



Diabetes Awareness Event

15 August 2024

NHS

Bedfordshire, Luton
and Milton Keynes
Integrated Care Board

NIHR | National Institute
for Health Research

healthwatch
Central Bedfordshire

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Event at a glance

69 people attended the event including six Healthwatch staff



5 organisations were represented on the Q&A Panel



9 organisations attended and exhibited at the event



39 attendee evaluation forms completed



26 people signed up to receive HWCB Newsletters and Ebulletins



Widely advertised on Social Media platforms, including Facebook, X (Twitter), LinkedIn, and Instagram, reaching over 500 people, resulting in 96 people registering to attend the event





Introduction

Working in partnership with Health Innovation East (HIE) and the National Institute for Health Research (NIHR), Healthwatch Central Bedfordshire (HWCB) was proud to host a Diabetes Awareness event on 15th August 2024 at the Rufus Centre in Flitwick, Bedfordshire.

The event was an opportunity for local people to get involved in Diabetes and health research and to learn more about the care and support services available, to help manage the condition, including preventative measures, and to speak directly to Diabetes experts.

The event included nine exhibitors, five speakers and a panel of five professionals representing their organisation.

Of the 96 people who registered to attend the event, 69 were present on the day, including six HWCB staff.

Please see page 6 for a full list of organisations and stall holders who attended.





Summary

Initially the proposal to hold a 'place based' Diabetes Awareness event was scheduled for Diabetes Week which was taking place from 10th June to 16th June 2024. Each year, a unique theme is chosen, and for World Diabetes Day 2024, the focus was on 'Empowering Global Health'. This theme not only centres on individual health but also stresses the importance of communities working together to combat this global issue. However, due to the announcement of a general election which was held on 4th July, it was felt that as the pre-election period of sensitivity occurs in the weeks leading up to an election, the event should be delayed until after the election had taken place. HWCB therefore decided to hold our place based event on 15th August 2024.

Planning for the event began in June 2024, which involved HWCB staff and volunteers meeting to share ideas, to plan publicity and promotion for the event.

Leading up to the event regular meetings were held with Healthwatch colleagues, from across Bedfordshire, Luton and Milton Keynes, who were each planning a similar event in their own place areas, and colleagues from Health Innovation East and the National Institute for Health Research, to update on progress.

The event was held at the Rufus Centre in Flitwick, Central Bedfordshire which can accommodate larger numbers of people and has excellent disabled and parking facilities. The event was widely advertised across Bedfordshire, including all social media platforms; Facebook, X (Twitter), LinkedIn, and Instagram. Posters were sent to all key stakeholders to share via their communication channels, and advertisements were placed in Town and Parish Council Newsletters, as well as community magazines; The Villager and The Oracle. We also asked all local GP practices to send a text message to their patients with details of the event, and continued to regularly promote via our weekly Ebulletins and community events, plus targeted emails to all on our distribution list.

We also regularly promoted the event in the weeks leading up to the event on our website. A QR code was added to all communications and people were able to register via Event Brite.

Ten exhibitors were invited to attend the event and were provided with posters and press releases and encouraged to advertise the event via their networks.

Many visitors said they heard about the event via GP surgeries, HWCB Just Ask events, and via direct email.

In total **69** people attended the event from 11 towns and villages across Central Bedfordshire, however 19 attendees also travelled from other towns (in Bedford Borough and Luton) to attend the event.

All visitors and exhibitors were invited to provide feedback about the event which allows HWCB to evaluate what worked well and what could be improved for future events. **39** attendee evaluation forms were completed, and eight evaluation forms were completed by exhibitors, 98% of which said they were 'very satisfied' with the overall event.

For those unable to access public transport due to a physical or learning disability, HWCB organised transport on their behalf, to enable them to attend the event.

The CEO of Healthwatch Central Bedfordshire welcomed everyone to the event, introduced key speakers and facilitated the Question and Answer Panel inviting questions from members of the audience.

