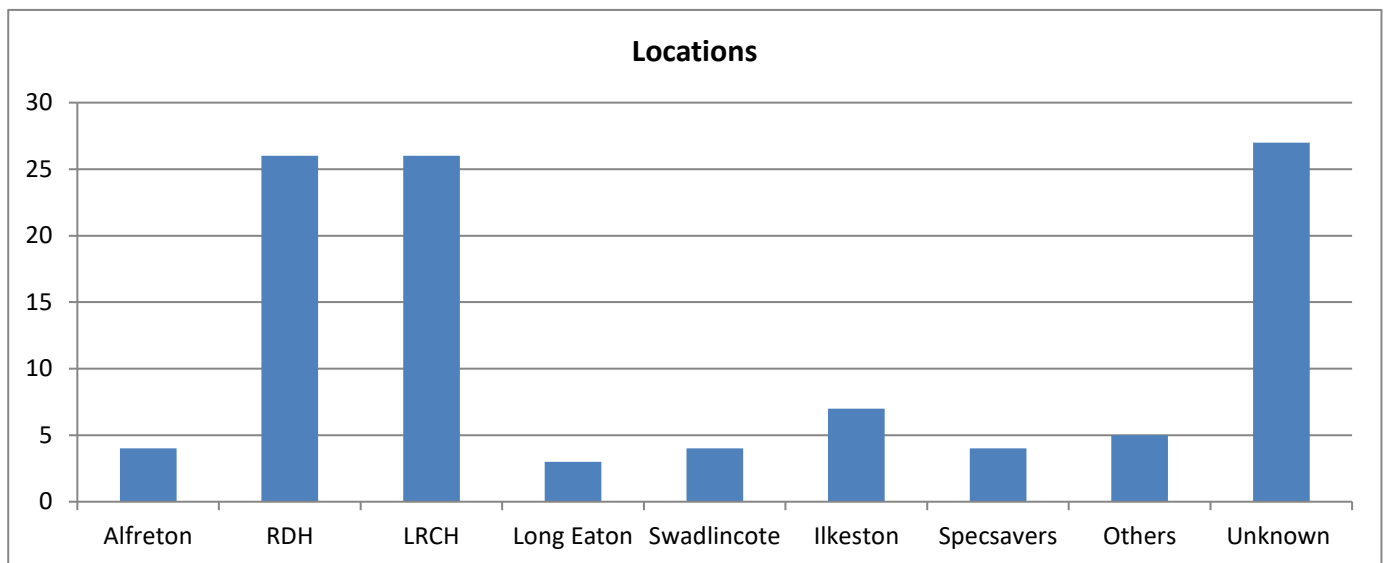
Diabetic eye screening is a key part of all types of diabetes care (women diagnosed with gestational diabetes would not require eye screening so this data has not been used in the section). People with diabetes are at risk of damage from diabetic retinopathy, a condition that can lead to sight loss if it's not treated. Everyone aged 12 and over with diabetes is offered screening once a year.

Current services

In Derbyshire people are able to access eye screening at 12 clinics across the county, these are run by UHDB.

- London Road Community Hospital
- Royal Derby Hospital
- Alfreton - Parkside Surgery
- Bakewell - Butts Road Medical Centre
- Bakewell - Stanton Day Unit, Newholme Hospital
- Buxton - Cavendish Hospital
- Chesterfield - Chesterfield Royal Hospital
- Chesterfield - Springs Health Centre
- Ilkeston - Ilkeston Community Hospital
- Long Eaton - Long Eaton Health Centre
- New Mills - Arden House
- Swadlincote - Swadlincote Health Centre

95 % of people spoken to had used eye screening services. People spoken to had used the following locations:



What works well and what could be improved with diabetic services?

(Comments relating to Eye Screening Services)

Works well	Improving
eye screening - works well	Non given

Experiences

People were asked about their experiences of using the services.

Key Messages

- Comments were overwhelmingly positive about all aspects of eye screening services, the majority regarding overall service. Other compliments were around communication, waiting times and access.

There were only 2 mixed / negative comments – which were regarding communication and limited opening times: (This negative experience appears to be an isolated incident.)

Some of the comments given about eye screening experiences:

“London Road Community Hospital – six monthly, brilliant”

“Ilkeston hospital – really good”

“Great five minutes waiting”

“Swadlincote – six months – I sat for an hour, and was told someone had called me, I knew he hadn’t called me, called me a liar and I haven’t been back since”

“Alfreton health centre – very good, better than RDH, bus services easy access”

“LRCH - Every 3 months recently. - its alright they explain everything.”

“Long Eaton health centre – no problems, good”

“Royal Derby Hospital - Kings Treatment Centre – brilliant”

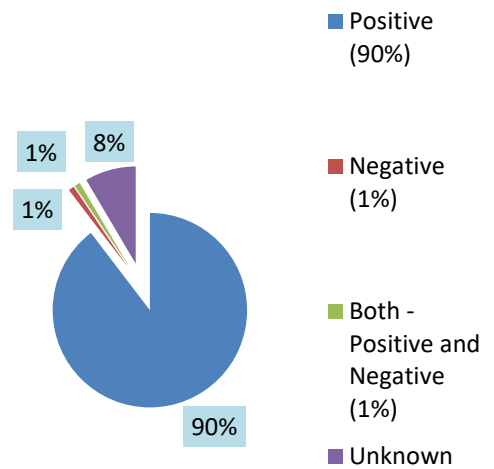
“London Road Community Hospital – helpful, efficient”

“Swadlincote – Brill”

“Annually- Royal Derby Hospital- really good”

“Ashbourne – fantastic facilities but only open one day per week. much easier to use – Easy no queueing”

Type of comments



Foot Care Services (Podiatry)

People with diabetes are more at risk of foot problems because high blood sugar levels over a long period of time lead to nerve and blood vessel damage. Nerve damage means people stop feeling pain in their feet so might not realise if they've cut or burned themselves. Blood vessel damage makes it harder for the body to heal itself. Even small cuts and burns can lead to ulcers and infections, which can end in an amputation. (Diabetes UK) (Women diagnosed with gestational diabetes would not require foot care services so this data has not been used in the following section).

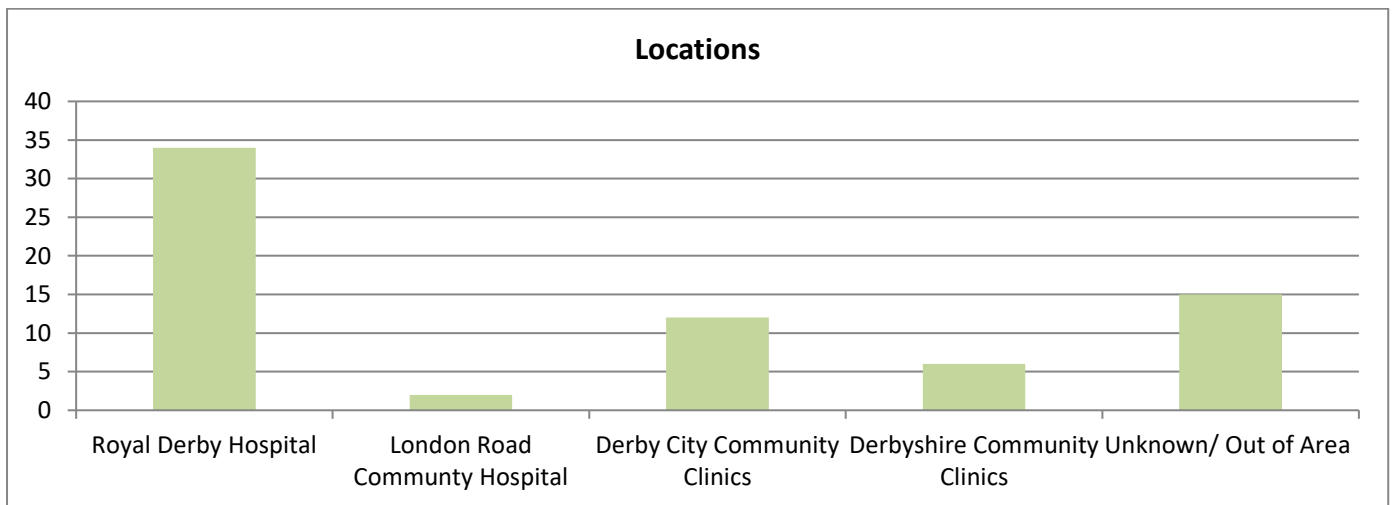
Current services

Foot care checks are part of every diabetic's annual checks. For treatments and foot care there are podiatry services across the city and the county. In the city there are at the following clinics.

- Colman Health Centre Colman Street
- Derwent Valley Medical Practice
- Melbourne Medical Centre
- Peartree Clinic Peartree Road
- Revive Healthy Living Centre
- Sinfin Moor Health Centre
- Village Community Medical Centre

For more serious concerns the "foot Clinic" based at the Royal Derby Hospital is available. The foot clinic runs jointly with podiatrists, orthoptists and vascular surgeons.

Around 50% of people spoken to have used foot care services in Derby and Derbyshire. Locations that people had said they had used:-



Experiences – Hospital Services - Podiatry

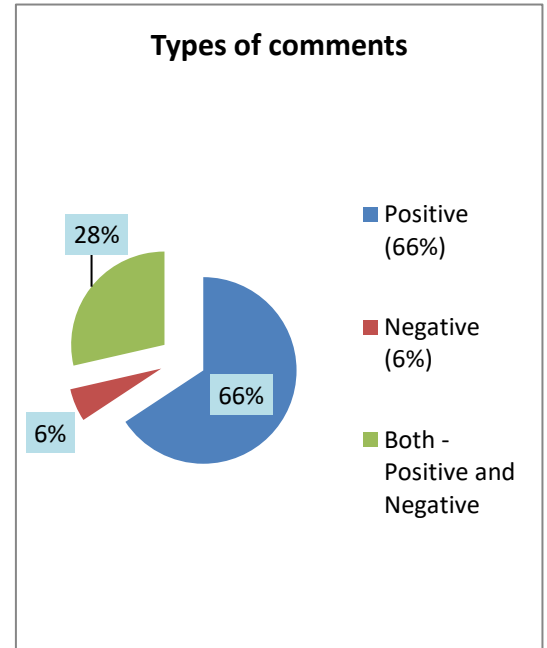
This data is in reference to people’s experiences of services delivered by University Hospital of Derby and Burton foundation trust. Most being from the “foot Clinic” at the Royal Derby hospital.

Key Messages

- The majority of comments were positive; comments were in regard to overall service.
- Almost all negative aspects of comments were in regards to waiting times in the clinic.

There were individual comments regarding the distances of the clinic from an available car park and about communication.

Some of the comments made about hospital podiatry experiences:



“Royal Derby Hospital - foot clinic - wait, even if you have an appointment at 9 o'clock still have to wait, once seen excellent”

“Royal Derby Hospital - foot clinic - not been too bad, but the same as Nottingham, says one thing and do another”

“Royal Derby Hospital - foot clinic – spot on. London Road Community Hospital – good (foot brace)”

“Royal Derby Hospital - foot clinic – very good”

“Royal Derby Hospital - foot clinic – very good, excellent but slow. Given 100% attention”

“Royal Derby Hospital - foot clinic – fantastic”

“Royal Derby Hospital - foot clinic – waiting – happy with service can't fault it”

“Royal Derby Hospital - foot clinic –bit of a distance from front of hospital, car parking is bad for this end (near clinic)”

“Royal Derby Hospital - foot clinic -have used, very good, excellent, no issue seeing my consultant”

Experiences – Community Podiatry Clinics

This data is in reference to comments made regarding community podiatry clinics in the city and across Derbyshire – these services are run by Derbyshire Community Healthcare Services (DCHS).

Key Messages

- The majority of comments were positive about podiatry services across the county.
- Positives comments were mainly about overall service.

There were two negative comments which were in regards to treatment and overall service, but no themes noted.

Some of the comments made about community podiatry experiences:

“Long Eaton clinic – very very good.”

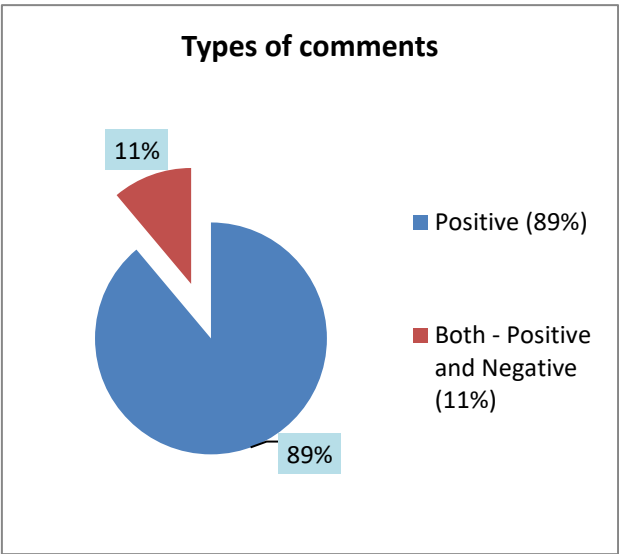
“Revive clinic – brilliant, though have to tell them to do a certain part of my foot”

“Sinfin medical – really good”

“Henor health clinic – quite good”

“Browning Street – very good”

“Clinic Peartree – very good, very kind”



Overall Podiatry Services

Any further comments, what works well and what could be improved with diabetic services?

