

○ Tower Hamlets PCT

2009 'Year of Care' survey
among patients with
diabetes

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PICKER INSTITUTE EUROPE

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Picker Institute Europe

Picker Institute Europe is a not-for-profit organisation that makes patients' views count in healthcare. We:

- build and use evidence to champion the best possible patient-centred care
- work with patients, professionals and policy makers to strive continuously for the highest standards of patient experience.

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CONTENTS

Executive Summary	1
Introduction	5
Survey Methodology	5
Response Rates	7
Respondent Characteristics	8
Survey responses	10
Most recent diabetes check-up – where they had it	10
Who they saw at last check-up	10
Year of Care Diabetes Information Pack	11
Explanation of the Diabetes Information Pack	11
Time spent time reading contents of Pack	12
Usefulness of the Diabetes Information Pack	13
Goal setting and care plans for managing diabetes	13
Discussing how best to manage diabetes	13
Did the clinician listen carefully?	14
Discussing goals for managing diabetes	15
Care plans for managing diabetes	16
Does the patient have a copy of their care plan?	16
Value of care plans	17
Healthcare Professionals	18
Trust and confidence	18
Treated with respect and dignity	18
Involved in decisions about their care and treatment	18
Was health professional well informed about treating diabetes?	19
Length of consultation	20
Health tests for diabetes	21
Feet examination	22
Seeing a dietician	22
Weighed by doctor or nurse	22
Controlling diabetes with medication /diet /exercise	23
Education about diabetes management	29
Interest in attending education or training about diabetes management	29
Standard of Care	31

Executive Summary

Background

Survey respondents were patients who had visited a practice in Tower Hamlets for diabetes care. Practices were grouped into either a Year of Care practice (YoC) or non-Year of Care practice (non-YoC).

Just over one-quarter of respondents belonged to the YoC group of GP practices while the remaining 74% were non-YoC.

Analyses of respondents across key demographics such as age, sex and diabetes type show that the characteristics of the two samples (ie YoC and non-YoC) were similar, however, differences in ethnicity existed with the non-YoC group containing a higher proportion of White respondents than the YoC group (49% and 41% respectively), and the YoC group containing significantly more Asian respondents than the non-YoC group (49% and 35%).

(While patients from non-White ethnic backgrounds often report more negative experiences with their care, analysis of results for this survey on the basis of ethnicity does *not* show lower responses from the Asian or other non-YoC-White ethnic respondents.)

Place of appointment

Most (80%) of respondents had had their appointment in a GP surgery while 15% attended a hospital clinic. Comparing these findings to the 2006 survey results (which show 23% were treated in a hospital clinic) suggests success in moving patient treatment to local health centres and practices rather than in hospital clinics.

Half of all respondents (50%) had their most recent appointment with a practice nurse, 30% with a GP, 11% with a consultant and 7% with a nurse at the hospital clinic.

YoC Information Packs

Just under half of all respondents (45%) in the YoC group had received a *Year of Care Diabetes Information Pack* while 25% of non-YoC respondents also recorded receiving the Pack. (This is unusually high for non-YoC patients as practices only had access to the Packs in the last couple of months. It is highly likely that respondents in the non-YoC group have mistaken other information booklets as the *Year of care Diabetes Information Pack*.)

Overall, **four out of five patients said the Pack was clearly explained to them by the doctor or nurse**, although 18% in the YoC group would have liked *more* explanation (10% said it wasn't explained enough and 8% said it wasn't explained *at all*). A slightly smaller proportion of respondents in the non-YoC group said they needed more explanation (5% said it wasn't explained enough and 5% said it wasn't explained at all).

YoC respondents were more likely than non-YoC respondents to read the information Pack at home with close to 9 in 10 people (88%) taking time out to read it, including over 40% spending *at least half an hour* with it. Of non-YoC patients, 79% had spent time at home reading the Pack.

Overall, this is a very positive finding indicating a good level of engagement among patients and a desire to increase their knowledge of the condition and, subsequently, their ability to better self-manage their diabetes. This positive shift in mindset is further backed up in the survey by the high proportion of patients indicating their interest in education and training in the area of self-management (56% compared to 28% in the 2006 survey) and indeed by the increased proportion who have participated in such training or education courses (38% compared to 16% three years ago).

Of those who received the Information Pack, 94% said it was useful – results were the same for the YoC and the non-YoC group.

Patient Engagement

Involving patients in the planning of their care and treatment is crucial in terms of engaging and motivating the patient. Processes to aid this include listening to the patient, discussing ideas and goals, and the development of a care plan in consultation with the patient.

Listening skills of the clinicians were good with three-quarters of respondents (73%) saying the clinician *definitely* listened carefully to them (20% thought they didn't listen enough and 7% thought not at all). Results were similar across both groups of patients.

Discussion about goals and ideas for self-management was 'complete' for over half of patients (56% for planning of goals and 57% for discussion of ideas) with no significant differences emerging between the YoC or non-YoC groups.

A statistically significant difference *did* occur, however, in relation to Care Plans which provide a key plank in the engagement of patients towards better self-management. Having a care plan was significantly more common among YoC patients, 52% compared to 44% of non-YoC patients. Among those with a Care Plan, having a copy of the Care Plan was also statistically significantly different across the two groups with more YoC respondents, 62%, receiving a written care plan compared to 38% of non-YoC respondents.

Among those who had a care plan, the clear majority (85%) felt these plans were a useful tool in helping them to better self-manage their diabetes. This increased to 88% among the YoC group.

Overall, among those who expressed an opinion, 82% felt they had '*about the right amount*' of involvement in decisions about their care and treatment. Results were consistently high across the two groups. A similar question in the 2006 survey showed that only 58% were happy with their level of involvement in decisions about their care – hence an increase of close to 50% over the past 3 years.