A total of nine exhibitors (plus HWCB) attended the event, which included:

- ◆ Bedfordshire & Luton Diabetic Eye Screening
- ◆ Diabetes UK
- ◆ Bedfordshire Support Network for Type 1 Diabetes
- ◆ MIND BLMK
- ◆ NIHR Clinical Research Network East of England
- ◆ Public Health Engagement Team –Central Bedfordshire Council
- ◆ Active Lifestyles, Central Bedfordshire Council
- ◆ Xyla Health & Wellbeing
- ◆ Cambridgeshire Community Services

Professionals from five organisations attended the event and gave presentations as follows:

- ◆ Donna Coe, Community Engagement Manager, Patient & Public Involvement, CRN East of England Core Team, NIHR Clinical Research Network.
- ◆ David Fisher, Engagement Lead, Bedfordshire, Luton & Milton Keynes, Xyla Health and Wellbeing, 'NHS Healthier You Programme'
- ◆ Shaleen Sandhu, Engaging Communities Officer, Midlands and East, Diabetes UK, 'Key Diabetes Awareness Messages'.
- ◆ Celia Shoet, Asst Director, Public Health, Central Bedfordshire Council, 'Preventing and living well with Diabetes in Central Bedfordshire.'
- ◆ Clare Fitzboydon, Relationships Manager, Be Active, 'the importance of exercise if you have Diabetes, or if you are pre-diabetic'.

For the final session, all of the above professionals also joined the Question and Answer Panel, to answer questions from the audience, who may not have had the opportunity to pose their question during the presentations.

Presentations

Five organisations presented information regarding Diabetes, which included how to get involved in research, the NHS Healthier You Programme, key Diabetes messages, prevention measures, plus the importance of exercise, as follows:

Donna Coe, Community Engagement Manager, Patient & Public Involvement, CRN East of England Core Team, NIHR Clinical Research Network

Donna's presentation included how you can be part of health and care research with an explanation of how research can help to better treat conditions, prevent people from getting certain conditions, or help to develop a vaccine.

Donna listed some of the areas of research currently being undertaken, e.g., Cancer, Dementia and Diabetes. Donna explained how people can get involved in research, why you should get involved, how to get involved, or take part in a study about Diabetes.

Donna also talked about how children aged 3 to 13 years could take part in the ELSA study which is a study screening children for Type 1 Diabetes, which can be undertaken at home.

Contact Donna for more information: crneastofengland.ppie@nihr.ac.uk



David Fisher, Engagement Lead, Bedfordshire, Luton & Milton Keynes, Xyla Health and Wellbeing

David talked about the NHS Diabetes Prevention Programme, which included a description of patients with Pre-Diabetes, posing the question '**How many of you know what being pre-diabetic is?**' (Only 50% of those present indicated they knew what being pre-diabetic meant). David also gave a description of Gestational Diabetes and why it was important to be aware of the meaning of '*Pre-Diabetic*' and '*Gestational Diabetes*'.

David explained what the NHS Diabetes Prevention Programme is, the different phases of the programme including options to take part and the eligibility and exclusion criteria. David also explained the next steps and how to find out if you are at risk, plus how to register. More information can be found here: <https://preventing-diabetes.co.uk/know-your-risk>

Contact David for more information here: david.fisher@xylaservices.com



Shaleen Sandhu, Engaging Communities Officer, Midlands and East, Diabetes UK

Shaleen presented information on what diabetes is and why you need to know about it, how Diabetes UK can help and the actions you can take to help manage your condition. This was followed by a quick quiz with the audience on whether they could name any types of Diabetes, whether some types are milder than others and if thirst is a symptom of Diabetes.

Shaleen explained what the two most common types of Diabetes are, including the causes, risk factors and common symptoms. Shaleen also spoke of living with Diabetes, including eating well, moving more and potential complications.

Shaleen added how Diabetes UK can help with support and explained more about current research into the condition. For example, how pioneering research in 1986, funded by Diabetes UK, led to the roll out of a national eye screening programme, and in 2010 a Diabetes UK study revealed that retinopathy is no longer the leading cause of sight loss among working age people. In addition, the results of a Diabetes UK research grant has shown that it's possible for some people to put their type 2 Diabetes into remission using a weight management programme, and the NHS is now piloting remission programmes across the country based on this research, giving more people living with type 2 Diabetes hope for a future free of the condition.

For more information, contact the Diabetes UK Helpline on [0345 123 2399](tel:03451232399) or email Helpline@diabetes.org.uk.

Contact Shaleen for more information here: shaleen.sandhu@diabetes.org.uk

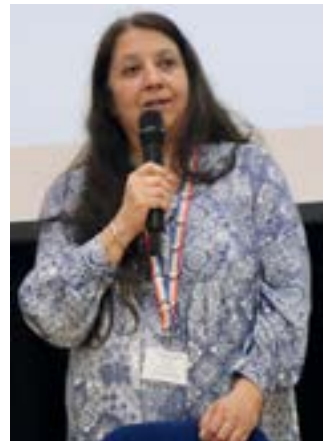
Celia Shohet, Assistant Director, Public Health, Central Bedfordshire Council

Celia presented information on preventing Diabetes if you can, and living well with Diabetes if you already have it. Prevention included factors you can change and factors you cannot.