(Comments relating to all podiatry services)

Works well	Improving
Annual review and foot clinic services work well together	Keep swapping advice around. Get quicker (RDH foot clinic)
Foot clinic fantastic, people diabetic nurse on call, absolutely lovely, helped with injection, look after every four weeks	Had problems with shoes for five years and still not getting anywhere
Foot care – very good.	Waiting times. Foot clinic can be anything from 1 hour to 1 1/2 hours. (Understaffed)
RDH foot clinic	Don't like the seating here (RDH foot clinic) waiting and listening to people moan. You don't know what there is until the bandages off

Other Comments

Other comments and experiences that have not been previously mentioned and/or from peoples “any further comments” section: (please note these are individual experiences.)

“Hoping to get into services really struggled to get into podiatry services (seen at Devon hospital told to refer from GP) – GP didn't refer correctly, managed to get referral via pump clinic. Spoken to GP practice – referral system not up-to-date.”

“Been hard for the young man to accept he needed services as the stereotype is that the services more elderly people (feet issues)”

“Haven't used – but don't understand why they don't check me more, as only seem to get involved when very bad”

Generic Comments:

The following comments related to peoples experiences of using podiatry services but the comments are not services specific or a Derby service. All these comments are positive.

“NHS chiropodist- okay, very busy”

“QMC – good”

“Excellent”

“Alright now”

“Good”

“Feet have improved”

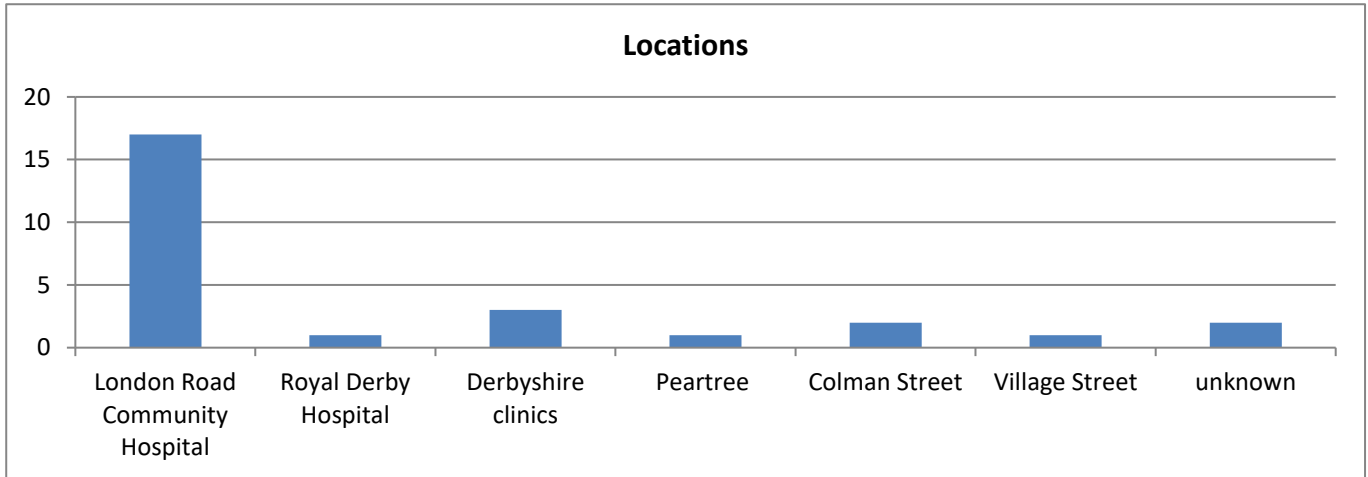
“Fine really good”

“Every 3 months very good no faults”

“Very good very helpful”

Community Diabetic Clinics

Partnerships have been formed with UHDB, the CCG, GPs in Derby City and in Derbyshire County so that patients can see consultants, diabetes nurses, and diabetes dieticians quickly with joint sharing of diabetes records with the consent of the patient. Community clinics run from the city and across Derbyshire. 27 people spoken to had used these services.



Experiences

Key Messages

- The majority of comments were positive about community clinics, most positive comments were in regards to overall service.
- Other positive comments were in regards to communication - supportiveness, understanding, information and advice.

There were 2 isolated negative comments regarding lack of continuity and treatment.

Some of the comments made about community clinics experiences:

“Community diabetic clinic Colman street – fantastic, she helps me no end”

“London Road Community diabetic clinic wonderful, no fear of coming, very understanding whole service”

“London Road Community diabetic clinic – they’re lovely”

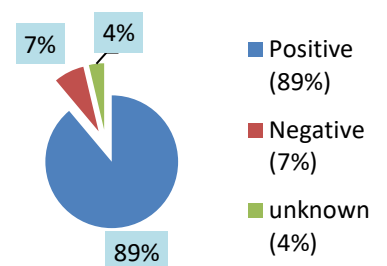
“Diabetic clinic Ripley hospital – I didn’t like that that they put me on insulin and I didn’t need it. Consultant RDH told me to stop taking it”

“Peartree clinic – good”

“London Road Community diabetic clinic – brilliant, really understanding and give you really good advice.”

“London Road Community diabetic clinic – very informative, fine”

Types of comments



Any Further comments, what works well and what could be improved with diabetic services?

(Comments relating to Community Diabetic Clinics)

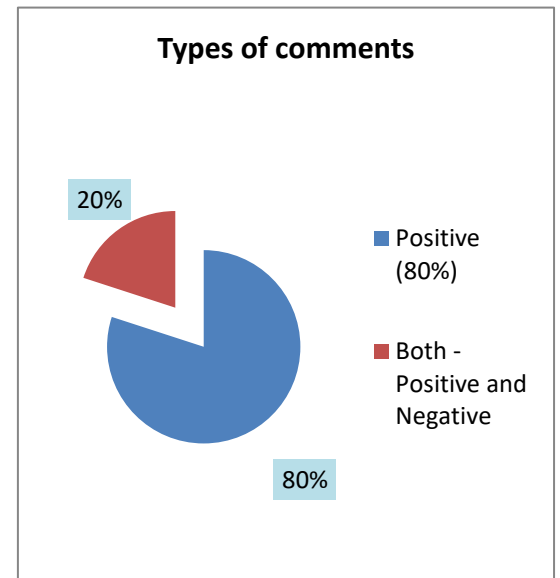
Works well	Improving
A great one-to-one. My conversations with Karen will be different to someone else. Very individual. LRCH very easy to make appointments, get the chance to ask questions, I always get an answer.	Non given
LRCH - diabetic service – very understanding and listens to what you say. (Which is very different to GP) they take the time needed, lots of knowledge	
always able to get outpatient appointment hardly have to wait location at LRCH good very pleasant	
information given, these (nurses LRCH) care, easy to talk to encouraging	
Community clinics (Colman Street) she has a fantastic understanding. She pulled me back and my control is the best it's ever been	
Colman St diabetic nurse – very good.	

Antenatal Clinic

The Royal Derby Hospital runs pre-pregnancy and antenatal clinics joint with the obstetrics department, these are for women who are pregnant or are trying to get pregnant who have diabetes and for women who have been diagnosed with gestational diabetes during their pregnancy. 15 women spoken to had experience of using these services.

Key Messages

- All women spoken to, complimented the service, compliments given were around overall services and communication.
- Negative aspects of comments given were regarding waiting times.
- In the “improvement” section there was issues raised around communication and 1 comment regarding equipment.



Some of the comments made about antenatal clinic experiences:

“Antenatal clinic – okay, sometimes long wait. “

“Antenatal clinic RDH – being good, get back to you pretty quickly. After email results weekly and then they ring you up. If I've had any queries then they sort it out”

“Antenatal – can be a bit long winded. Really nice, explain everything.”

“Antenatal clinic - been really good”

“Antenatal RDH – fantastic”

“Antenatal clinic RDH – waiting a long time – good”

“Antenatal clinic - very good, been brilliant”

What works well and what could be improved with diabetic services?

(Comments relating to antenatal clinic)

Works well	Improving
Quick, if I have a problem I can ring up and they get back to me within a couple of hours - that's really good	The machine (blood glucose testing) giving wrong readings, gives high readings then I repeat it and its normal. Having to inject when unsure if machine is right. - done 5 tests within 1 minute and very different readings. Insulin levels have to be very accurate. Had a replacement one.
Fast appointments, how integrated it is. If you call they answer or get back to you	Never on time. Always seen about 1 hour or more after your appointment
All in one place. Can have couple of appointments at the same time. Can go from one to the other - doc, scan, midwife.	Communication – delay in getting results and finding out about condition, reading notes. Had phone call off diabetic nurse then phone call off dietician felt like they weren't talking to each other. Was asked "why not increase dosage" but weren't given information about it. Wasn't spoken to nicely (antenatal clinic)
On-line (aqua) - do it on your phone, send it in by email. (Blood testing results) don't have to phone in.	You could be improved. (After I've done my own research) – Not enough and conflicting information. Very limited – get sheet and a booklet and that's it
Know you got the constant contact if you need it	
They know everything, they help you and they look after you	
Very quick to get back to you with any queries you got.	

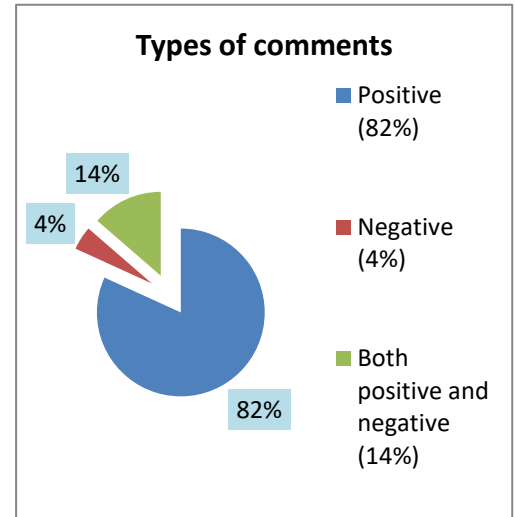
Pump Clinic

An insulin pump is a small electronic device that gives the body the regular insulin it needs throughout the day and night. Insulin pumps are to treat people with Type 1 diabetes. To get a pump for free in England and Wales, you'll have to meet certain criteria set by the National Institute for Health and Care Excellence (NICE).

The Royal Derby Hospital provides specialist pump clinic services for patients with an insulin pump. 22 people who we spoke to gave their experience of using the pump clinic.

Key Messages

- The majority of comments were positives and were mainly about overall services.
- Other positive comments were made regarding communication and care in respect to advice and information given and the ease of being able to contact staff via different options. Staff being supportive and caring.
- All most all negative aspects of comments were in regard to waiting times.
- Issues around admin and communication were raised in "improving section" in regards to appointment cancelation and then the time frame in which they are able to re-book.



Some of the comments made about pump clinic experiences:

"Pump clinic – services has always been first class"

"Pump clinic really useful Dr's really nice, cater to individual"

"Pump clinic – lovely, lovely staff just long waiting."

"Pump clinic RDH – no problems, sometimes have to wait but understand why. Understand problems staff face"

"Pump clinic - brilliant, use this as main point of information. Got email address if any questions and text number "

"Pump clinic – great, very professional, good service. Have annual review here as well"

"Pump clinic RDH – really good. Any problems I have, they talk it through with me and sort it out"

"Pump clinic – use for annual review, absolutely excellent. So supportive and caring. You can email, ring and their straight back to you. Lots of them are diabetic so have a real good understanding"

"Pump clinic – very good, just waiting times"

Further comments and what works well and what could be improved with diabetic services?

(Comments relating to pump clinic)

Works well	Improving
Knowledge here (pump clinic) is brilliant. Good that people here (staff) have diabetes as well. Don't feel on your own	Location of pump clinic
Dietician nurse RDH pump clinic -	Admin – mix up with appointments double booked appointments (pump clinic)
Nurses here are supportive (pump clinic) give you more appointments if you ask them	Do it on different days – only do it on a Thursday (pump clinic). Don't always tell you that the appointment has been cancelled (pump clinic)
Nurse that used to work here (pump clinic) but she doesn't work here anymore pump clinic quite good quite efficient	Have to wait a while for someone to get back to you when you ring. Better phone messaging – if you needed someone ASAP. Need vending machine for glucose tablets or some snacks. Cancelling appointments – once cancelled either way, it's hard to get another appointment. Clinic so busy and understaffed.
Thank you to everyone here, the lifesavers (pump clinic)	Pump clinic – frustration is cancelling your appointments – about 60% appointments are cancelled. They cancel appointment in July and changed it till October a big gap
Been very good with pump and sensor	Waiting times (pump clinic) example – appointment at 1145 saw nurse up 13.40
	Tea machine doesn't always work

Renal Services

Kidney disease is called nephropathy or renal disease. It's caused when high blood sugar levels damage blood vessels in the kidneys. It develops slowly over many years so it usually affects people who've had diabetes for a while. Catching kidney damage early means it can be treated. If it hasn't been caught early or the damage gets worse then people can eventually require kidney dialysis or a transplant. This is called kidney failure or end stage renal disease. (Diabetes UK) The Royal Derby Hospital runs renal clinics for patients with diabetes and reduced kidney function or on haemodialysis joint with the renal department.