The health professional

The patient experience of the health professional was **very positive with 70% reporting that they *always* had trust and confidence in the clinician treating them and 84% reporting they were *always* treated with respect and dignity.**

Nine in ten, **92%**, felt they were treated by a clinician who was well informed about the best way to treat diabetes and **83%** felt the length of consultation was *about right*. Again, results were consistently high across both groups of patients.

Tests

When asked about the tests they had undertaken in the last year (including HbA1c, urine test, blood pressure, cholesterol, feet examination and eye test), **more than three-quarters of patients had had each test** (with the exception of the urine test), and **at least two-thirds said they understood what the results had meant for them**. These findings reflect a relatively good level of knowledge and understanding of the test results among patients from both groups.

Compared to the 2006 study, the proportion of respondents having HbA1c, cholesterol and eye testing has increased, while remaining constant for the urine test and blood pressure.

Information on diet and exercise

Similar proportions of Year of Care and Non-Year of Care respondents were trying to control their diabetes through diet (85% and 86% respectively), however, only half of all respondents (48%) said they ate the right foods on *all or most* days.

Respondents from a White ethnic background were more likely than others to feel that they '**knew enough**' about the right foods to eat for controlling their diabetes (72%), while around **one-third** of Asian and Black respondents said they '**would like to know more**'.

More than half of the respondents (58%) were currently trying to control their diabetes with exercise – **two-thirds** felt they had adequate information on exercise while **one-third** wanted more. Results were similar across the YoC and non-YoC groups.

Rating of standard of care

The clear majority (86%) of respondents rated the standard of medical care that they received for their diabetes as '**good**' or better, with **one-quarter** of these giving the highest rating of excellent. Results were consistently high across both groups of patients.

Overall

Results reflect a good standard of care and level of patient engagement across both groups with real improvements in key areas (including care planning, education and training courses, conduct of tests and patient involvement) made in the 3 years since the national diabetes survey was conducted.

It is interesting that so little difference existed between the YoC practices and the non-YoC, however significant differences did exist on the key initiative around Care Plans:

- developing a Care Plan with the clinician
- getting a copy of the Care Plan it
- the perception of how useful the care plan is.

Time spent reading the contents of the information pack was also higher among the YoC patients suggesting that their doctor/nurse had been more successful in motivating and engaging their patients to get involved in their care and self-management.

This survey also reflects gains in the area of patient education and training with more than half indicating an interest in attending a course, 56%, compared to just over one-quarter, 28%, in the 2006 national diabetes survey. The growing interest *and* provision of patient training is further shown by the doubling of patient participation in training and education courses in the last three years, 38% had done a course in the 2009 results compared to 16% in the 2006 survey.

The success of the Information Pack is clear with 80% of those who received the Pack saying the contents were clearly explained to them by the clinician and 94% indicating that the Information Pack was useful. Attention, however, needs to be focussed on ensuring *all* GPs are handing out the Packs and advising patients about the Packs (as only 45% of YoC respondents said they received one).

Introduction

Tower Hamlets Primary Care Trust commissioned the Picker Institute Europe to conduct a postal survey to investigate the experiences of people with diabetes who are registered within the catchment area, comprising of 34 GP practices.

One of the main aims of the survey is to evaluate patient experience across the eight practices involved in the Year of Care project, and to compare findings to the experiences of patients visiting the remaining 28 non-Year of Care practices. Where possible, results will also be compared to the 2006 National Survey among people with Diabetes.

The practices comprising each group (ie the Year of Care and the Non-Year of care group) can be seen in the table on page 6 under *Response Rates*.

Survey Methodology

A self-completion mailout questionnaire, with two reminders, was the methodology used for this survey.

Surveys packs were collated by Picker Institute Europe and couriered to each practice participating in the survey. Individual practices took responsibility for labelling the packs and sending them to the patients' home address.

Two weeks after the first mailing a one-page reminder letter was sent to all non-responders. Another 3-5 weeks after the reminder letter, another full survey pack was sent to non-responders.

Each survey pack consisted of a covering letter from the PCT, an 8-page questionnaire booklet and a reply-paid envelope.

Patients who had questions or needed help completing the questionnaire could call the survey helpline which was operated by the Picker Institute Europe for the duration of the survey.

All completed questionnaires were returned to the Picker Institute Europe for data entry and analyses.

While the methodology of internal mailings (ie having the practices responsible for the send the survey packs) was heavily reliant on each practice and their ability to resource and organise staff for labelling and posting, it was selected because it did *not* require the PCT to hand-over patients' personal information to a third party. Hence, no patient data was provided to the Picker Institute Europe at any stage. However, the draw-back of this approach meant that practices did not all conduct mailings at the same time and some practices, due to late mailings, did not complete the full 3 mailings (ie the initial mailing followed by 2 reminders). The varied successes of each practices in conducting the mailings is reflected in the response rates. It must also be noted, however, that Swine Flu affected the capacity of some practices to source the mailings in the early part of the survey, and that postal strikes in the latter stages of the survey also had a negative impact upon response rates.

The questionnaire

The questionnaire was developed by the Picker Institute Europe in collaboration with staff from Tower Hamlets PCT. The questionnaire used in the 2006 National Diabetes survey helped inform the content, and new questions specific to the Year of Care programme were developed.

The questionnaire contained 59 questions and formed an 8-page booklet.

A copy of the questionnaire is attached in the appendix of this report.

Response Rates

The overall response rate was 26% - ranging from 12% for Island Medical Practice to 36% for the Docklands Medical Centre. The varied response rates, to some extent, reflect the various levels of administrative coordination, resourcing and commitment to the survey among the different Practices. It must also be noted that Swine Flu demands on Practice staff (at the start of the survey) and the postal strikes (occurring in the middle of the survey) would have also impacted negatively upon survey response rates.