Celia discussed eating well and the affordability of a healthier diet. Support to lose weight, if needed, such as accessing the services of 'Morelife' – an organisation dedicated to improving long term health. Other types of support are available locally such as The Stop Smoking Service and 'Path to Recovery' (P2R) which is a one stop service that provides drug and alcohol advice, treatment and support for the individual and family members.

Celia added information about the different intensities and benefits of physical activity, including top tips for getting more active, showcasing Central Bedfordshire Council's information about the 'Active Lifestyles' service, how to refer into the service plus next steps for a healthier you. For more information email active.lifestyles@centralbedfordshire.gov.uk.

Contact Celia for more information here: celia.shohet@centralbedfordshirecouncil.gov.uk



Clare Fitzboydon, Relationships Manager, Be Active

Clare gave some additional information about the importance of exercise if you have Diabetes, or if you are pre-diabetic, as follows:

- ◆ Exercise does not need to be high intensity exercise, it can be housework, gardening, walking to work or the local shops, to increase your heart rate. It doesn't need to be joining a gym.
- ◆ Chat test – can you still talk whilst doing it? If not, you're pushing yourself too much – build up to it gradually. Find something that works for you and that you enjoy.
- ◆ Do exercise with someone else, don't do it in isolation, as it becomes a more positive experience.
- ◆ If money is an issue, please discuss with BeActive for advice.
- ◆ Can get referrals from your GP to BeActive.



Contact Clare at Be Active for more information here: clare@beactivebeds.co.uk



Q&A Panel

Questions from the audience

During the Question & Answer session, hosted by Diana Blackmun (DB), CEO of HWCB, several questions were posed by the audience to panel members, examples given as follows:

Audience member: 'Tests during COVID-19 using the pulse oximetry, why didn't it work?'

Donna Coe, NIHR: 'The pulse oximeters can identify 'silent hypoxia', where oxygen levels are dangerously low but a patient does not feel out of breath. For those with darker skin, the test did not register accurately. This may have meant that the test sample may not have had a representation from people from these ethnic backgrounds or a sufficient quantity were tested upon, to identify this issue.'

Audience member: 'Can you apply to register to participate in research on the NHS App?'

Donna Coe, NIHR: 'Yes, there is a button 'Be a part of research' or similar and you can register there.'

Audience member: 'I have been recently diagnosed but wasn't advised to do the finger testing to record it. Is that an issue?'

David Fisher, Xyla Health & Wellbeing: 'it's an unnecessary expense purchasing the strips, so doesn't see it as important unless you have been medically advised to do so.'

Audience member: 'If you are referred to the course, how do you know you are in the correct range from the HbA1c blood test?'

David Fisher, Xyla Health & Wellbeing: 'Need to be above 47 and 48+ means you should refer to the GP and they will advise treatment and advice.'

Audience member: 'Having management of your emotions? Does that help?'

David Fisher, Xyla Health & Wellbeing: 'Yes, if you can manage your anxiety about your diabetes, through mindfulness and other similar things, that is helpful.'

Shaleen Sandhu, Diabetes UK: 'There is some stigmatism associated with the condition and we are doing research into this. Please contact Diabetes UK to share your experiences, so that we can eradicate false myths and the stigmatism associated with the condition.'

Celia Shohet, Central Bedfordshire Council: 'Morelife have started a group for people with learning disabilities for weight loss'. 'Smoking and heavy drinking increases risk of complications'. 'P2R (Path to Recovery) can help with reducing drinking alcohol and CBC Public Health with smoking, both to improve the lives of those with diabetes.'

Audience member: 'If I am borderline pre-diabetic, what changes can I make for advice?'

David Fisher, Xyla Health & Wellbeing: 'Find out what works for you. Put yourself on the diabetic pre diabetic programme – being more active; make changes to your diet. Talk out what works or doesn't with the programme group.'