9 people gave their experiences about using these services:

Key Messages

- Almost all comments were positive, with compliments regarding the overall service and staff.
- There was one negative comment – which appears to be an isolated incident around communication with the patient.

Some of the comments made about renal services experiences:

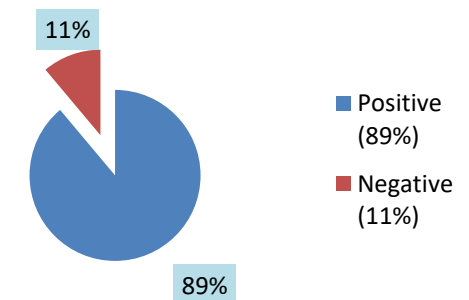
“Renal Clinic, Dr was very happy to help when arriving late Patient Transport Service (PTS) was late”

“Renal clinic – very good, very efficient. “

“Dialysis/renal – good”

“Renal clinic – a bit annoying, just had a problem for ages, GP really worried but here (renal clinic) they don't seem worried about it.”

Types of comments



GPs

In this report GPs experiences have already been looked at separately depended of which type of diabetes people have. Below are comments from people in regards to “what works well and what can be improved” and “any further comments” in regards to GP services. These comments reflect areas that have been previously raised in the report.

Works well	Improving
Local service from GP surgery, and I can talk to nurses about any problems. It's nice I don't have to worry about missing injections.	At the start it took a while for them to get in contact, I had to be pushy (at GP surgery)
Primary care – get people pump	Education for GPs.(type 1)
	Information about the pump needs to get out to the GP. GP education needs to be upped quickly
	GP – could be improved no end. Got complex condition and just see the diabetes they don't have the knowledge for what I've got
	I am diet controlled and the blood tests help me see if I am going in the right direction. However blood results are not given out unless a follow-up appointment is required. It would be useful if I can see my blood results on a system online service. I may already be able to do so but I have not yet requested this from my GP
	GP – service lets it down
	Can't fault anything except my doctors
	Would like someone at the GP to have a good knowledge of diabetes

What Are Your Thoughts About The Locations Of Your Appointments And The Distance You Travel To Them

General and Overall Comments:

The majority of people were fine and happy with the locations and the distance they have to travel to their appointments.

The few negative comments were in regards to: distance needed to travel (2 comments) and 1 comment each in regards to transport issues and waiting times for Patient Transport Services (PTS).

Some of the general comments made:

"Fine.
Using PTS
fantastic"

"I have travelled a long way for appointments (bar my GP) which I find inconvenient but accept this as I live in a rural area."

"Doesn't matter because the service here is spot on"

"Fine – live locally"

"Fairly close, easily access by public transport and taxi"

"After use PTS but very time-consuming – have to be ready two hours prior and two hours waiting after."

People also spoke about their experiences of using certain locations. London Road Community Hospital, Royal Derby Hospital, community clinics and GP surgeries.

11 People spoke about their appointments being at **London Road Community Hospital.(LRCH)**

Key Messages

The majority of comments were positive. With compliments in regard to overall location and regarding good parking and preferring their appointments at this site.

Some of the comments made regarding LRCH site:

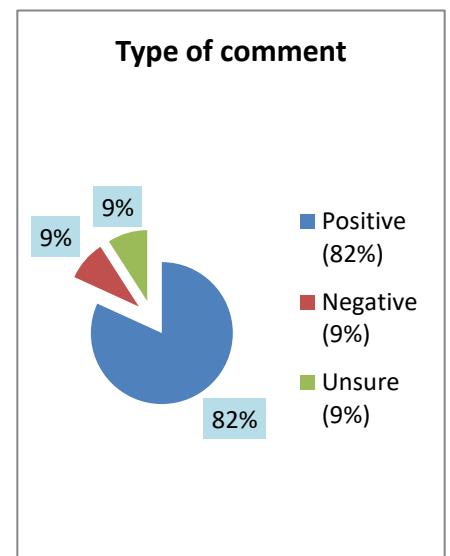
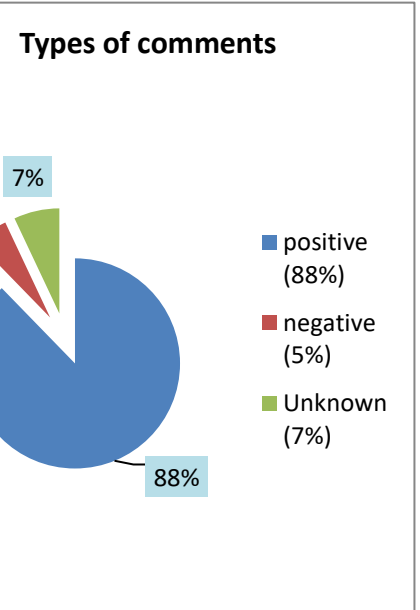
LRCH- is easy access by bus

LRCH – is brilliant, near city centre and parking brilliant

LRCH is good parking

Prefer this (LRCH) than RDH due to parking

LRCH – a bit of trek by bus how to get two buses



People spoke about their appointments being at the **Royal Derby Hospital (RDH)**

Key Messages

The Majority of negative comments were in regarding to parking at the hospital.

Other negative comments were in regard to:

- Preferring to attend somewhere more local to them
- Cost of parking
- Lack of public transport from where they lived.

Positive comments were made in regards to people finding good local public transport and easy to get to.

Some of the comments made regarding RDH site:

“Difficult to get here (RDH) – don't drive, have to rely on family or taxi's, will be better to be seen locally or a district nurse. Full-time carer of husband (Alzheimer's) with diabetic foot issues”

“RDH - Awful, car park dreadful. Makes me late for appointments. I know it can't be helped affects everyone”

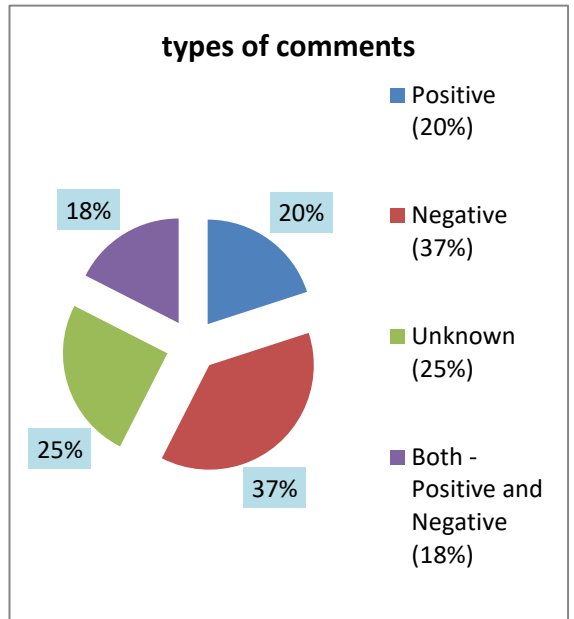
“It's quite a distance here (RDH) from town, but have got a good bus service”

“It is where it is, have to fit in with the health services-RDH”

“No objections – use the bus-RDH”

“Not too bad it's just the cost. One week at three appointments cost me £15-RDH”

“Hate coming here (RDH). Every other I go to Ripley. It's a lot easier”



Other locations that people gave comments about were:

“GP – fine, Swadlincote – no problems”

“Prefer going to Colman's”

“Ashbourne – lot easier to get to, don't understand how you can have such a fantastic facility and not use it”

“I'm quite happy. I go to Ashbourne which is close”

“When I will go to Ripley hospital it was more convenient – but okay. It's not ideal but the only once per year so not a big”

“GPs local and easy to attend”

“GP OK. Not a problem but depends on time”

“Community clinic – very handy, just round the corner.”

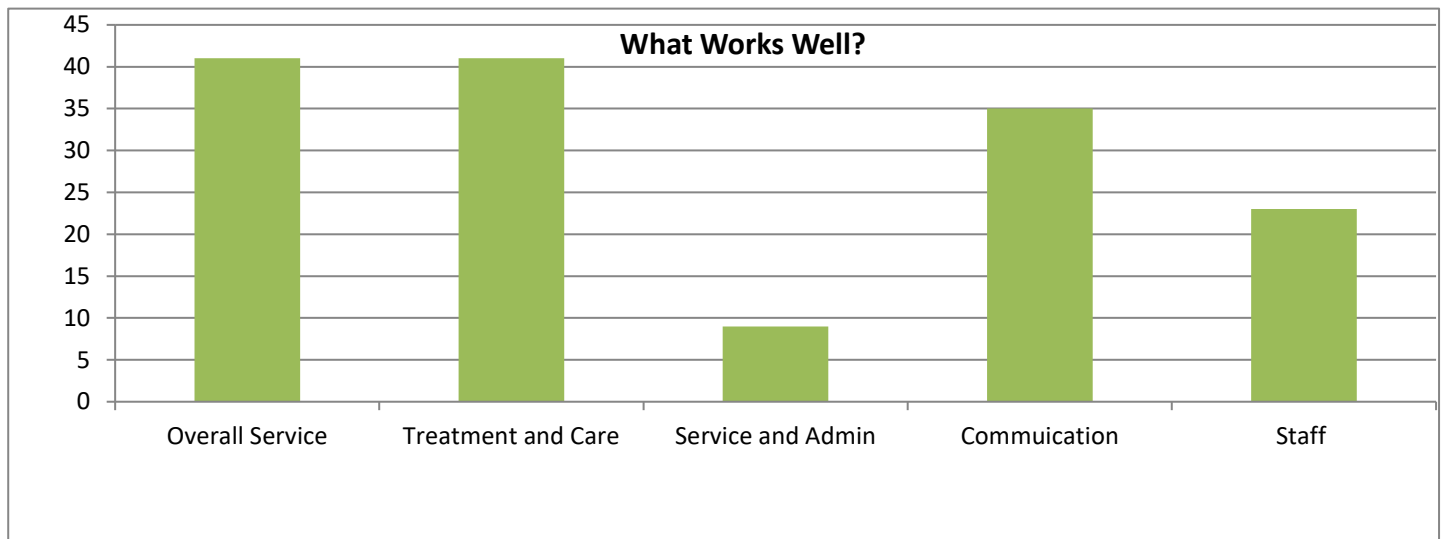
“Colman Street – just a walk”

What Works Well and What Could Be Improved With Diabetic Services

As part of the survey people were asked “what works well with diabetic services” and “what do you think could be improved with diabetic services”. When people made comments about specific departments or services these comments have been put in each of those section in the report under “Works Well” and “Improving” charts.

What Works Well with Diabetic Services in Derby?

In this section there are non-service specific comments about “what works well” and “any further comments.” These comments have been broken down into themes.



The 2 main areas that people said worked well was ‘Overall services’ and ‘Treatment and Care’, closely followed by ‘Communication’ and ‘Staff’.

Overall Service

Lots of people gave many positive general comments regarding the diabetic services overall:

“Team amazing. Do as much as they can for you.”

“Very grateful for everything that’s done for me.”

“Been very good very impressed”

“Thankful I moved here”

“Found all the clinics I’ve been to look after you very good”

“They are pretty good”

“I am satisfied if they keep doing what they are doing”

“Nice to know you’re all being looked after”

“Very good excellent”

“Very caring”

Treatment and Care

The main areas regarding treatment and care people said worked well were:

- The knowledge of the service and staff
- The advice they were given by the services
- The care and monitoring they received

Other positive comments were made regarding:

- Individually tailored care
- Attention paid to them

“When you ring diabetic nurse she sorts it out”

“Reasonably easy to contact. Good at responding to emails. Take time with you.”

“Somebody is always happy to listen and sort out when you've got a problem.”

“They explain things to you and Chat about meals”

“Always ring up and speak to somebody”

“I like the fact when I was in hospital they came and gave me a sheet with units of all the hospital foods, so I know what I could eat”

“Communication at Derby is really good. I can text/email or pop into the office there very accessible”

Staff

People gave lots of compliments about the staff. The main theme was the staff overall.

Some of the additional comments they made about staff were:

- Going “over and above”
- Empathic

“Care, attention, faultless”

“It's what you find out from them – knowledge”

“Generally Derby services – what I have had here more than anywhere else (lived other places) is a greater understanding of conditions.”

“They keep an eye on you and try to keep you on the straight and narrow”

“Normally the care that they give you, they don't neglect anything”

“Constant measuring blood clinic constant monitoring routine is great”

Communication

The key areas people said worked well were:

- Overall communication
- The ease of constant communication: being able to contact someone and getting a fast response.

Other positive areas that people spoke about were:

- The information they received
- Listening
- Explaining

“People in the hospital are brilliant, advice is sound”

“Diabetic nurse – brilliant.”

“I can talk to everyone easily and tell them my problem”

“Nurses/doctors – really nice, helpful. Not judgemental”

“Staff are wonderful very busy”

“Very approachable offer good advice”

“Like family, understand the patient if need help always there feels like home”

Service and Admin

The main positive theme that people said worked well was the services and admin.

Other positive comments were made regarding:

- Locations and facilities
- Running of services
- Working together

“Always send letters with appointments”

“Rolling appointments and the fact that you can always speak to somebody. Always good advice and support.”