	SAMPLE	Completed	Returned empty	Response rate
Wapping Health Centre*	145	51	13	35
Stepney Medical Practice*	315	60	16	19
The Jubilee Street Practice*	295	90	13	31
St Katherines Docks Practice*	35	9	2	26
East One Health*	200	55	5	28
Brayford Square Surgery*	120	12	3	10
Shah Jalal Medical Centre*	275	59	6	21
Tower Medical Centre*	115	44	7	38
Harley Grove Medical Centre	130	46	5	35
Gill Street Health Centre	215	36	7	17
Chrisp Street Health Centre	270	67	15	25
St Stephens Health Centre	230	74	13	32
The Mission Practice	205	75	13	37
Island Health	200	62	4	31
Stroudley Walk Health Centre	75	26	4	35
Docklands Medical Centre	80	29	7	36
Island Medical Centre	50	6	4	12
Spitalfields Practice	356	91	8	26
Ruston Street Clinic	60	17	4	28
Devons Road Surgery	65	23	0	35
Merchant Street Surgery	100	31	5	31
Globe Town Surgery	150	38	3	25
3 Ivanhoe House	80	23	4	29
The Blithehale Medical Centre	175	38	7	22
All Saints Medical Practice	135	38	3	28
Pollard Row Surgery PMS	55	15	0	27
Bromley by Bow	175	37	8	21
XX Place Surgery	180	33	3	18
Strouts Place Medical Centre	120	14	2	12
Aberfeldy Practice	120	32	7	27
St Pauls Way Medical Centre	275	47	5	17
Gough Walk Surgery	105	27	2	26
Health E1	25	7	2	28
The Barkantine Practice	120	28	8	23
The Tredegar Practice	85	30	3	35
Albion Health Centre	250	72	8	29
Bethnal Green Health Centre	200	48	9	24
TOTAL	5785	1491	228	26%

* Year of Care practice

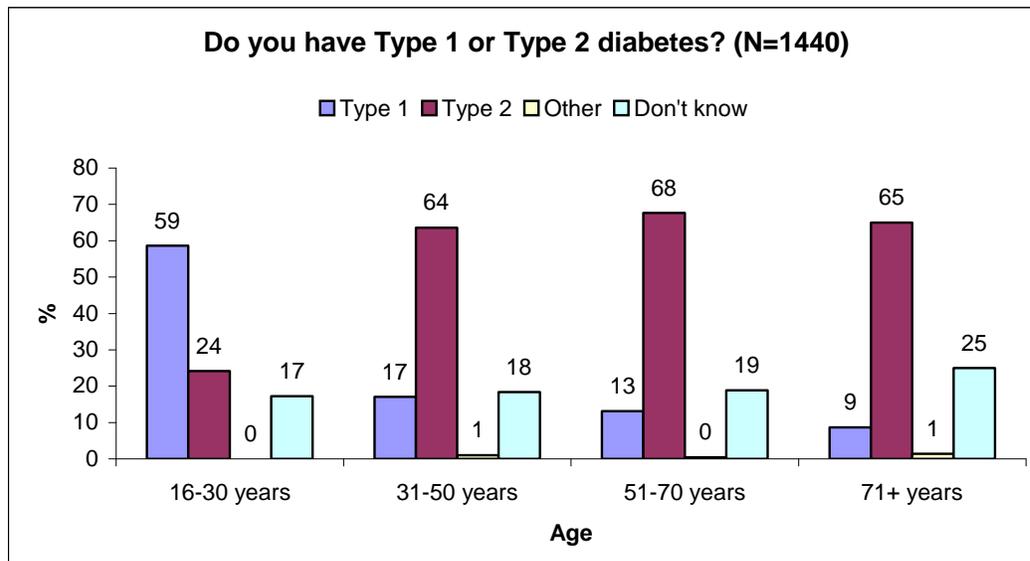
Respondent Characteristics

The sex, age, ethnicity, type of diabetes, and Year of Care group of all survey respondents (N=1,492) are shown in the following table. There were slightly more male (53%) than female (43%) respondents, and almost half were aged between 51 and 70 years (49%). A very small proportion - 2% (N=30) - were aged between 16 and 30.

<i>Respondent characteristics</i>	<i>N</i>	<i>%</i>
Total number of respondents	1492	100
Sex		
Male	791	53
Female	642	43
Not known	59	4
Age		
16-30	30	2
31-50	311	21
51-70	737	49
71+	373	25
Not known	41	3
Ethnicity		
White	698	46
Mixed	20	1
Asian / Asian British	570	38
Black / Black British	147	10
Chinese / Other	24	2
Not known	33	2
Type of diabetes (N=1440)		
Type 1	201	13
Type 2	935	63
Other (e.g., gestational)	13	1
Not known	343	23
Year of Care group		
Year of Care	381	26
Non-Year of Care	1110	74
Not known	1	-

Almost two-thirds (65%) of respondents had Type 2 diabetes (compared to 53% in 2006), and 14% had Type 1 diabetes (11% in 2006). One in five respondents (20%) did not know what type of diabetes they were suffering from. (This is 10% better than in 2006 when 30% of respondents did not know what type of diabetes they had.)

As might be expected due the nature of the illness, respondents in the youngest age group – those aged between 16 and 30 – were most likely to have Type 1 diabetes, and older respondents more often had Type 2 diabetes, as shown in the chart below.



‘Year of Care’ and Non-Year of Care respondents

Just over one in four respondents belonged to the Year of Care group of GP practices.