Shaleen Sandhu, Diabetes UK: *'There is a section on remission including in different languages on the website. Make small changes. There is no point making great changes if you can't incorporate it into your life. If you have a 'bad' day and eaten or drunk lots of the wrong things, don't beat yourself up, start again from then on or the following day.'*

Audience member: *'For someone who eats responsibly, how many times can you advise a person in a day to eat to prevent diabetes?'*

David Fisher, Xyla Health & Wellbeing: *'Use the eat well guide and the plate proportion diagram for guidance.'*

Audience member: *Lady, aged 32 living with T1 and has ADHD – said that her eating healthily slips when she sees others eating lots of food that she shouldn't: 'What can I do? What support can I get to help me? Is there a peer support group? I'm under the dieticians at Bedford hospital.'*

Clare Fitzboydon, BeActive: *'Your Care Team are there to support you – use the local support groups too.'*

Shaleen Sandhu Diabetes UK: *'Diabetes UK and the Bedfordshire local support groups here, will be able to help to connect you with local peer groups.'*

Audience member: *A gentleman advised that his daughter who has severe learning difficulties, can't explain how she is feeling or her condition, but now they all have a better control of her condition due to the relatively recently available 'FreeStyle Libre', providing a sensor-based glucose monitoring system.*

Clare Fitzboydon, BeActive: *'The FreeStyle Libre monitor is a super piece of testing equipment and Donna Coe, NIHR, added that it came about from research that was conducted, emphasising the importance that people get involved in research.'*

Audience member: A lady with epilepsy and believes she is diabetic but still awaiting confirmation, asked, 'Can I get advice or equipment to help me monitor my condition?'

Clare Fitzboydon, BeActive: 'I'll yes libre or similar. The GP can go through funding to see if there is something to support you with your additional epilepsy condition too.'

Audience member: Lady, health care worker with diabetes recently diagnosed, says she is still working things out with her condition. She works within the local communities too. 'Will any of the organisations present come and visit our local community groups to talk about diabetes?'

Shaleen Sandhu Diabetes UK: 'There are a network of volunteers who go out and talk within the community about diabetes.'

David Fisher, Xyla Health & Wellbeing said the same, and to contact them.

Donna Coe, NIHR: 'The ELSA study is looking for links into Bedfordshire, with children aged 3-13, to get the families involved in their study, so please talk to them.'



Audience member: *'There has been a lot of discussion about people going online, looking at websites for information but there are many older people who are not IT savvy or who are digitally excluded. Will the organisations present post information to these people if they were to call your companies?'*

Shaleen Sandhu Diabetes UK: *'We will download and post information including in other languages, for those who are digitally excluded. Also, many are able to use WhatsApp and we can provide information this way too; we will tailor their request to their needs.'*

David Fisher, Xyla Health & Wellbeing. *'Call for information and they will also do this. They are looking to do a remote service too.'*

DB added: *'anyone can speak to HWCB for information and signposting, all contact details, including the telephone number, are on the leaflets handed out or on the agenda for today.'*

Clare Fitzboydon, BeActive: *'All the services have a phone number, CB libraries, weight management programme etc. Do just call them and explain and they will post details out.'*

Audience member: *'it's increasingly more difficult to obtain Diabetes medication from the Pharmacy due to short supplies. I can only get a 1-month supply at a time now. What should I do?'*

DB explained: *'Some medications are in short supply for various reasons however, we are happy to make enquiries on your behalf to find out more about Diabetes medication and will advise.'* (DB followed up by emailing Anne-Marie King, Chief Officer Northamptonshire and Milton Keynes Local Pharmaceutical Committee on 15/08 who has since replied to confirm there are currently no shortages of Diabetes medication in our area. DB has responded to the audience member and advised they should contact their local Pharmacist and GP for clarification with regard to Diabetes Medication and length of supply).

DB thanked the audience for their questions and reiterated that if they had any additional enquiries they could contact HWCB direct. DB also reminded audience members that Healthwatch in Bedford Borough and Milton Keynes were holding similar events in their areas and details could be found on their website, or they could call HWCB for further information.