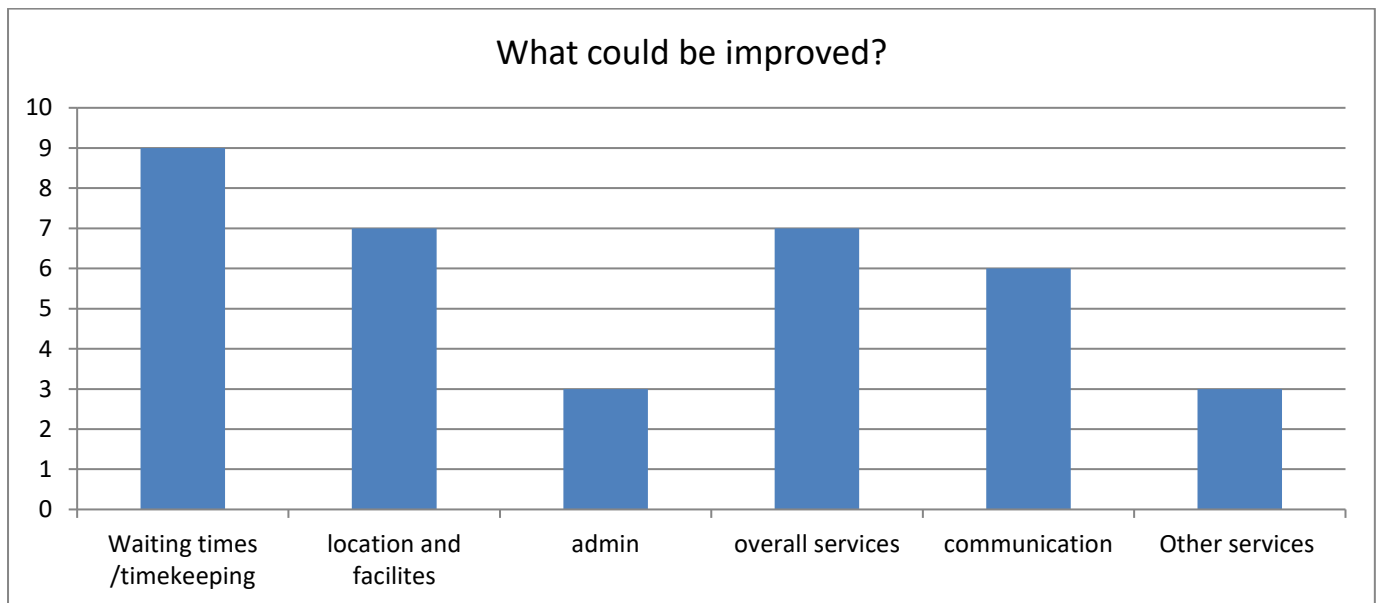
“Got everything together so can have all appointments at once (RDH)”

“Explain everything, explains reason why they're doing it. Fantastic in my book, facilities here are fantastic”

“Tailored to me”

What Could Be Improved With Diabetic Services in Derby?

In this section there are comments about “what could be improved with diabetic services” and “any further comments.” These comments have been broken down into themes. The main themes were:



“Only timekeeping, but that's impossible to improve on”

“This sometimes a bit of a wait, but that can't be helped”

“Waiting times – generally overall”

“Waiting times – sometimes 2 to 3 hours”

Waiting times ad timekeeping

The main area people wanted to see improvements in was waiting times: this has been raised previously in the report especially in regards to: Hospital podiatry services, pump clinic and antenatal clinic.

Location and Facilities

The main area people spoke about were: wanting to have clinics at other local facilities or had concerns about current ones closing.

Other individual messages were regarding:

- Food and drink facilities in diabetic and endocrinology clinic – RDH
- Phone signal issues in hospital causing transport issues
- Parking RDH

“Facilities in Belper, Babington Hospital, Why not have diabetic clinics there”

“RDH parking”

“Sometimes don't get taxi's due to know signal in hospital.”

“Having a drinks machine and biscuits in the waiting room (foot clinic-RDH)”

“Prefer to be seen at Long Eaton due to free parking”

“Not have everything at the Royal, move some services to London road community hospital or elsewhere. The Royal is not easy accessible to many and the cost of taxi's etc. is costly. LRCH is near the city centre and more people would be able to access the facility better”

“Babington hospital being closed and concerned that services are being moved”

“More regular sessions around diabetes and feet”

“Funding – in general”

“GPs clearly don't have the same knowledge”

“Would be nice to see the same person in regards to the diabetic clinic”

“More one-to-one”

“A more young person friendly place that is specific for young people”

“More staff”

Overall Services

These are individual comments regarding the overall diabetic services. There was no direct themes noted but some issues have been raised previously in the report.

“Someone sitting down with me and explaining rather than hospital jargon, there’s ways of reversing it but they don’t tell you anything.”

“A Specific number for emergencies queries”

“Issues around communication between GP – hospital will stop have test at hospital but GP didn’t have tests results, done again at GP – costly and time wasting.”

“Could be improved – says one thing and does another one staff member’s bedside manner (surgeon – bone problem)”

“More personalised information tailored to me rather than being bombarded with different flies are getting confused which is which”

“No follow up (eight years ago)”

Communication

There was individual comments in regards to communication but no emerging theme overall.

Other Services

Some people spoke about negative experiences about using other services outside the main diabetic services. These are two people’s experiences but it is concerning that their experiences are negative ones when outside of main diabetic services. This area would need to be looked into in more detail to develop a better picture.

“Community transport could be better”

“No insulin given when admitted with heart problem, no insulin for 2 days, no-one listened”

“No trouble. Don’t go to RDH any more as had issues. Blood sugar is not tested afterbirth and went into a diabetic coma. “

“Diabetic services – issues around when appointments been cancelled, the next appointments 6 – 7 months after the original appointment, sometimes one and 1/2 years before seen”

“Blood monitoring book running out”

“Combining appointments – one week of three appointments but all on different days. Used to but now all split up again”

Admin

These were individual comments regarding appointments and paperwork.

Derby's Diabetic Services Overall

People were asked to rate Derby's Diabetic services overall: 1 = Very poor, 3 = Reasonable and 5 = Excellent.

Overall people rated the service as a mean average of: **4.3** this is a really positive result.

Key Findings of the Report

Overall the findings of this report have been positive, with people saying the main areas that work well are:

- The overall service
- Treatment and care
- Communication
- Staff
- Service and Admin

Positive findings regarding diabetic courses:

- 84% of Type 1 diabetic have been offered a course relating to their diabetes (mainly DAFNE) and the majority of them found the courses both helpful and improving the health and management of their condition.
- 88% of people who had attended a course around Type 2 diabetes said that they found this course helpful.
- Courses in regards to gestational diabetes – (though the number of women spoken to was small) but all who had attended a course said they all found it helpful and that it improved their health and management of the condition.

Over 80% positive comments were made regarding the following aspects or services:

- Eye screening services
- Community podiatry
- Community diabetic clinics
- Antenatal clinic
- Renal services
- Pump clinic
- The overall thoughts about locations of appointments and the distances needed to travel to them.
- London Road community hospital as a location for appointments (and other local clinics)

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

The main issues and improvements that rose from the report were:

- Waiting times, especially in relations to the RDH's 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 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.

Healthwatch Derby would like to thank all the staff from the diabetic teams, trusts and GP services across the city for supporting us with this report.

Appendices

A-1



Derby's Diabetes Services Survey

Date:

Location:

Healthwatch Derby is an independent watchdog for health and social services. We have developed this survey to get peoples' opinions and experiences of Derby's diabetic services. The information taken is anonymous and will be used to get an overview of public opinion and create reports about people's views of the service.

Do you live in: Derby City Derbyshire Other, please state _____

Which type of diabetes are you diagnosed with:

Type 1 Type 2 Pre-diabetes (type2) Complex diabetes condition
 Gestational Diabetes Do not wish to disclose

Who diagnosed you ? (example – GP – routine blood test)

When were you diagnosed?

Initially after being diagnosed who was your primary advisor about your condition and how to manage it?

Did you feel you understood your condition and how to manage it?

Have you been offered any courses around your diabetes? YES NO (please circle)

If yes which courses?

Did you find it helpful?

Did you find it improved your health and the management of your condition? YES NO (please Circle)

Please give more detail:

With your on-going treatment plan for your diabetes, please tell your experiences if you have used any of the following services: (e.g. frequency of review, location, experience of the service)

GP –

Eye screening –

Foot care services –

Other specialists: (Pump clinic, Diabetic clinic, Antennal clinic, Renal clinic, others) -

What are your thoughts about the location of your appointments and the distances you travel to them?

What works well with the diabetic services in Derby?

What could be improved with the diabetic services in Derby?

How would you rate Derby's diabetics services overall?

Very Poor

Reasonable

Excellent

1

2

3

4

5

Any further comments?

A-2

Which type of diabetes are you diagnosed with:	Who diagnosed you:	When we you diagnosed:
Type 2	GP - unwell	2 years ago
Type 2	GP - routine tests	6 years ago
Gestational diabetes	Antenatal clinic - GGT test	6 weeks ago
Gestational diabetes	Antenatal clinic - GGT test	8 weeks ago
Gestational diabetes	Antenatal clinic	2 weeks ago
Gestational diabetes	Antenatal clinic	2 weeks ago
Type 1	Was a child at time?	14 years ago
Type 1	GP- routine tests	1991
Type 1	RDH- emergency unwell	About six years ago
Type 1	Took self GP- GP diagnosed was unwell	12 years ago
Type 1	Hospital- routine medical checks	36 years ago
Type 1	Chesterfield hospital – emergency	41 years ago
Type 1	Hospital – emergency	36 years ago
Type 1	GP – unwell – eyesight	24/25 years ago
Was diagnosed with Type 2 recently diagnosed with type 1 complex issues	GP- unwell	30 years ago
Complex diabetes condition	Drs – unwell/emergency	24 years ago
Type 2	GP- can't remember	10 years ago
Type 2	Was in hospital for another reason and diagnosed then	4-5 years ago
Type 2	Hospital- after having a stroke	18 years ago
Type 2	GP – routine blood test	10 years ago
Type 2	GP – blood tests	10 years ago
Type 2	GP surgery/unwell	10 years ago
Type 2	Hospital – emergency – diagnosed	2 to 3 years ago
Type 2	Dr – routine tests	14 years ago
Type 2	Local GP – unwell	40 years ago
Type 2	GP – unwell	7 years ago
Type 2	GP – unwell	7 years ago
Type 2	GP – routine	10 to 12 years ago
Type 2	GP – unwell	3 years ago
Type 1	GP - unwell - blood tests	1992
Type 1	GP – referred to hospital, emergency	2005
Type 1	Hospital, unwell – admitted to hospital	1980
Type 1	Local GP – well	1997
Type 1	GP – emergency	27 years ago
Type 1	GP sent hospital	Seven years ago
Type 1	Mum took me to the GP	15 years ago
Type 1	GP – unwell	51 years ago (10 years old)
Type 2	GP – unwell	10 years ago
Complex diabetes condition	GP – unwell	20 years ago
Type 1	Children's Hospital – RDH – emergency	2008
Type 1	GP – six years old – unwell	50 years ago
Type 2	GP – routine checks	10 years ago
Type 2	GP – unwell	Six years ago
Complex diabetes condition	GP – unwell – after tumour	10 years ago
Type 1	GP – unwell	29 years ago
Type 1	GP sent hospital – unwell	30 years ago
Type 2	Blood tests – due to knee problem (Ripley Hospital)	11 years ago
Type 2	GP – monitored for a while due to heart condition,	Four years ago

	so had regular blood tests	
Type 2	GP – unwell, blood tests	18 years ago
Type 2	GP – routine testing	Eight years ago
Type 2	GP – can't remember	30 years ago
Type 1	Pregnancy – then following pregnancy (antenatal diabetic consultant)	12 years ago
Type 2	GP – felt unwell	12 – 14 years ago
Type 2	GP – Unwell	30 years ago
Type 2	GP – unwell	16 years ago
Type 2	GP – routine tests	19 years
Type 1	GP clinic – unwell	26 years ago
Type 1	GP – routine thought had symptoms	26 years ago
Type 1	GP – unwell	15 years ago. Four years wrong diagnosed as Type 2. (Insulin-dependent)
Type 2	GP unwell	Three years ago
Type 2	GP – routine blood testing	Two years ago
Type 2	GP – unwell	12 years ago
unsure	GP – routine tests	4 – and five months ago
Unsure	GP	10 years plus
Type 2	GP unwell	20 years ago
Type 2	GP and hospital – routine testing after pain at work	18 years ago
Type 2	GP – unwell	26 years
Type 2	Had gestational diabetes	28 years ago
Type 2	GP unwell	33 years ago
Type 2	GP – felt unwell	10 years ago
Type 1	Dr Arthur – Children's Hospital	42 years ago
Pre-diabetes (type 2)	GP	6 months ago
Type 1	Hospital – unwell	23 years ago
Type 1	Hospital (11 years old – unwell)	20 years ago
Type 2	GP	9 – 10 years ago
Gestational diabetes	Hospital – after blood tests, routine	Two months ago
Gestational diabetes	Hospital	6 – 8 weeks ago
Gestational diabetes	Hospital – unwell	A few months ago
Gestational diabetes	Hospital – urine sample	3 – 4 weeks ago
Gestational diabetes	Antenatal clinic	10 weeks ago
Pre-diabetic (type 2)	GP 50+ year health checks	Five years ago
Type 2	GP/blood test, but initially through opticians appointment when they asked me to contact my GP as they had obviously seen the signs	Feb-14
Type 2	GP	12 years +
Type 2	Did a free blood prick test at one of the stands at a health event and got told to make an urgent appointment to see GP	2013
Type 2	GP	Eight years ago
Type 2	GP	
Type 2	GP. Fasting bloods	2015
Type 2	After I recognised the symptoms – GP	2015
Type1	GP	2002
Type1	GP Referral	20th September 1984
Type1	not sure	20 years ago
Type1	GP	5 years ago
Type1	GP BABY	as a baby 19 years ago
Type1	GP	gave wrong diagnosis initially (type 2) 2015 June
Type1	hospital	40+ years