- 26% were under the care of a GP practice belonging to the Year of Care group
- 74% were Non-Year of Care patients
- Year of Care status was not known for 1 respondent

The Year of Care and Non-Year of Care groups were broadly similar in their proportion of male and female respondents, the percentage of respondents within the different age groups, and in the proportion of respondents with different types of diabetes. There was some difference in the ethnicity of the two groups:

- there were significantly more Asian respondents the Year of Care group - 49%, compared with 35% of Non-year of Care respondents
- more Non-Year of Care respondents were White - 49%, compared with 41% of Year of Care respondents

Survey responses

Most recent diabetes check-up – where they had it

Respondents were asked where they had attended their most recent diabetes check-up.

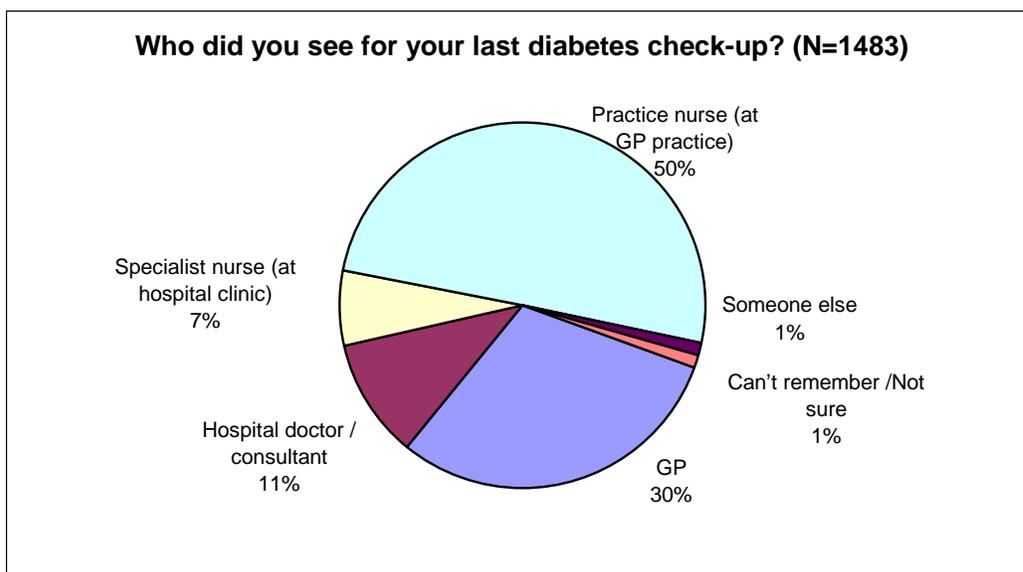
- Four-fifths (80%) had been to their GP's surgery (compared to 70% in 2006)
- 15% attended a hospital clinic (compared to 23% in 2006)
- 3% (N=47) had their most recent check-up at home
- 1% (N=12) went somewhere else
- 1% (N=8) had never had a diabetes check-up (2% in 2006)

Female respondents were significantly more likely to have attended their GP surgery (83%, compared with 78% of males), whereas male respondents were more likely to have been to a hospital clinic (17% compared with 13% of females).

Probably due to the *type* of diabetes, younger respondents were also significantly more likely than older respondents to have attended their most recent check-up at a *hospital clinic*: 53% (N=16) of those aged between 16 and 30, compared with 17% (N=52) of those aged 31-50, 13% aged 51-70, and 14% aged 71+.

Who they saw at last check-up

Half (50%) of all respondents were seen by the practice nurse at their GP's surgery.



Younger respondents were most likely to have been seen by a hospital doctor or consultant (37%, N=11, compared with 10% of those aged over 30), whereas older respondents were more often seen by the practice nurse (51% of those aged over 30, compared with 20%, N=6, aged 16-30).

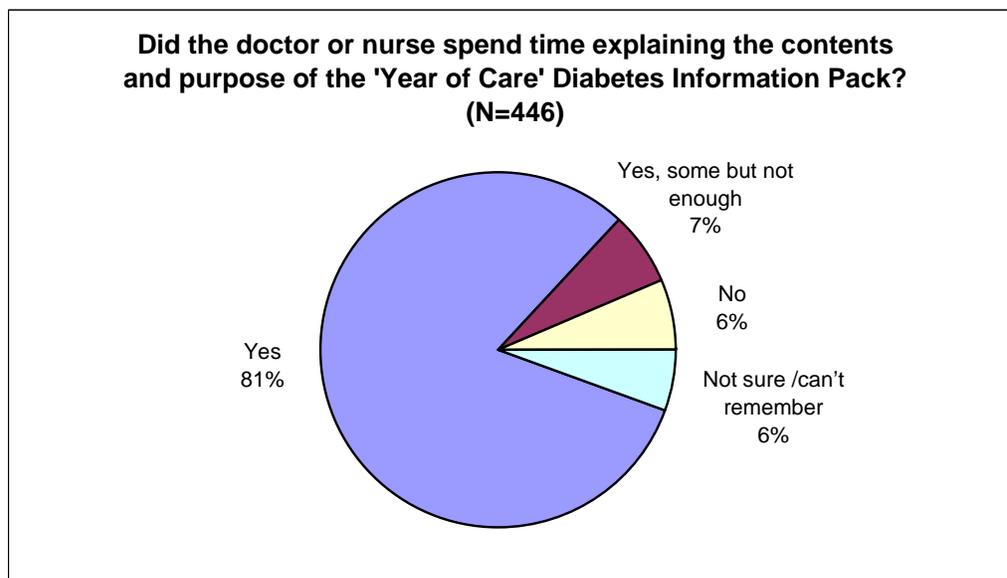
Year of Care Diabetes Information Pack

The Year of Care group were significantly more likely to have received an Information Pack at their most recent appointment:

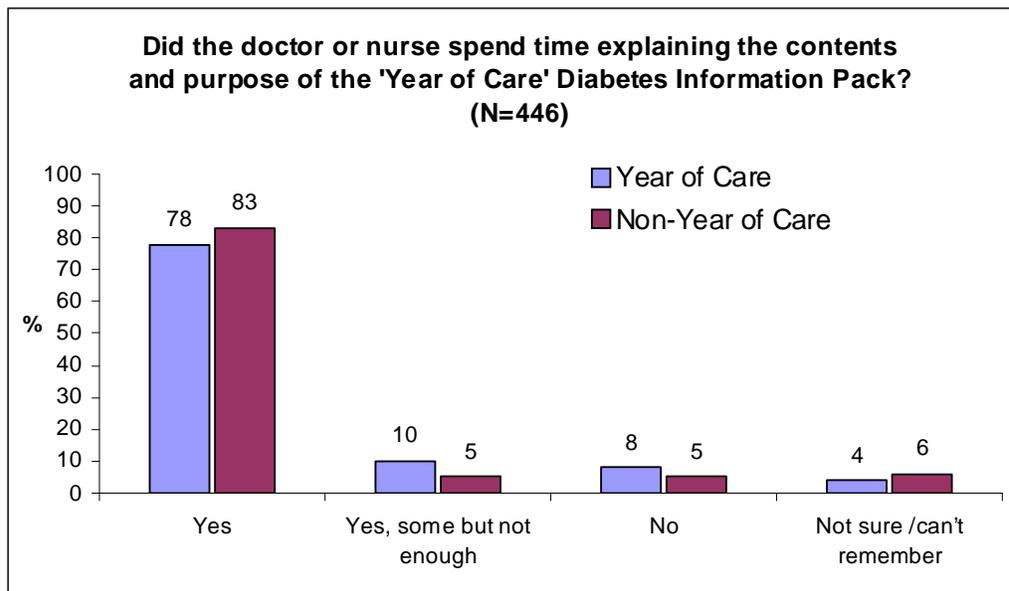
- 45% of the Year of Care group received a 'Year of Care' Diabetes Information Pack
- 25% of the Non-Year of Care group received a 'Year of Care' Diabetes Information Pack
- 11% in each group were not sure if they had received an Information Pack

Explanation of the Diabetes Information Pack

The vast majority of respondents – 81% – said that the doctor or nurse had spent some time explaining the contents and purpose of the Information Pack. A small number (7%, N=30) felt that they had had the Pack explained to *some extent but not enough*, and a further 6% (N=28) had not had the Information Pack explained to them *at all*.



There was some difference between the Year of Care and Non-Year of Care groups in degree to which the Information Pack had been explained, as shown in the graph below. Interestingly, a significantly greater proportion in the Year of Care group (10%, compared with 5% in the Non-Year of Care group) *had not* had the Pack explained enough.

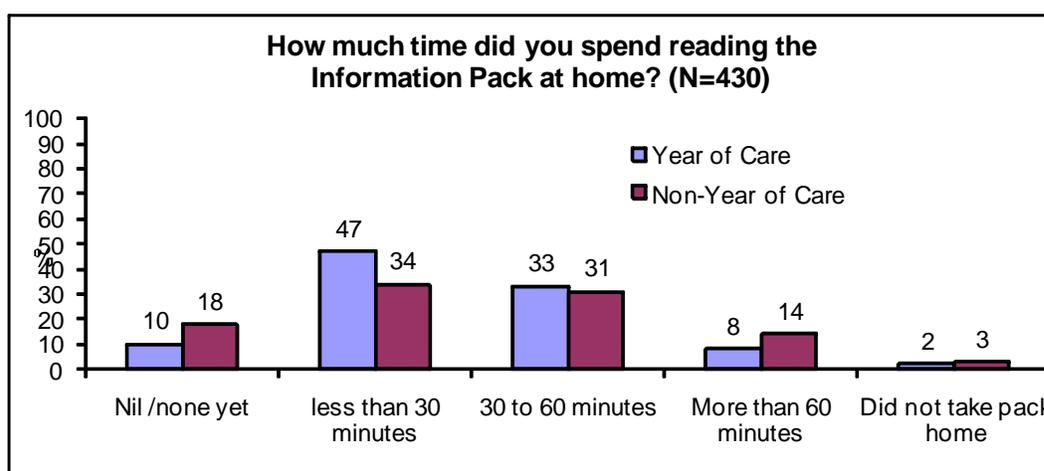


Time spent reading contents of Pack

Most respondents (88% among YoC respondents and 79% non-YoC) said they spent time reading the Information Pack at home:

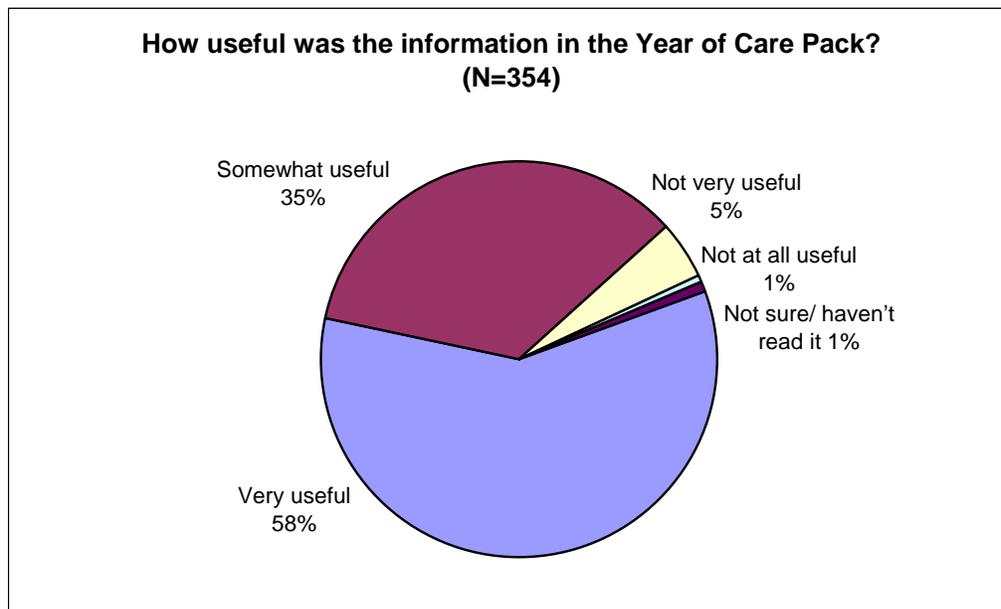
- 12% had spent at least 60 minutes reading the Information Pack
- 31% had spent between 30 and 60 minutes reading the Pack
- 39% had spent less than 30 minutes reading the Pack
- 15% had not yet spent any time reading the Information Pack
- 3% did not take the pack home