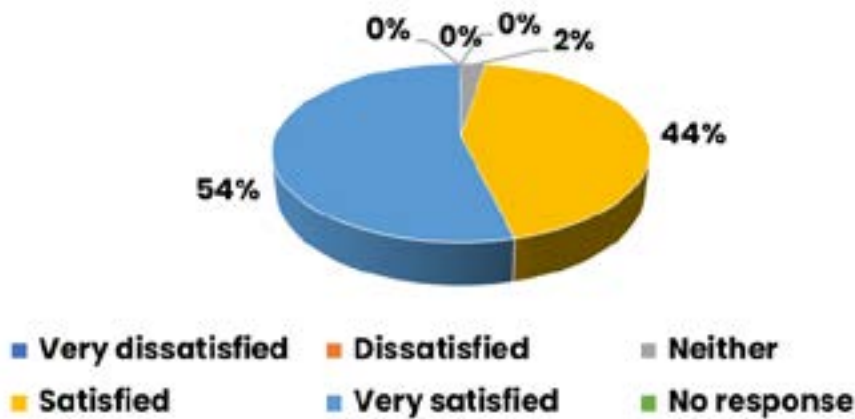
Feedback

Attendee Feedback

Of the 39 evaluation forms that were completed by visitors:

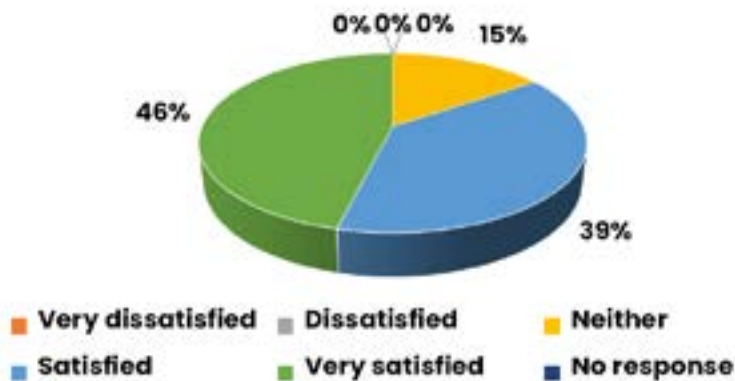
- ◆ 98% were either 'satisfied' or 'very satisfied' with the overall event, with many adding they thought the event was '*excellent*' and '*very informative*' with a '*good mix of speakers and stalls*'.

Please rate your overall satisfaction of the event today

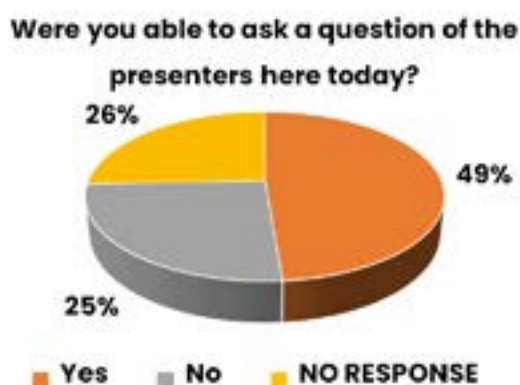


- ◆ 85% of people were either 'satisfied' or very satisfied' with the presentations delivered at the event. Comments included, '*Good, some could have been up for a couple of minutes more*', '*slides were easy to read*', '*excellent*' and '*satisfying*'. One person said they had listened to the speakers more rather than watching the slides.

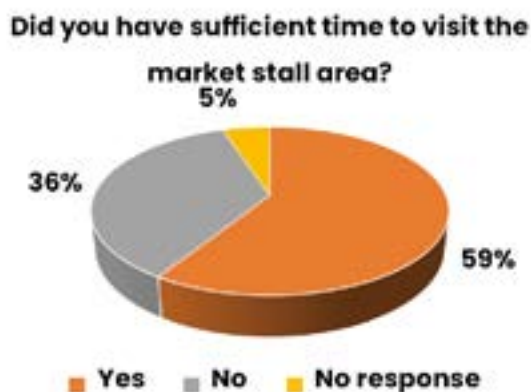
How satisfied were you with the Presentations



- ◆ The majority of people found all the speakers and presentations helpful with the most popular being David Fisher from Xyla Healthcare and Shaleen Sandhu from Diabetes UK. Comments included *'engaged with the audience and explained a lot'* and *'all useful for different reasons, reignited my thinking of changes I need to make'*. The presentation people found least helpful appeared to be Clare Fitzboydon of Be Active but only because they felt she spoke too quickly and they could have absorbed the information better if she had given the audience more time to reflect on the information provided.
- ◆ 49% of people said they were able to ask questions of the presenters, 25% said 'no' they were not able to ask a question, and 26% did not respond to this question.