Type 1	GP	1991
Type 1	GP/ Diagnosed at RDH	Feb-17
Type 1	DRI	June 17 years ago
Type 1	A&E	7 years ago
Type 1	GP	2013 Jan
Type 1	Hospital	25 years ago
type 1	GP	1991
Type 2	Blood test	4 years ago
Type 2	GP	33 years
Type 2	hospital	25 years+
Type 2	GP	10 years ago
Type 2	GP	12 years ago
Type 2	GP	15 years ago
Type 2	RDH	9 years ago
Type 2	GP – blood test routine testing	10 years ago
Type 2	Hospital – other reason general testing	1 1/2 years ago
Type 2	GP – knew symptoms	27 years ago
Type 2	GP – unwell	20 years ago
Type 2	GP – unwell	18 years ago
Type 1	GP – Dr – unwell, falling down losing weight	
Type 1	Five years old – can't remember think GP	61 years ago
Type 1	Antenatal – hospital	30 years ago

A-3

Initially after being diagnosed who was your primary advisor about your condition and how to manage it:	Did you feel you understood your condition and how to manage it:
Nurse at GP surgery	yes
no-one, myself	not really, I googled it
antenatal clinic	yes
nurse at antenatal clinic	yes
midwife at antenatal clinic	yes
diabetic midwife - antenatal clinic	pretty much
Dr Peacock (hospital)	as well as I could at 14
Dr at DRI	Yeah, read up and clinics at DRI at the time
Pump clinic/dietician	Yeah
RDH diabetic services	Yeah
Community nurse came and taught me how to inject	Massive shock, not sure I understood condition but knew what to do day-to-day
Unsure	No
Can't remember, lots of different doctors and nurses	Yeah
Dr at hospital	No
Diabetic nurse Colchester Hospital	No not really - didn't really understand until 18 years ago when moving to Derby and doing the course
DRI/LRCH – weekly classes, many years ago	Yes
Diabetic nurse at Ripley Hospital	Yes get some support
GP and nurse that specialise in diabetes	Yes
GP/nurse- at GP surgery	Yes
GP and diabetic clinic (Belper Babington Hospital)	Yes
Diabetic nurse at GP surgery	No – understood it when attended course
GP	No
GP and hospital – saw people. Learning disability team came and supported me	Yes
Diabetic nurse	Yes

GP/diabetic nurse	Yes
Most of it myself	Not really No
Lisa Stone – diabetic services in Long Eaton	Yes
Dietician, Long Eaton health Centre	Yes
Nurse – GP	Yes
Hospital - Diabetic Clinic	yes
Jenny O'Neill clinic (diabetic clinic LRCH)	A little
Hospital – LRCH (Jenny clinic)	No not really, lots of information taken
Diabetic unit (LRCH – Jenny clinic)	Not at that point
Hospital – Chesterfield	No only 17
Diabetic nurse – based at RDH	Basic information
	Unsure (child)
Children's Hospital and GP	Not really – child
Diabetic nurse at GP surgery	Yeah
GP	thought I did but probably didn't
Children's RDH	Yes
N/A – six years old	
GP (Birmingham)	Initially no
Rosie, nurse at doctors, she was brilliant	No
Diabetic nurse the GP surgery	No not at the time. Now got more of an understanding as I've looked into it more.
Dr Axton – old Derby Children's Hospital	Probably not as is the long learning process – changed a lot
Jenny clinic	So-so, not bad
GP (Leesbrook) doctors then nurse	Yes given book
My wife (she's diabetic)/GP	Yes
No one. Had to find out everything myself	No
GP	Yes
GP practice	Felt up and down
Diabetic nurse – diabetic clinic	Not straightaway
GP	Been learning process
GP – then referred diabetic Specialist (Bristol)	Yes
GP (South Yorkshire)	Yes
Nurse the GP clinic	Yes
Diabetic nurse – Nottingham city Hospital	Yes
GP – three months. Then Ripley hospital	No, not lack of support but just not managed to get to normal levels
Hospital – LRCH – Jenny clinic	Not really. (I had been wrongly diagnosed four years)
Diabetic nurse – GP surgery	Yes
Nobody really, – GP surgery	I didn't until given leaflets about safe sugar levels
Drs – diabetic nurse	Yes
Nurse	
Nurse the GP surgery	Yes
GP and LRCH diabetic clinic	Yes
GP	Yes
GP	Managed by diet
GP	It was hard as all the medication you are on
GP	Didn't know what it was
No idea	Yes
Jenny clinic LRCH	
X-pert course	Very informal/good
Hospital (Kingsmill Nottingham)	Yeah
Children's Hospital RDH	Yeah
GP	Yeah
Midwife, more support midwife than the diabetic team	Been a lot better since seeing Karen at LRCH
Antenatal clinic – Leanne	Yeah
Antenatal clinic	Yeah
Antenatal clinic	Yes
Antenatal clinic	Yeah – groups/talks but that's it

Diabetic nurse at my surgery	Yes
GP	Yes it runs in the family, so had adequate knowledge in the beginning
GP and surgery nurse	Yes
Diabetic nurse at surgery	No
Nurse	Yes
Practice nurse	Yes
Practice nurse	Yes
Clinic LRCH	I had some understanding DAFNE
LRCH	NO
GP	yes friends and family helped
RDH/GP	yes
GP	yes
Diabetes team RDH	yes
various healthcare professionals	struggled with it
LRCH Diabetic clinic	still not sure
RDH clinic	yes
Ripley Practice nurse	yes
teenage diabetic clinic	yes
Hospital children's diabetic service	yes
GP main consultant at hospital	yes
LRCH	Yes
practice nurse	yes have it in family
GP	yes through family connections
hospital	yeah
practice nurse	not really, did what told me then reassessed it
GP/Practice nurse	yes very good
nothing specific	didn't understand when first diagnosed but understand more now
hospital	at beginning no, then gradually go to understand
Went on course	Yes
GP – Dr	Yes
GP – nurse	I know
GP	Yes
Wife, doctor, nurse – GP surgery	No
Hospital consultant	Parents managed it
London road community hospital	Yes

A-4

Have you been offered any courses around your diabetes	If yes which course	Did you find it helpful	Did you find it improved your health and the management of your condition	Please give more details
no				
no				
yes	training session at RDH	yes	yes	made me understand about how to control sugars
no				
yes	class sessions at antenatal clinic	yes	yes	
yes	morning training - antenatal clinic	yes	yes	
yes	DAFNE	brilliant	yes	

Yes	DAFNE	Massively	Yes	
Yes	DAFNE Carbohydrates awareness	Yes	Yes	
Yes	DAFNE	Yes	Yes	a little
Yes	DAFNE Eight years ago, but didn't go until one year ago	Fantastic wish I'd gone years ago, made me realise	Yes	
No				
No				
Yes	DAFNE	Yes	Yes	
Yes	Did course 18 years ago at LRCH. Waiting list for DAFNE Course (1 month)	Yes	Yes	Slightly- didn't really understand until treated as type 1
No				
No				
No				
No				
Yes	X-pert	Okay	Yes	
Yes	X-pert	Absolutely	Yes	Complications with other conditions
No				
No				
No				
No				
No				
No				
No				
yes	Pump training and Carbohydrate awareness	Brilliant	Yes	
Yes	DAFNE pump course – managing blood sugars,	Really helpful	Yes	
Yes	Pump course, DAFNE	Yes	Yes	
Yes	Pump course, DAFNE	Yes	Yes	Pump improve my life
Yes	Dietician course, DAFNE, Carbohydrate counting	Yes	Yes	
Yes	DAFNE	Really helpful	Yes	Only temporarily, get really motivated but then that dies down
Yes	DAFNE	Yeah alright	No	Because I didn't want diabetes
Yes	DAFNE	Yes	Yes	
no				
Yes	DAFNE	Yes	Yes	
Yes	DAFNE, carbohydrate course (children)	Yes	Yes	
Yes	Carbohydrate awareness	Yes it helped a lot	Yes	
Yes	X-pert course	Absolutely fantastic	Yes	
No				
No				
Yes	DAFNE	Yes	Yes	
no				
No				
Yes	X-pert course	Okay – it's just starting out but not the people who had it for a while	No	
No				

No				
Yes	DAFNE and pump course	Yes	yes	
Yes	Carbohydrate awareness course	Yes	Yes	Because I knew nothing
No				
Yes	Desmond course	Yes	No	
No				
Yes	Pump course. DAFNE course broken down by diabetic nurse RDH – due to not taking in information in course style	Yes	Yes	
Yes	DAFNE	Very helpful	Yes	Once I started the DAFNE regime it gave me lots more freedom
Yes	DAFNE	Yes	No	Injections just doesn't work
Yes	X-pert Course	Yes	Yes	
No				
No				
No				
No				
No				
Yes	Carbohydrate awareness	No not really, didn't listen	No	
No				
No				
No				
No				
Yes	X-pert course	Very helpful	Yes	Awareness, what you eat, exercise.
Yes	Pump and DAFNE	Yes		
Yes	DAFNE	Yeah	Yes	
No				
Yes	Training/talking group (gestational diabetes)	Yes but medication was an afterthought	Yes	Not given information about medication dosage – came to 1st appointment at RDH
yes	talks/group – RDH	Yeah	Yes	To a point
No				
No				
Yes	Groups/talks – RDH	Most part of that yes, basic, done my own research into	Yes	To start off with
No				
Yes	The one at London road community hospital sorry I don't know what it's called	No it was six months before I got onto the course, and already had been dealing with it myself, so what I was told was irrelevant sadly	No	
No				
Yes	Went this year to x-pert course and finding more about diabetes	Oh yes	Don't know yet has not been back for my review yet but I feel I'm making more informed	

			choices in my food etc	
No				
No				
Yes	One day course at the Royal Derby Hospital	Yes	Yes	
Yes	DAFNE	very helpful	yes	
Yes	DAFNE	didn't attend due to time of course	no	
yes	Sugar control lectures RDH	Yes	no	
no		no		
yes	DAFNE	yes	yes	a bit
yes	DAFNE	yes	yes	
yes	DAFNE	yes	yes	
Yes	DAFNE	was helpful	effects of carbs and continuing to learn	
Yes	DAFNE	didn't attend felt I had enough information	NA	
Yes	(couldn't remember)	not really		most of the time
yes	DAFNE	not been on it yet		
Yes	DAFNE	not attended yet		
No				
yes	DAFNE	yes		
Yes	X-pert	yes very helpful	yes	diet helps
no				
yes	food course	Ripley yes really helpful	was difficult with injections	
	no			
Yes	Know Carb one	yes very helpful	in short term worked well but long term it slipped	Food info at GP
no				
yes	DAFNE	yes		
Yes	Can't remember similar to the x-pert but in London	Yes	Yes	
No				
No				
No				
Yes	x-pert	Yes	Yes	
No				
Yes	DAFNE	I did	yes	

A-5

(With your ongoing treatment plan for your diabetes please tell us your experience if you have used any of the following services)

GP's Experiences –(Type 1)

- Do yearly, not great really; don't tend not to go over as they don't have any diabetic specialists
- Don't see, they offer yearly review but I decline due to coming to the pump clinic twice per year

- Not really no
- Annual check, pretty poor, not clued up on it, just going through the motions ticking boxes
- Was having at GP, unsure if part of the GP or community, after being on course now request DAFNE trained nurse and request blood tests four times a year instead of one.
- Yearly visits – not useful, just supplying insulin
- Diabetic nurse – okay
- Diabetic nurse – medication, okay
- Once per month – fine
- No – the hospital. Every time I go they don't know what you're talking about (pump)
- Annual review – reviews and meds, okay. Just the basics
- No – come here (pump clinic). No diabetic clinic at GP
- Six monthly – fine. Nurse sees me as well
- Never use – not had annual review in seven years
- All right
- Yes for prescriptions. Referred back to hospital due to going on the pump
- Don't use
- Blood tests – okay
- Annual review – ticking the boxes, got to see them to get medication
- Diabetic nurse, annual review – good
- Annual review – okay
- Annual review and if anything else comes up – quite good
- Annual review – fine
- Annual review – not very helpful. Don't do with insulin pumps. Only go because I have to
- When they can be bothered to come out – so so. Can't get out the house, when they do come out I get admitted to hospital, need something in between. New doctors, where old doctors I knew.
- Annual review – feel like it's just ticking a box as I'm under consultant
- Annual review – good
- Once a year, blood check every 6 months
- Varies at time couldn't access service had to attend LRCH
- Fine trouble getting appointment, regular home visit GP community nurses
- Don't really talk
- N/A
- Annual check ups
- Annual review
- No don't know what they are talking about
- No
- Diabetes nurse alright
- Annual review
- Annual review
- OK
- Not as good as LRCH
- Annual review – fine
- Annual review – okay just go over everything