Overall, a higher proportion of Year of Care respondents spent time at home reading the Pack. Conversely, respondents in the Non-Year of Care group were significantly less likely to spend time reading the Information Pack (18% did not read it compared with 10% of the Year of Care respondents), as shown in the chart below.



Usefulness of the Diabetes Information Pack

The majority of respondents reported that the Information Pack was 'very useful' (58%), and an additional 35% found it 'somewhat useful'. Only a small number (6%, N=19) stated that it was 'not very' or 'not at all' useful. There was little difference between the Year of Care and Non-Year of Care respondents in their perception of the usefulness of the Pack.



Goal setting and care plans for managing diabetes

Discussing how best to manage diabetes

Respondents were asked whether they had discussed ideas about the best way to manage their diabetes with clinic staff at their appointments over the previous 12 months.

- 56% said they had *completely* discussed their ideas about the best way to manage their diabetes
 - Results were similar for YoC and non-YoC (55% and 56% respectively)
- 26% had discussed their ideas *to some extent*, but not enough
 - (29% for YoC and 25% for non-YoC)
- 17% did *not* discuss their ideas *but would have liked to*
 - (17% for YoC and 18% for non-YoC)

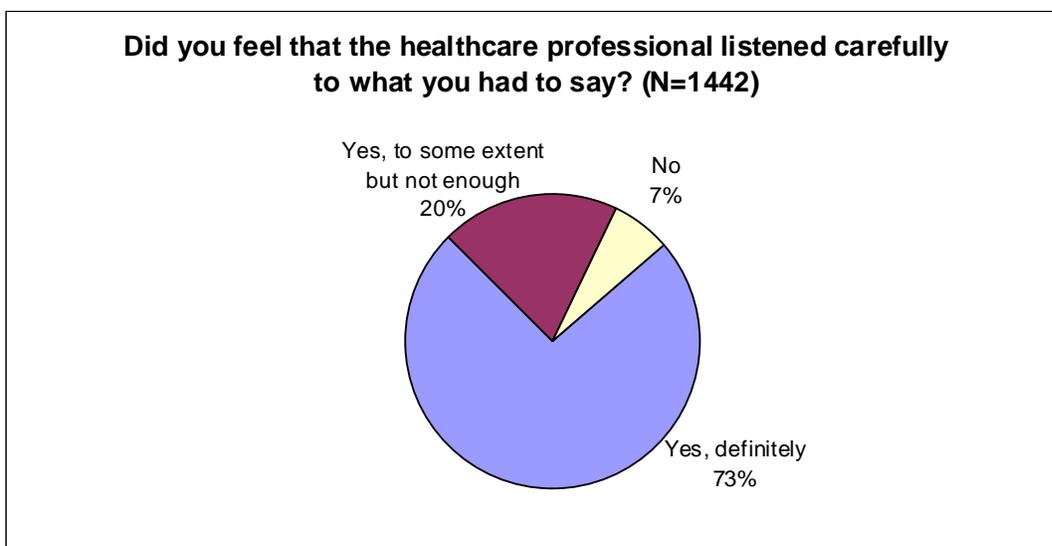
In 2006 a similar (but not identical question) shows that 18% rarely or never discussed ideas on how best to manage their diabetes.

Within the different respondent groups:

- Little/no difference emerged between the Year of Care and Non-Year of Care groups in the extent to which they had discussed ideas about managing their diabetes.
- 24% of female respondents had discussed ideas to some extent but less than they would have liked, compared with 19% of male respondents
- Asian respondents were significantly more likely than other ethnic groups to have discussed ideas to some extent but not enough: 28%, compared with 17% of White respondents and 17% of Black respondents (numbers in the 'Mixed' and 'Chinese/Other' ethnic groups were too small for statistical comparison).

Did the clinician listen carefully?

Three-quarters (73%) of all respondents felt that the healthcare professional they had seen at their appointments in the previous 12 months had *definitely* listened to them carefully. Results were the same for YoC and non-YoC respondents.



However, one in five (20%) felt the clinician listened to *some extent but not enough*, and an additional 7% did not feel listened to at all.