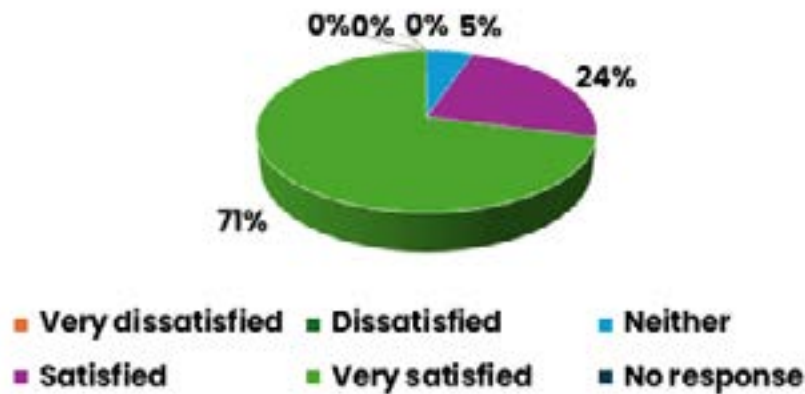


- ◆ 82% of those who asked a question, following the individual presentations, were either 'very satisfied' or 'satisfied' with the answer given and some people added they *'did not have a question as the answers to the others were very helpful'*. One person said, *'The session was very informative, and questions were answered in an easy to understand manner'*.
- ◆ 59% indicated they had sufficient time to visit all of the exhibitors, although 36% said they did not have sufficient time, and 5% did not answer this question.



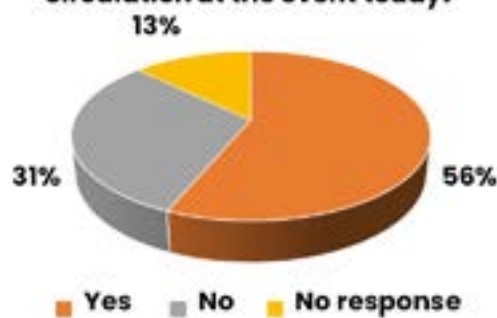
- ◆ 95% of people were 'satisfied' or 'very satisfied' with the information and materials provided by exhibitors. Positive comments included, **'well stocked and informative'**, **'very good, put my mind at ease'**, **'great to be able to ask questions as well'** and **'satisfying'**. However, a couple of negative comments were received about a stand, as follows: **'Active Lifestyles did not engage when I visited their stand – they were busy talking. All stands generally OK. Active Lifestyles needs to be more engaging'**, and another person said, **'I did not have the opportunity to speak to someone on the Active Lifestyles stand as they left as soon as the Q&A session had finished'**.

How satisfied were you with the information and materials provided by stall holders?



- ◆ 56% of people who attended the event confirmed they had completed a survey at the event. 31% said they had not and 13% did not answer the question.

Did you complete any of the surveys in circulation at the event today?



- ◆ The vast majority of people were very pleased with the venue choice – **'easy access'**, **'a lot more people than I thought there would be'** and all were pleased with the refreshments provided – **'fresh, tasty and well presented'** and **'I bought my own but they looked great'**. One person said **'maybe more fruit than biscuits'** and this will be considered for any future events.

Overall, the event was very well received and enjoyed by all attendees and exhibitors. Positive comments from attendees included; **'fantastic event; learnt a lot'**, and **'very good, put my mind at ease'** and **'the event was very well organised and it gave me more awareness about Diabetes'**, and **'great to be able to ask questions as well'** and **'thank you for the opportunity to gain more knowledge and understanding of Diabetes face to face'** and one person suggested – **'should do more individual events with service user groups'** and another said **'all useful for differing reasons, reignited my thinking of changes I need to make'**.

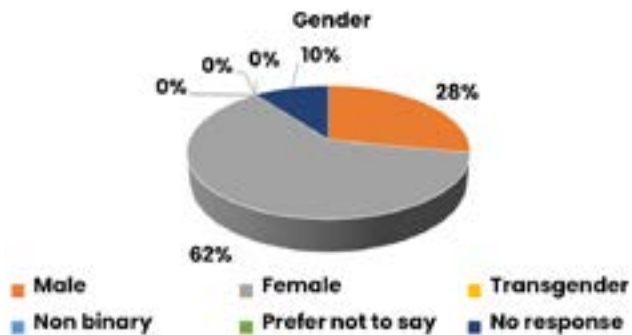
However, one negative comment received was – **'Presentations, especially Diabetes UK could have been more informative re ailments caused by Diabetes'**.