GP – Experiences (Type 2)

- Nurse - contacting and monitoring / midwife - both really nice and friendly, can approach them
- Derwent valley - once per year, they send a blood test, say number, were fine and I come out
- Diabetic nurse, helpful, useful
- Nurse from surgery visit twice per day to support me with injections, see Dr regularly- very good (Bolton Ln, Medical Centre)
- Nurse --Diabetic medical review six monthly- fine
- Diabetic nurse – see every six months – really good
- Diabetic nurse – yearly review – fine
- Dr see regularly – okay
- Go to change bandages. Seen diabetic nurse – all right
- Three – six months, diabetic nurse – good
- As and when, around once per month. Dr monitors sugars – very good
- Annual checks – all right. Diabetic nurse
- Yearly review – very good
- Six monthly, diabetic nurse – very good
- Diabetic nurse, good
- Using GP for dressing changes (on foot). Annual review – all right
- Don't see them
- Annual review. Don't see the same person twice, could be better.
- Every six months but reducing due to health improvements (new medication) – excellent
- Annual review – all right, very good. Do one stop shop for diabetics/heart.
- Just started having annual reviews – not really any good. Different doctors, different responses, so stop going
- Annual review – not finding it well at first but they sorted it out now
- Prescribed medication. Annual review with nurse – helpful
- Prescriptions/annual reviews – fine
- Diabetic nurse, daily injections – fine
- Annual review – brilliant
- Annual review – nurse managers it, sometimes have to use for foot dressings
- Annual review – good
- Nurse – annual review – have chat and talk about things
- Annual review – diabetic nurse – all right, advise me how much insulin I should use
- Nurse and annual review – good
- Regular – brilliant
- Drs – normally don't go as doctors see me at diagnosis
- Six monthly checks – okay
- Diabetic nurse – reasonably good
- Monitoring me all the time – fine
- Diabetic nurse – okay
- Excellent
- Six monthly
- Once a year with nurse
- Yes
- Annual
- Alright
- Fine
- No
- Annual review
- Excellent
- Excellent
- Not really just medication no issues
- Annual review – fine
- See Dr Annual review
- Nurse – annual review – not very good. Covers the same things as my community diabetic nurse would just rather see her (diabetic community team) seems just like a waste of resources
- When I can get in! Sent letter to make an appointment in five weeks, rang but couldn't get in for eight weeks. See nurse for annual review
- Annual review – meant to have but they didn't have a clue. Nurses ask me about diabetic feet, didn't check them just asked.

Other GP experiences

Pre-diabetic	Complex conditions	Gestational diabetes	Unsure/do not wish to disclose
Very good	Not in regard to diabetes until recently, See diabetic nurse- all right	Midwife – awesome, very proactive, we love her. She was not happy diabetic team not been in touch	Yes – footcare
Blood test every six months and annual diabetic nurse appointment	All right	Midwife – okay	All right
	Mixed care – GPs don't understand (talk to me as if I am Type II). Care is always falling down with GP service. GPs are a waste of time.		
	Annual review. But not very often. They don't really know much about my type of diabetes (steroid induced)		

A-6

Eye Screening Services

- LRCH - good, been twice
- LRCH - Every 3 months recently. - it's alright they explain everything. eye screening - works well
- LRCH - Good
- LRCH -very Good
- Ilkeston hospital- good
- Annually- RDH- really good
- Buxton- fine
- RDH – all right
- Specsavers – all right
- RDH, Kings treatment centre – brilliant
- RDH- all right
- RDH Kings treatment centre – happy
- RDH six monthly, all right
- Colman Street- excellent
- RDH Kings treatment- fine
- Yearly LRCH- good
- Swadlincote – fine
- RDH kings treatment centre – okay
- LRCH – all right
- LRCH – okay
- LRCH – six monthly, brilliant
- Specsavers – all right
- Long Eaton health practice – good
- Long Eaton health centre – no problems, good
- Yearly – LRCH – fine
- LRCH – fine
- RDH – really good
- RDH – very good
- Yearly – LRCH and opticians – fine
- Ilkeston hospital – good
- Ilkeston – all right
- Great five minutes waiting
- Yearly – LRCH – okay
- Ashbourne – fantastic facilities but only open one day per week. Much easier to use– Easy no queueing
- Swadlincote - Brill
- RDH Kings, okay
- Kings – RDH – absolutely amazing
- RDH Kings – find very good
- LRCH - great
- Kings – RDH – brilliant
- Kings treatment (RDH) – like it
- Alfreton health centre – very good, better than RDH, bus services easy access

- Swadlincote— all right
- Kings treatment, RDH – not too bad at least you have a bit of fun
- LRCH – fine
- LRCH – helpful, efficient
- Ilkeston hospital – fine
- Kings treatment -RDH – no problem
- Long Eaton, annual review – perfectly fine
- Ilkeston – all right
- Ilkeston hospital – really good
- Alfreton – fine
- LRCH – fine
- Ilkeston – very good
- Alfreton – okay
- RDH Kings treatment – very good
- RDH – good
- LRCH – all right
- LRCH – good
- RDH Kings treatment – brilliant
- Specsavers – good
- LRCH – all right
- Alfreton – good. RDH – good
- Swadlincote – six months – I sat for an hour, and was told someone had called me, I knew he hadn't called me, called me a liar and I haven't been back since
- Kings treatment centre RDH – all right, thorough. QMC – thorough
- Kings treatment RDH – really good will stop LRCH – really good
- Kings treatment RDH – good
- LRCH – okay
- Annual at London road community hospital
- Excellent
- Yearly
- Yearly checks at London road community hospital
- Yes
- Annual. Very good service
- Once a year
- Good every 6 months
- Fine
- Fine
- OK
- Yes
- Yes ok
- Yes very good
- Yes Fine
- Every year
- Alright
- Alright
- OK
- Fine
- They were very good
- Very good
- Good (got to book)
- Fine great
- Very good
- Very good
- Pretty OK
- RDH and Kings Treatment centre – fine
- This Specsavers – all right
- London road community hospital – brilliant
- Kings treatment centre – quite good. Six monthly
- London road community hospital – very good
- Kings treatment centre – okay
- LRCH– okay go on Saturday so it's quiet. It doesn't take long at all, six monthly

A-7

Foot Care Services

Foot care services- UHDB	Foot care services- DCHS	foot care services – unknown / Other
Clinic RDH fine	Swadlincote foot care – very good	NHS chiropodist- okay, very busy
RDH foot clinic – all right, bit slow, every time I come here half an hour to an hour behind	Ripley – very good	QMC – good
RDH foot clinic – very good	Long Eaton clinic – very very good.	Haven't used – but don't understand why they don't check me more, as only seem to get involved when very bad
RDH – very good.	Belper Babington – lovely (shut down now)	Hoping to get into services really struggled to get into podiatry services (seen at Devon hospital told to refer from GP) – GP didn't refer correctly managed to get referral via pump clinic. Spoken to GP practice – referral system not up-to-date.
RDH – brilliant	Browning Street – very good	Done at annual diabetic nurse appointment
RDH foot clinic- all right sometimes	Browning Street – every 2 to 3 months. NHS very good	Excellent
RDH for clinic- wait, even if you have an appointment at 9 o'clock still have to wait, once seen excellent	Colman Street – alright	Three monthly
RDH foot clinic- chaotic, volume of people but very good here. Waiting a long while.	Sinfin in medical centre – very good	Yes
RDH – okay	Henor health clinic – quite good	couple of times
RDH – all right, sometimes have to wait a lot	But of apart from that very good. Coleman Street – fine	alright now
RDH clinic – okay	Clinic Peartree – very good, very kind	Good
RDH foot clinic – waiting – happy with service can't fault it	Normanton – all right	feet have improved
RDH foot clinic – been fine.	Revive clinic – brilliant, though have to tell them to do a certain part of my foot	fine really good
RDH foot clinic – brilliant/wonderful. QMC – good, but told this was better (RDH) – glad we moved	Sinfin medical – really good	every 3 months very good no faults
RDH foot clinic – very good, excellent but slow. Given 100% attention	Ripley nice	very good very helpful
RDH – very good	Browning Street – quite good. Woman good bloke not so good	
Foot clinic (RDH) – very good	Colman Street – very good	

Foot clinic RDH – brilliant	Revive clinic – fine	
Foot clinic RDH – fantastic		
Foot clinic RDH very good, sometimes have to wait a long time		
Foot clinic – RDH –bit of a distance from front of hospital, car parking is bad for this end (near clinic)		
RDH foot clinic – not been too bad, but the same as Nottingham, says one thing and do another		
Foot clinic RDH – been all right		
RDH – look after it quite well.		
RDH, foot clinic – good		
Foot clinic RDH okay, have to wait a bit too long. (1 1/2 -2 hours wait)		
RDH foot clinic – spot on. LRCH – good (foot brace)		
RDH – good		
RDH foot clinic – varies, drags – never on time.		
Foot clinic RDH – good		
RDH okay. Time-consuming		
LRCH – okay		
RDH - Foot clinic -have used, very good, excellent, no issue seeing my consultant		
RDH foot clinic – all right – really helped me		
RDH – very good.		

A-8

Renal Clinic

- Dialysis/renal – good
- RDH renal clinic – good
- RDH – renal clinic – good
- Renal clinic RDH – all right
- Renal Clinic, Dr was very happy to help when arriving late PTS was late
- Renal clinic – all right
- Renal clinic all right
- Renal clinic – very good, very efficient.
- Renal clinic – a bit annoying, just had a problem for ages, GP really worried but here (renal clinic) they don't seem worried about it.

A-9

Antenatal Clinic

- Antenatal - be a bit long winded. Really nice, explain everything.
- Antenatal clinic - very good, been brilliant
- Antenatal clinic - been really good
- Antenatal clinic - really good
- Antenatal (RDH) Dr Jennings was amazing
- Antenatal clinic (RDH) – good
- Antenatal clinic RDH – many years ago – fine
- Antenatal RDH – fantastic
- Antenatal clinic RDH – first time, usually quite good.
- Antenatal clinic – okay, sometimes long wait.
- Antenatal RDH – fine
- Antenatal RDH – fine
- Antenatal clinic RDH – fine
- Antenatal clinic RDH – waiting a long time – good
- Antenatal clinic RDH – being Good, get back to you pretty quickly. After email results weekly and then they ring you up. If I've had any queries then they sort it out

A-10

Community Clinics

- See RDH diabetic nurse in community GP practice
- Local community Hospital- Ashbourne- good
- Diabetic nurse at Belper – all right, good
- LRCH diabetic clinic – good
- LRCH – diabetic clinic. Annual review, comes every six months – very good. Never any force. NHS is a wonderful health service
- LRCH – diabetic clinic – very informative, fine
- Diabetic clinic- LRCH – brilliant, really understanding and give you really good advice.
- Diabetic clinic – RDH – would be nice to see same person, continuity
- Diabetic clinic (LRCH) – good.
- Diabetic clinic (LRCH) – no problem
- Diabetic clinic, LRCH – fine
- LRCH diabetic clinic – they're lovely
- Peartree clinic – good
- Diabetic clinic Ripley hospital – I didn't like that that they put me on insulin and I didn't need it. Consultant RDH told me to stop taking it
- Diabetic clinic LRCH – really really helpful
- LRCH – really nice, good there
- LRCH – okay
- Diabetic clinic, feel great after good kick up the behind
- Diabetic Clinic LRCH alright
- LRCH- Diabetic Clinic all fine good consultant good in health care
- LRCH - diabetic clinic great very supportive taking medication then GP
- LRCH - Diabetic clinic very good very useful for me
- LRCH -Diabetic clinic wonderful, no fear of coming, very understanding whole service
- LRCH - diabetic clinic its been alright same stuff
- Community diabetic clinic Colman street – fantastic she helps me no end
- Diabetic community team Browning Street – good.
- Diabetic community clinic Colman Street – very good

A-11

Pump clinic

- Pump clinic - brilliant, use this as main point of information. Got email address if any questions and text number
- Pump clinic good
- Pump clinic- really good
- Pump clinic – brilliant
- Pump clinic – use for annual review, absolutely excellent. So supportive and caring. You can email, ring and their straight back to you. Lots of them are diabetic so have a real good understanding
- Pump clinic – really good
- Pump clinic – very good, just waiting times
- Pump clinic – lovely, lovely staff just long waiting.
- Pump clinic– Really helpful
- Pump clinic – waste of time tell you everything you already know. Tell me when to test.
- Pump clinic – great, very professional, good service. Have annual review here as well
- Pump clinic – services has always been first class
- Pump clinic – fab
- Pump clinic – fine.
- Pump clinic RDH – really good. Any problems I have they talk it through with me and sort it out
- Pump clinic RDH – no problems, sometimes have to wait but understand why. Understand problems staff face
- Pump clinic RDH – fine.
- Pump clinic RDH – fantastic, really good
- Pump clinic good
- Pump clinic very good,
- Pump clinic really useful Drs really nice cater to individual
- Pump clinic – very good