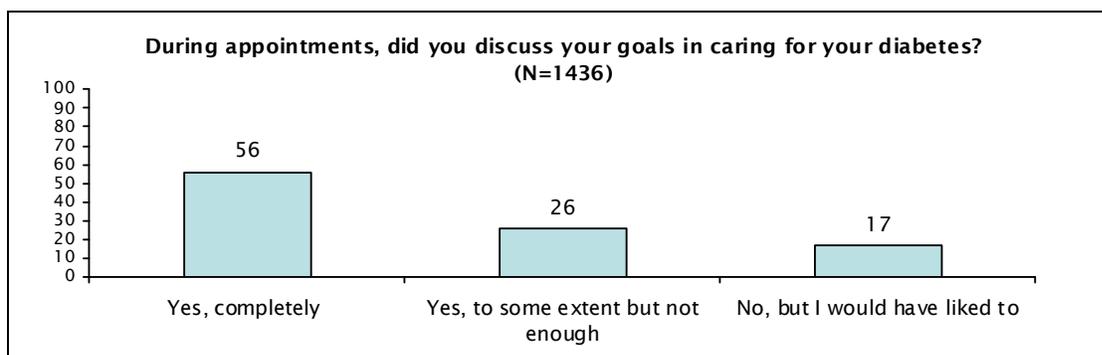
Within the ethnic groups, Asian respondents were significantly more likely than other groups to believe that the clinician listened to *some extent but not enough* (10% higher than average).

Discussing goals for managing diabetes

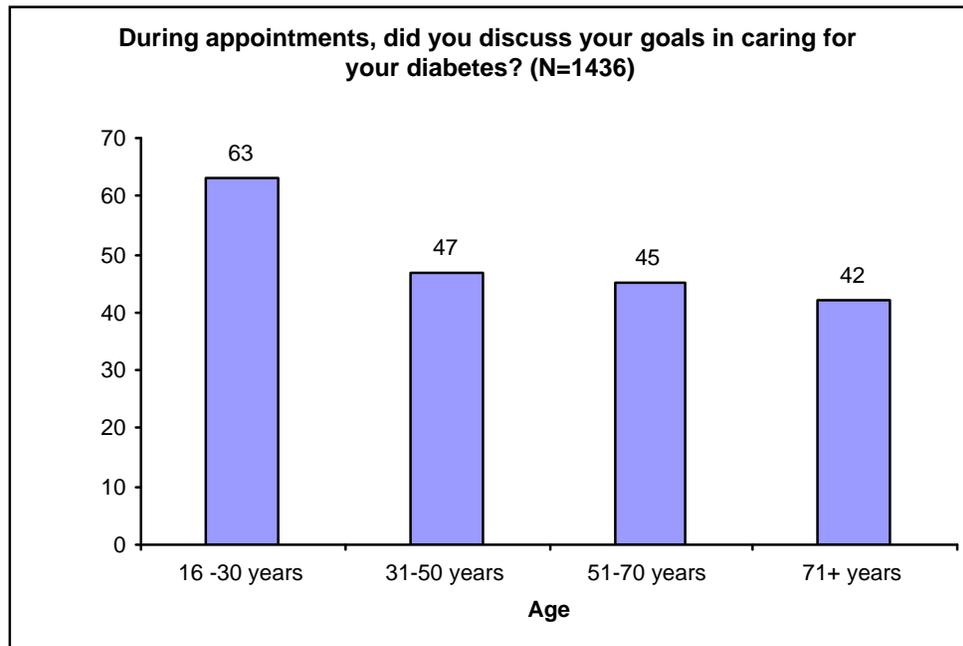
Respondents were asked whether they had discussed their goals in caring for their diabetes at their appointments over the previous 12 months. Over half (56%) said 'yes', they had *completely* discussed their goals in caring for their diabetes.

A further 26% had discussed goals to *some extent, but not enough*, and 17% did not discuss goals *but would have like to*. (A similar question in 2006 indicated that 28% of respondents *never or rarely discussed goals*. Again, it appears that this aspect of engagement and involvement has improved significantly since 2006.)

Year of Care and Non-Year of Care respondents showed no difference in response to this question (both with 56% saying they completely discussed goals). Overall results are shown in the graph below. (Note: 8% said they didn't need to discuss goals and 10% couldn't recall.)



As shown in the graph below, the youngest respondents were more likely to have 'completely' discussed care goals (63% of those aged between 16 and 30, compared with 47% of respondents aged 31-50, 45% aged 51-70, and 42% aged 71+).



Care plans for managing diabetes

During diabetes appointments over the previous 12 months:

- 41% of all respondents had set out a care plan with a clinician for how best to manage diabetes over the next few months
- 48% had *not* set out a care plan with a clinician
- 9% could not remember or were not sure

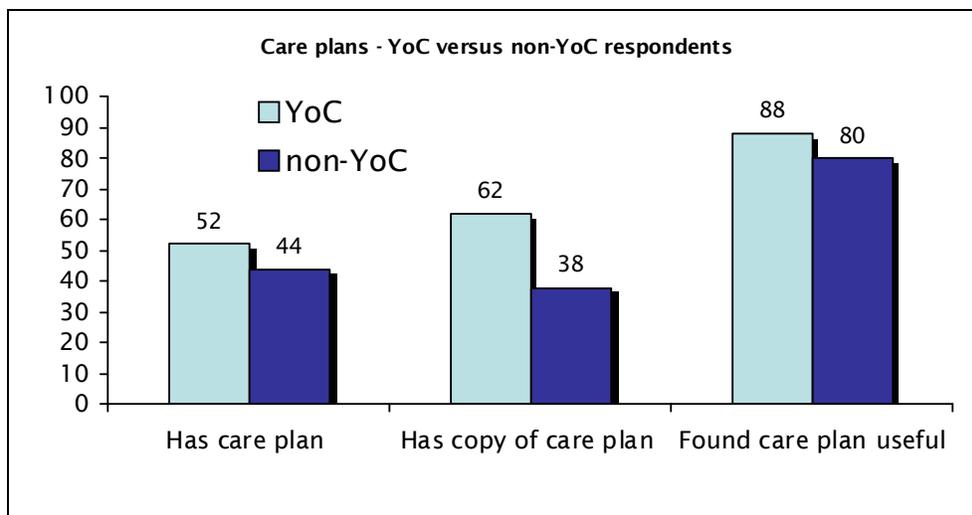
Respondents from YoC practices were significantly more likely to have a care plan (52%) than non-YoC respondents (44%). (Note: 'can't remember/not sure' responses have been removed and percentages have been re-scaled.)