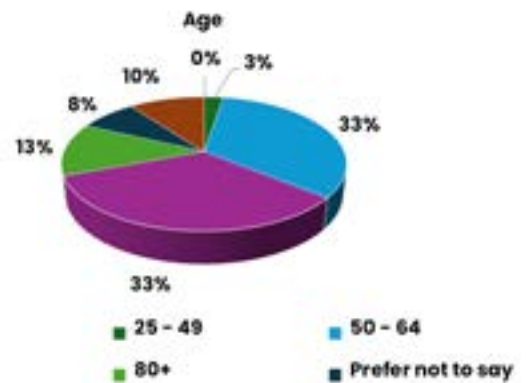
Demographics

Of those who attended the event and completed the feedback form, demographic information was captured as follows:

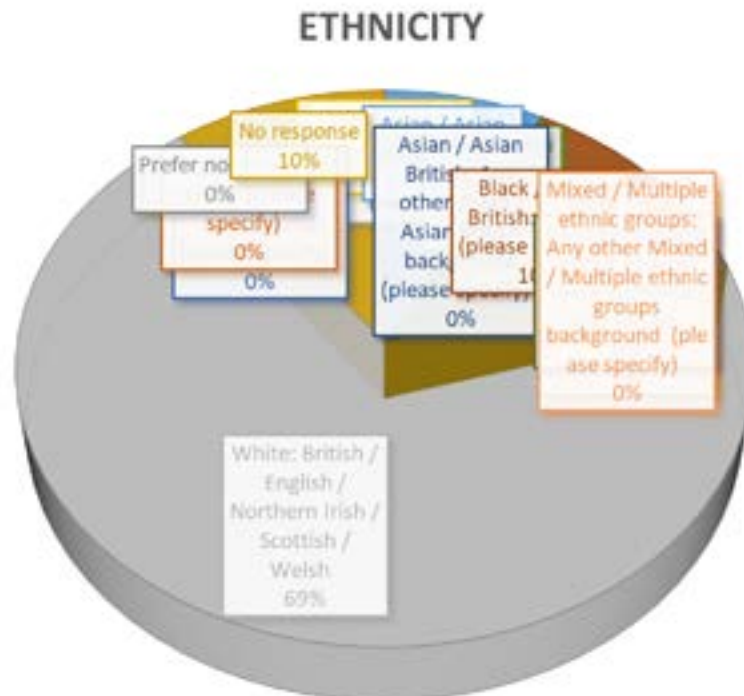
- ◆ **Gender:** The majority of people who attended the event were female (**62%**), just under a third (**28%**) were male and **10%** did not respond to the question.



- ◆ **Age:** Just over a third of attendees (**33%**) were between the ages of 50 – 64 and a further third (**33%**) were between the ages of 65 – 79. **13%** were aged 80+ and **3%** were aged between 25 – 49.



- ◆ **Ethnicity:** A few attendees indicated black or Asian although the majority of attendees were White British (**69%**) and **10%** did not give a response.



Exhibitor Feedback

Exhibitors were also asked for their feedback about the event. Of the nine evaluation forms completed by exhibitors:

- ◆ **98%** were 'Very Satisfied' with the overall event, with many adding they thought the event was 'very well organised' and were pleased with the amount of visitors to their stand.
- ◆ **Between 10–45**; average number of visitors to the stands.
- ◆ **68%** of exhibitors indicated successful outcomes at the event.

Direct feedback from stall holders included the following:

Cambridgeshire Community Services NHS Trust

- ◆ Engaged with 40 people.
- ◆ Provided information about what the ELSA Study is, how to sign up, who is eligible and why the research is important.
- ◆ Provided information for Type 1 diabetes for children aged 3 – 13 years and what is available in clinics in the local area.

Successful outcomes included:

- ◆ Raised awareness of local research studies and how to get involved.

NIHR Clinical Research Network East of England

- ◆ Engaged with 29 people.
- ◆ Encouraged people to be a part of the Research Registry and to join the Dementia research.
- ◆ Discussed being a Research Champion and what it involves.
- ◆ Talked about Rebo's Research Adventure (Funded and developed by the National Institute for Health and Care Research (NIHR) Clinical Research Network (CRN), and launched the world's first video game to tell the story of how scientists have found treatments for health conditions like diabetes through research).

Xyla

- ◆ Engaged with 25 people.
- ◆ Referrals to the NHS App.
- ◆ Self-enrolment GDM (Gestational diabetes mellitus (GDM) is a condition that causes high blood sugar (glucose) during pregnancy).
- ◆ Details of NHS Type 2 diabetes – path to the remission programme.