A-12

Other Services

- Chest clinic, Ashbourne, great wish more of them
- Heart clinic failure – good
- OT, splint – good
- Community podiatry and pharmacy – excellent
- Dietician excellent
- general check up
- diabetic- all OK

A-13

What are your thoughts about the locations of your appointments and the distance you travel to them:

- They are good, RDH bit of a pain but its fine
- Live in Alveston - so LRCH is the best for me
- RDH - taken an hour to drive here, live far away, that's my choice
- Have to come here (RDH - antenatal clinic) - convenient, get everything done at the same time, scan, nurse, midwife consultant, have to wait but worth it.
- RDH - 10 minutes for me
- Wish pump clinic wasn't at RDH, was at Bariloche and preferred that. Understood this is where it is but harder to get to and park
- RDH - Awful, car park dreadful. Makes me late for appointments. I know it can't be helped affects everyone.
- RDH- Distance not far, location fine just parking crap
- I have travelled a long way for appointments (bar my GP) which I find inconvenient to put accept this as I live in a rural area.
- RDH-12 miles, really happy with that, would like something closer
- Don't mind use PTS
- Fine

- RDH- Bit of a problem as I'm not driving. Living in Belper- bus services once per hour, problem getting there, anywhere
- Very good here – RDH
- Prefer to go local but have to come to RDH to be referred back into the local chiropractor
- Prefer going to Colman's main issue around parking RDH
- Taken half an hour to get here it's good -RDH
- Perfect
- GP – fine, Swadlincote – no problems, RDH a bit of a problem due to parking
- No objections – use the bus-RDH
- All right get lift or bus-RDH
- Not a problem
- It is where it is, have to fit in with the health services-RDH
- No car - use buses-RDH
- Come every two weeks RDH, complicated case
- Happy here – RD H
- Its fine
- Only issue is car parking (RDH)
- Would be nice to get somewhere closer, but this is the main place (RDH)
- Fine
- Expensive car parking (RDH)
- All right
- Not too bad it's just the cost. One week at three appointments cost me £15-RDH
- Fine
- Ashbourne – lot easier to get to, don't understand how you can have such a fantastic facility and not use it
- Fine
- Not bad – buses and walk
- No problems
- LRCH – a bit of trek by bus have to get two buses
- LRCH – is brilliant, near city centre and parking brilliant. RDH – takes 40 minutes just to park
- RDH -Pain in the arse – I've got out and walked – mum still trying to find a parking place. Lot easier and Ripley only 300 yards and they do have foot clinics, I just keep getting sent here.
- Fine. Using PTS fantastic
- Hate coming here (RDH). Every other I go to Ripley. It's a lot easier
- Their fine, need to have it done
- RDH- Quite a distance to travel, have to get 2/3 buses. Not complaining but hard. Can't have early appointments due to travelling times
- Okay just catch two buses
- Difficult to get here (RDH) – don't drive, have to rely on family or taxi's, will be better to be seen locally or a district nurse. Full-time carer of husband (Alzheimer's) with diabetic foot issues. After use PTS but very time-consuming – have to be ready two hours prior and two hours waiting after.
- LRCH is better than RDH. RDH is a nightmare
- Bus passes – no problems
- Provided I can drive I don't have a problem
- I'm quite happy. I go to Ashbourne which is close, and LRCH is good parking. RDH is a nightmare for parking
- It's quite a distance here (RDH) from town, but have got a good bus service
- (RDH). Had issue with doctor's attitude and approach in Nottingham, as Dr to transfer to RDH
- When I will go to Ripley hospital it was more convenient – but okay. It's not ideal but the only once per year so not a big
- Live the other side of Derby and you don't drive. Better when it was at LRCH
- RDH – overall parking not good here
- Don't park car, get park-and-ride
- Fine – live locally
- All close
- All right
- Its fine
- Doesn't matter because the service here is spot on, brilliant
- Good
- Just one of those things that you have to do
- Great for me (work at the hospital)
- Not too bad
- Okay
- Fine
- Okay, fine
- Okay
- Have to come here for appointments RDH
- GPs local and easy to attend. LRCH- is easy access by bus (advised not to drive following eye test)
- GP – good. Royal Derby – not good
- Fairly close, easily access by public transport and taxi
- Not a problem
- No problem
- Good but no follow-up to last bloods. Assume all okay
- Fine

- GP OK. Not a problem but depends on time
- Fine no issue
- Brilliant, phone calls texts emails RDH OK prefer LRCH
- Easier to get through
- Brilliant no issue
- Fine location is local
- Its ok like early appointments rather than late ones
- Fine
- Fine no issue
- Alright
- Don't mind too much, 20 minute walk
- great no issues
- Prefer RDH easy to get too long wait at foot clinic
- Fine at LRCH no issues timeless
- Fine, family help out
- Transport has been an issue- clinics within reach of patient (Wirksworth)
- It's a bind having to travel, once discharge can be back in Ripley
- Prefer this (LRCH) than RDH due to parking
- Commentary assistance for patients
- Excellent
- Quite local to LRCH between RDH lot closer uses bus
- Fine
- No problems
- Community clinic – very handy, just round the corner. RDH – get daughter to drop off and pick up.
- Colman Street – just a walk
- Don't drive so difficult to get here (RDH) long walk from the front door to the clinic (diabetic Endo cry ology clinic)
- All right, as local as they can be

A-14

What works well with the diabetic services in Derby:

- Explaining the medicines, encouraging. Don't put you down when sugar is up-found that good.
- Eye screening - works well
- Quick, if I have a problem I can ring up and they get back to me within a couple of hours - that's really good
- Fast appointments, how integrated it is. If you call they answer or get back to you
- All in one place. Can have couple of appointments at the same time. Can go from one to the other - doc, scan, midwife
- On-line (aqua) - do it on your phone, send it in by email. (blood testing results) don't have to phone in.
- Knowledge here (pump clinic) is brilliant. Good that people here (staff) have diabetes as well. Don't feel on your own
- Communication good, friendly, always send letters with appointments
- Dietician nurse RDH pump clinic -
- DAFNE course - Extremely good
- Lots of listening and understanding, give ideas of dos and don'ts and best way round things
- Advice
- People in the hospital are brilliant, advice is sound
- Very good, no complaints
- All right
- Local service from GP surgery, and I can talk to nurses about any problems. It's nice I don't have to worry about missing injections.
- They all seem to work together, there good
- Everything, get appointments and go – got no complaints
- Diabetic nurse – brilliant. X-pert course – fantastic
- Pretty good
- Overall it's really well, can't fault doctors or nurses – get on very well with all staff
- When you ring diabetic nurse she sorts it out (Stella)
- I like their so helpful with everything. You ask and they tell you, nothing is any trouble for them
- Care, attention, faultless
- All good
- It's what you find out from them – knowledge
- Rolling appointments and the fact that you can always speak to somebody. Always good advice and support.
- Primary care – get people pump
- Got everything together so can have all appointments at once (RDH)
- Nurses here are supportive (pump clinic) give you more appointments if you ask them

- Nurse that used to work here (pump clinic) but she doesn't work here anymore
- Reasonably easy to contact. Good at responding to emails. Take time with you.
- Service at the hospital is fantastic Dr (who is diabetic) is brilliant. Excellent at what they get right
- Team amazing. Do as much as they can for you.
- They explain things to you and Chat about meals
- Generally Derby services – what I have had here more than anywhere else (lived other places) is a greater understanding of conditions. A greater one-to-one. My conversations with Karen will be different to someone else. Very individual. LRCH very easy to make appointments, get the chance to ask questions, I always get an answer.
- They keep an eye on you and try to keep you on the straight and narrow
- LRCH - diabetic service – very understanding and listens to what you say. (Which is very different to GP) they take the time needed, lots of knowledge
- Always ring up and speak to somebody
- I like the fact when I was in hospital they came and gave me a sheet with units of all the hospital foods, so I know what I could eat
- Always on the end of the telephone if you need them. Everything really, do as I'm told they know far better than me. If you need to know anything they know and always get an answer. Send to appointments for similar time rang up and sorted it out
- Explain everything, explains reason why they're doing it. Fantastic in my book, facilities here are fantastic
- Overall not too bad. Across the board it's okay. Not rigid
- Quite good. Getting it sorted out
- Look after him the best they can
- Look after you
- Tailored to me
- Management control, supervised management – preferred to be kept in touch with to know I'm dealing
- They're actually looking after me unlike South Yorkshire. (They got me off insulin) done wonders for me
- Normally the care that they give you, they don't neglect anything
- Good information and good understanding. They are a good team, understanding always there to sort you out. Not got a bad word to say about them
- If I have got a problem/query I know I can phone and someone will always get back to me
- Somebody is always happy to listen and sort out when you've got a problem.
- If problem they always sort it out straight away. good service, very informative tell you what's really going on.
- I need advice I can ring my doctor
- All right
- I can talk to everyone easily and tell them my problem
- They know what they're doing and treat you well
- Keep you aware of your diabetes
- Learning something all the time
- Well satisfied
- Yeah works well
- Communication at Derby is really good. I can text/email or pop into the office there very accessible
- Nurses/doctors – really nice, helpful. Not judgemental
- Okay
- Certain members of staff at explaining so not so – think it's communication issues
- No you got the Constant Contact if you need it
- They know everything, they help you and they look after you
- Very quick to get back to you with any queries you got.
- The caring staff never failed to look after you
- Attention to detail, quickly to pick up on or act upon any problems
- Don't know
- No idea
- Advice and frequency of checks good. But only if you make the effort yourself.
- I do not see it as a diabetic service, more just what I do to manage the disease
- Constant measuring blood clinic Constant monitoring routine is great
- Very informative
- Like family, understand the patient if need help always there feels like home
- Fine no issues
- Really helpful no gripes
- Whole team works well & closely with patients
- Pump clinic quite good quite efficient
- Staff are wonderful very busy

- Info was given at helpful speed
- No insulin given when admitted with heart problem, no insulin for 2 days, no-one listened
- Really smooth now
- Support with it, well looked after, care is well, really friendly, listened too as well
- They listen to patient
- Very approachable offer good advice
- Staff and honest
- Annual review and foot clinic services work well together
- Foot clinic fantastic, people diabetic nurse on call, absolutely lovely, helped with injection, look after every four weeks
- Always able to get outpatient appointment hardly have to wait location at LRCH good very pleasant
- No perfect and no blame, lots of encouragement and lots of explanation
- Information given, these (nurses LRCH) care, easy to talk to encouraging
- Here to help when you need help, they are easily contactable
- Everything really, they're really knowledgeable. If you give a problem they got an answer, explain everything
- There all right, really good here (RDH) love coming here.
- Community clinics (Colman Street) she has our fantastic understanding. She pulled me back and my control is the best it's ever been
- Very informative, tells me everything I'm doing wrong/right. I'm quite satisfied with all aspects of the diabetic services
- Footcare – very good. Colman St Diabetic nurse – very good. RDH foot clinic can't fault anything except my doctors
- Been very good with pump and sensor
- They keep an eye on patients, make sure you understand everything

A-15

What could be improved with the diabetic services in Derby:

- At the start it took a while for them to get in contact, I had to be pushy (at GP surgery)
- Someone sitting down with me and explaining rather than hospital jargon, there's ways of reversing it but they don't tell you anything.
- No
- The machine (blood glucose testing) giving wrong readings, gives high readings then I repeat it and it's normal. Having to inject when unsure if machine is right. - done 5 tests within 1 minute and very different readings. Insulin levels have to be very accurate. Had a replacement one.
- Never on time. always seen about 1 hour or more after your appointment
- Not really
- Location of pump clinic
- Shame there's not more people who don't live in the city community hospitals, community clinics
- DAFNE course should be widely available, waited around two years before going on the course. Previously treated badly with doctors/consultants telling me off patronising me (not in Derby). If not had such a bad time in early experiences would be more engaging to attend courses.
- Keep swapping advice around. Get quicker (RDH foot clinic)
- More regular sessions around diabetes and feet
- Facilities in Belper, Babington Hospital, Why not have diabetic clinics there
- Amount of time you have to wait
- Any newly diagnosed diabetic should be sent on a course
- Had problems with shoes for five years and still not getting anywhere
- Waiting times
- RDH parking
- No
- Education for GPs. A Specific number for emergencies queries
- Admin – mix up with appointments double booked appointments (pump clinic)
- Waiting times – generally overall
- Waiting times – sometimes 2 to 3 hours
- Do it on different days – only do it on a Thursday (pump clinic). Don't always tell you that the appointment has been cancelled (pump clinic)
- Sometimes don't get taxi's due to no signal in hospital. Have to wait a while for someone to get back to you when you ring. Better phone messaging – if you needed someone ASAP. Need vending machine for glucose tablets or some snacks. Cancelling appointments – once cancelled

either way, it's hard to get another appointment. Clinic so busy and understaffed.