MIND BLMK (unmanned stall)

- ◆ People took informational leaflets about services available to support them with any mental health issues they may experience due to their diagnosis.

Bedfordshire & Luton Diabetic Eye Screening

- ◆ Engaged with 25-30 people.
- ◆ Provided information on appointment times and locations, contact numbers for ease.
- ◆ General advice on managing diabetes.

Successful outcomes included:

- ◆ Positively raised awareness about our service.
- ◆ Received good feedback from some of our patients attending today, of our clinic locations.

Bedfordshire Support Network for Type 1 diabetes

- ◆ Engaged with 6 people.
- ◆ Provided information about the group itself and how it works and can help with their condition.
- ◆ Provided tips on diet, exercise, podcasts and CGMs. (CGMs continually monitor your blood glucose (blood sugar), giving you real-time updates through a device that is attached to your body. They have become popular and more accurate over the years and are now considered a viable treatment option for people with diabetes).
- ◆ Referred to other services for information.

Successful outcomes included:

- ◆ Very useful to network and meet others, as well as promote the group.
- ◆ Gained a much better understanding of all the support organisations and what they do.

Comments provided by stall holders post event included:

'Thank you for inviting us to attend the event today'

'I enjoyed it, learnt a lot and made some contacts that I believe Cathy and I can help'

'We will keep you posted on what we are doing as we progress things and look forward to working with you'

Conclusion

HWCB were very pleased to be able to facilitate and host the Diabetes Awareness event for residents of Central Bedfordshire. It was clear that the majority of attendees found the event very helpful and informative, but more importantly, that they were given the opportunity to talk directly to healthcare professionals.

Being able to listen to presenters and ask questions was a highlight for many with the added bonus of learning more about how to prevent the condition, or by visiting the market place area to get involved in research, to help treat certain conditions.

It was also useful for healthcare colleagues to be able to speak directly with the public and to learn about some of the issues and concerns they have relating to Diabetes, or to talk directly about the preventative measures people can take to avoid becoming pre-diabetic, or to encourage them to become involved in research.

One person who attended the event thought we **'should do more individual events with service user groups'** which may help to support people living with Diabetes or who are pre-diabetic, and their family members. Consideration should therefore be given to a series of group events which could be organised to discuss prevention and managing their condition, which may alleviate pressure on the NHS, and help to better educate people who have concerns about Diabetes.

Finally, HWCB would like the opportunity to continue raising awareness of the importance of Diabetes research, and to support people to learn more about the care and support services available to them, in partnership with colleagues from Health Innovation East and the National Institute for Health Research.



Thank You

We would like to extend a huge thank you to our partner organisations, Health Innovation East (HIE) and the National Institute for Health Research (NIHR), for their support and guidance in planning this event.

We would also like to thank all the presenters and stall holders who agreed to join us at the event to share their knowledge, information and guidance about Diabetes, where to access support, preventative measures and how to get involved in research.

Many thanks also to HWCB staff and volunteers who were part of the planning process and who provided invaluable support on the day.









Are you passionate about Health and Social Care?

Volunteers are at the heart of everything we do, from talking to people about their experiences of local health and social care services and helping at our community outreach events.

Volunteering is flexible, so you can talk to us about how much time you want to give.

it starts with
YOU

T. 0300 303 8554

www.healthwatch-centralbedfordshire.org.uk

E: info@healthwatch-centralbedfordshire.org.uk

healthwatch
Central Bedfordshire

About Healthwatch Central Bedfordshire

Healthwatch Central Bedfordshire is the local consumer champion promoting choice and influencing the provision of high quality health, social care and wellbeing services for all across Central Bedfordshire.

Healthwatch Central Bedfordshire (HWCB) has significant statutory powers to ensure that the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. HWCB engages and consults with all sections of the local population so that a wide cross-section of views are heard, understood and acted upon. Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience.

Healthwatch Central Bedfordshire is one of three local Healthwatch in the County of Bedfordshire and belong to a network of local Healthwatch. Healthwatch England leads, supports and guides the Healthwatch network which is made up of the national body and local Healthwatch across each of the 152 local authority areas in England.

Healthwatch is the only body looking solely at people's experience across all health and social care. As a statutory watchdog our role is to ensure that local health and social care services, and the local decision-makers put the experiences of people at the heart of their care.

healthwatch
Central Bedfordshire

healthwatch

Central Bedfordshire

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Healthwatch Central Bedfordshire