- Issues around communication between GP – hospital will stop have test at hospital but GP didn't have tests results, done again at GP – costly and time wasting. Information about the pump needs to get out to the GP. GP education needs to be upped quickly
- Funding – in general
- Nothing – all good
- GPs clearly don't have the same knowledge
- No – pretty good
- GP – could be improved no end. Got complex condition and just see the diabetes they don't have the knowledge for what I've got
- Courses – hard to have a week off work to do a course (a week wages down) combining appointments – one week of three appointments but all on different days. Used to but now all split up again would be nice to see the same person in regards to the diabetic clinic
- Having a drinks machine and biscuits in the waiting room
- Only timekeeping, but that's impossible to improve on
- This sometimes a bit of a wait, but that can't be helped
- Or could be improved – says one thing and does another one staff member's bedside manner (surgeon – bone problem)
- Can't attend course due to being carer of husband
- No trouble. Don't go to RDH any more as had issues. Blood sugar is not tested afterbirth and went into a diabetic coma.
- No
- Prefer to be seen at Long Eaton due to free parking
- No
- Waiting times. Foot clinic can be anything from 1 hour to 1 1/2 hours. (Understaffed)
- No
- Pump clinic – frustration is cancelling your appointments – about 60% appointments are cancelled. They cancel appointment in July and changed it till October a big gap
- Waiting times (pump clinic) example – appointment at 1145 saw nurse up 13.40
- No – doing all they can
- No
- I don't see anything as everything is okay
- No
- No

- Diabetic services – issues around when appointments been cancelled, the next appointments 6 – 7 months after the original appointment, sometimes one and 1/2 years before seen
- Communication – delay in getting results and finding out about condition, reading notes. Had phone call off diabetic nurse then phone call off dietician felt like they weren't talking to each other. Was asked "why not increase dosage" but weren't given information about it. Wasn't spoken to nicely (antenatal clinic)
- Timekeeping
- You could be improved. (After I've done my own research) – not enough and conflicting information. Very limited – get sheet and a booklet and that's it
- I am diet controlled and the blood tests help me see if I get going in the right direction. However blood results are not given out unless a follow-up appointment is required. It would be useful if I can see my blood results on a system online service. I may already be able to do so but I have not yet requested this from my GP. Courses may be useful though I feel I have a good knowledge of diet control. Attending courses could be a problem. Online would be preferable as I work full-time.
- Not have everything at the Royal, move some services to London road community hospital or elsewhere. The Royal is not easy accessible to many and the cost of taxi's etc. is costly. LRCH is near the city centre and more people would be able to access the facility better
- More personalised information tailored to me rather than being bombarded with different flies are getting confused which is which
- More one-to-one
- Not a lot. It's an advisory service as previously stated you have the illness and is up to you to sort it out if you have the advice to do so which is there. The rest is up to you
- Call them diabetic services – an appointment with the practice nurse and a blood test general services not diabetic services
- More information and offer of courses like DAFNE from initial diagnosis
- No
- No
- Not queuing
- Nothing
- A younger person friendly place that is specific for young people
- Not really better than Watford's
- More staff
- No think it's great
- No follow up (eight years ago)
- Not really
- No not really
- Not really
- No
- No
- No not really people very good
- No issues able to see consultant, no diabetic nurse but can ring them
- Not particularly
- No
- No
- Would like someone at the GP to have a good knowledge of diabetes
- Things can always improve

A-16

Any further comments:

- | | | |
|---|---|--|
| <ul style="list-style-type: none"> • Keep on time (appointments) • Blood monitoring book running out • Babington hospital being closed and concerned that services are being moved | <ul style="list-style-type: none"> • Thank you to everyone here, the lifesavers (pump clinic) • Tea machine doesn't always work • It's a good service. I'm very grateful. Staff are friendly and will always get you | <ul style="list-style-type: none"> • someone to answer your questions • Being hard for the young man to accept he needed services as the stereotype is that the services more elderly people (feet issues) |
|---|---|--|

- RDH/LRCH – service 2nd to none, tailored around people – they really want to help
- GP – service lets it down
- Don't like the seating here (RDH foot clinic) waiting and listening to people moan. You don't know what's there until the bandages off
- Very grateful for everything that's done for me.
- Thankful I moved here
- Found all the clinics I've been to look after you very good
- They are pretty good
- I am satisfied if they keep doing what they are doing
- Nice to know you're all being looked after
- It's all right
- My experience so far has been excellent, though I have only access services through my own GP and the eye screening so I cannot comment on all diabetic services in Derby
- A lot better than QMC wont visit QMC
- You do get listened to by the team
- Been very good very impressed
- Nothing but like building
- Enough appointments give appointments if needed
- Very good excellent
- Community transport could be better
- Very caring
- Can always get test with central team if needed help with questions
- Keep this going
- Pleased to have the knowledge now rather than in past
- Happy with everything they do for you
- Do a fantastic job

A-17 - Information

Sources of information and research:

- University Hospital of Derby and Burton website
- Derbyshire Community Healthcare Services website
- Diabetes UK website and (Pre-diabetes: what's it all about? July 2014)
- Where in the report it states (Diabetes UK) – this information has been taken from Diabetes UK – 'Diabetes UK – Know diabetes-fight diabetes- facts and stats – update Jan 2019'
- NHS – Website
- N.I.C.E – Website

Response from Derbyshire Community Health Services (DCHS)

'Derbyshire Community Health Services welcomes this report. We provide Podiatry services to support people in Derby City who are living with Diabetes. We note the very positive feedback in the report and we have shared with our teams.

We have considered the areas that could be improved and look forward to working with our colleagues at the Foot Care Clinic at Royal Derby Hospital to find ways to provide a service that is more responsive and easy to access so that people have a good experience of using our services.'

Response From University Hospitals of Derby and Burton (UHDB)

Royal Derby Hospital Diabetic services review response

It was reassuring to see overall a very positive score and comments regarding the Diabetic services at Derby and London road hospitals .This included outpatient diabetic clinics, eye screening, education, foot clinic, renal, pump service and deictic services.

The overall service scored 4.3 /5 with majority of acknowledgement were positive in their nature towards the staff, system and service.

The three main areas within the report, patients wanted to be improved upon were

- ***Waiting times and time keeping***
- ***1/3 of type 2 were offered a course in relation to their Diabetes***
- ***Appointments at RDH, with the main issue was related to parking***

Individual areas of service

Type 1 Diabetes

Feedback listed a desire for out of hour's advice from diabetic professionals

Currently we have no plans to extended specialist nurse answer telephone service which operates within normal working hours Monday to Friday.

Delay in attending DANFE

We acknowledge the long wait for the DANFE course 30 % acknowledge the course took a long time to access and respondents would to the opportunity to do this course a lot sooner. We need to improve this access for patients .In addition to provide alternative mediums in education solutions these are being look at to supplement the individual patients with their individual education needs.

The trust acknowledges 73 % of patients are primarily diagnosed by their GP; it would be more relevant going forward to support the GP managed patient population through the newly commissioned community located service.

Type 2 and Pre diabetes (Type 2)

1/3 of type 2 were offered an educational course in relation to their Diabetes

Currently Type 2 patient education is commissioned by the community trust .As an acute trust we have quarterly track meetings between ourselves and the community trust .These meeting include education uptake data of all diabetic educational course offered to each diabetic patient group. The community trust however feedbacks was that the impression to them is of a slower up take of type 2 diabetic patients in enrolling onto this particular course. However some work may be needed around communication of availability of courses and highlighting the information to the individual patient to enable them to access the course.

Eye screening service

Works well

In Derbyshire eye screening clinic are at twelve sites all ran by UHDB NHS trust .The patients respondents 95 %, felt the service was run well and works for them. No improvement on current service could be given.

There was limited negative comment 1% around its availability in its opening hours on the London road site. We have no current development plans to extend this service.

Foot care service Podiatry

Waiting times, delays and location of clinic.

The majority of comments were indeed positive, 6% were negative in describing the waiting times in the clinics and its location away from the front of the hospital .However 28 % were mixed both good and bad .The majority of comments were directed at car parking.

The reorganisation of the clinic location is being look at currently, this is at the redevelopment stage. There is no confirmed time scale for the clinics relocation to a new building to the alternative location at the front of the hospital.

Pump Clinic

Waiting times, booking and cancellations

The majority of comments were positive with care, treatment and out comes; however the leading negative criticisms was around waiting times, bookings and clinic appointments.60% respondents patients at the pump clinic shared their frustration around having to cancel appointments and not been able to rebooking within a timely practical window .This was evident in 2-3 months delay in the alternative appointment being the only appointments offered to a requested patients cancellation.

Pump clinic appointments are constructed a year in advance around the patients annual review. The demand and flexibility within the structure currently doesn't allow for much change or variation.

It will be one of our actions to scope an electronic clinic system data review. The review will look at how organising availability of patient's clinic slots. This may be possible be instead of booking appointments in advice. Giving patients a six week notice of appoints and allow for movement of capacity clinic slots around with more freedom.

Waiting times for patient within the clinic were highlighted as concern appointments were delayed in patient seeing the clinician.

Patients express the need for better access to vending of diabetic snacks and drinks to cope with delays to their meal times. This will be feed back to the clinics in order to explore a sustainable model to access appropriate foods .A solution could be in partnership with voluntary league of friends who already supply food and snacks to the visiting hospital population via their shops.

Antenatal

All women spoken to, complimented the service, compliments given were around overall services and communication.

The Royal Derby Hospital runs pre-pregnancy and antenatal clinics joint with the obstetrics department, these are for women who are pregnant or are trying to get pregnant who have diabetes and for women who have been diagnosed with gestational diabetes during their pregnancy.

Waiting times in Antenatal

Comments shared in delays and waiting times in clinic we acknowledge the frustration of the ladies using this service .The service has appointed more clinical support for antennal clinics .This includes specialist diabetes Midwife to support clinic activity .Also additional hours will be shortly come on line from extra Specialist Diabetic nurse hours to the clinic as well. This will hopefully reduce the length of waiting and over running of clinics slots.

Renal service

The Royal Derby Hospital runs renal clinics for patients with diabetes and reduced kidney function or on haemodialysis joint with the renal department.

The renal service feedback was almost all positive, only one negative comment isolated in its nature around communication with an individual. Dialysis was deemed overall good, Patients felt Renal clinic Doctors were happy to help them.

RDH Royal derby hospital

Three overall themes from comments for the site in general was

Cost of parking

Lack of public transport from the hospital from where they live

Preferring to attend another location

37% of feedback comments about the RDH were both positive and negative were related to the headlines mentioned above. The trust is commitment to provide abroad base of location to access clinical appointments across a number of clinics setting in Derbyshire, which was dually noted in the feedback by patients.

Parking

Parking remains a challenge at the RDH site .The trust is always interested in patient ideas on how we can improve this service.

Car parking charges are not the responsibility of the service or the hospital at RDH this is controlled within the PFI agreement organisation and the supplier of this contract.

A number of car parks have been set aside and dedicated for patient and visitor parking. These car parks are as conveniently placed to the hospital entry points as the physical layout of the site allows.

A number of free disabled car parking spaces close to hospital entry points are set aside and designated for use by any disabled person displaying and using an appropriate permit.

Also there are a number of drop-off car parking spaces with a maximum of 30 minutes stay. These can be used by disabled people when available for a period of up to 30 minutes.

Disabled parking spaces outside of the car parks are time limited to three hours.

Lack of public transport from the hospital from where they live

There are a number of bus services which service the hospital; there is a web link from the hospital internet site to each bus company who provide these services to the RD hospital and other hospital sites.

Claiming Travel Expenses

The patient may obtain cash refund if they are in receipt of certain benefits when travelling by public transport or private car. A valid ticket and proof of benefit must be produced for all Public transport claims. The claim may be made at the cashier's office RDH.

The diabetes clinic could supply information for public transport, parking schemes and voluntary transport schemes operating within the area. The clinic will look at canvassing its patients to see if this was of any benefit. The service could direct and supply information for alternative transport, parking schemes and voluntary transport schemes operating within the area. To make available to our service users any community support directory electronic or otherwise.

Preferring to attend another location to RDH

The service provides a number of clinics across 12 locations in Derbyshire and 3 in Staffordshire. However to maintain certain multidisciplinary clinics like the foot clinic where number of different disciplinary are required, and then the preferred site is RDH to enable clinicians access and maintain acute in patient work as well as outpatient demands.

Summary

The 2 main areas that people said worked well was 'Overall services' and 'Treatment and Care', closely followed by 'Communication' and 'Staff'. Lots of people gave many positive general comments regarding the diabetic services overall. People gave lots of compliments about the staff.

The main areas regarding treatment and care people said worked well were:

The knowledge of the service and staff

The advice they were given by the services

The care and monitoring they received

Other positive comments were made regarding:

Individually tailored care

Attention paid to them

Concerns

- Wanting times and time keeping
- 1/3 of type 2 were offered a course in relation to their Diabetes
- Appointments at RDH, with the main issue was related to parking

The report highlights concerns and frustrations around waiting in clinic, access to changing appointments and parking. Some changes to additional clinical hours in antenatal clinics might reduce waiting, reorganising pump clinic appointments may reduce some level of frustration for patients trying to rebook.

Working with our partner trusts in the diabetes service will hopefully increase awareness of education and availability and uptake of training courses.