Does the patient have a copy of their care plan?

Of those respondents who had set out a care plan with a clinician, 50% had received a written or printed copy of their care plan. However, responses were different across YoC and non-YoC groups with 62% of YoC respondents receiving a written care plan compared to 38% of non-YoC respondents.

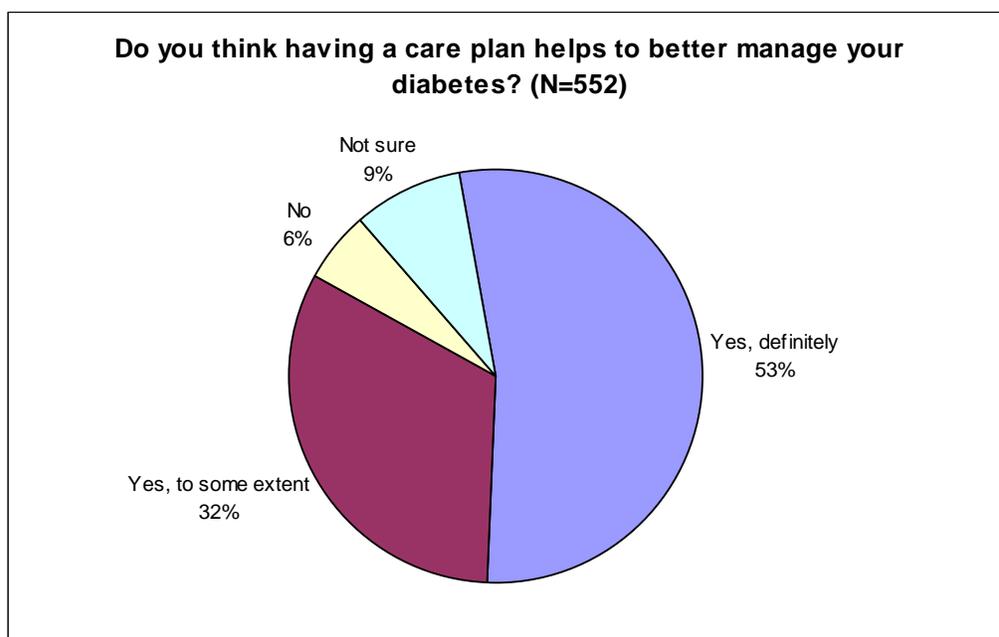
Value of care plans

More than four out of five respondents (85%) thought that having a care plan helped them to better manage their diabetes. As shown in the graph below, respondents from YoC group were more likely than non-YoC respondents to think that having a care plan helps them better manage their diabetes.



Male respondents were more likely to think that having a care plan did *not* help them to manage their diabetes better (7% compared with 3% of female respondents).

Further breakdown in response to the value of having a care plan is shown below.



Healthcare Professionals

Trust and confidence

More than nine out of ten respondents (94%) had confidence and trust in the health professional who was treating them:

- 70% 'definitely' they had confidence in the health professional treating them
- 24% said 'yes, to some extent'
- 6% said 'no', they did not have confidence and trust in their health professional

These proportions were similar for the Year of Care and Non-Year of Care groups (70% each definitely had trust and confidence in the clinician).

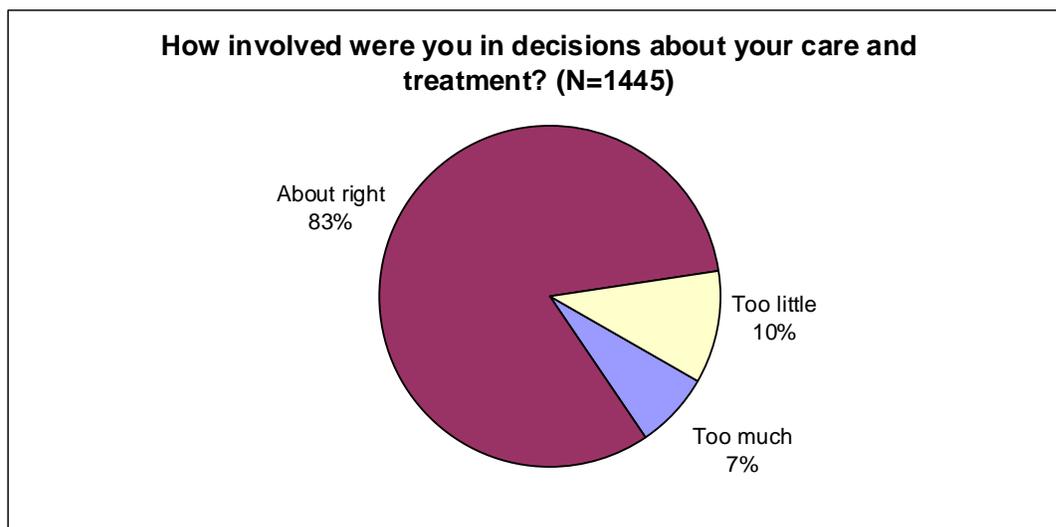
Treated with respect and dignity

Respondents were also asked whether they were treated with respect and dignity by their healthcare professional. Almost all (98%) said that they were:

- 84% said 'yes', they were treated with respect and dignity 'all of the time'
 - 81% for YoC and 85% for non-YoC
- 14% said 'yes, some of the time'
- 2% (N=32) said 'no', they were not treated with respect and dignity

Involved in decisions about their care and treatment

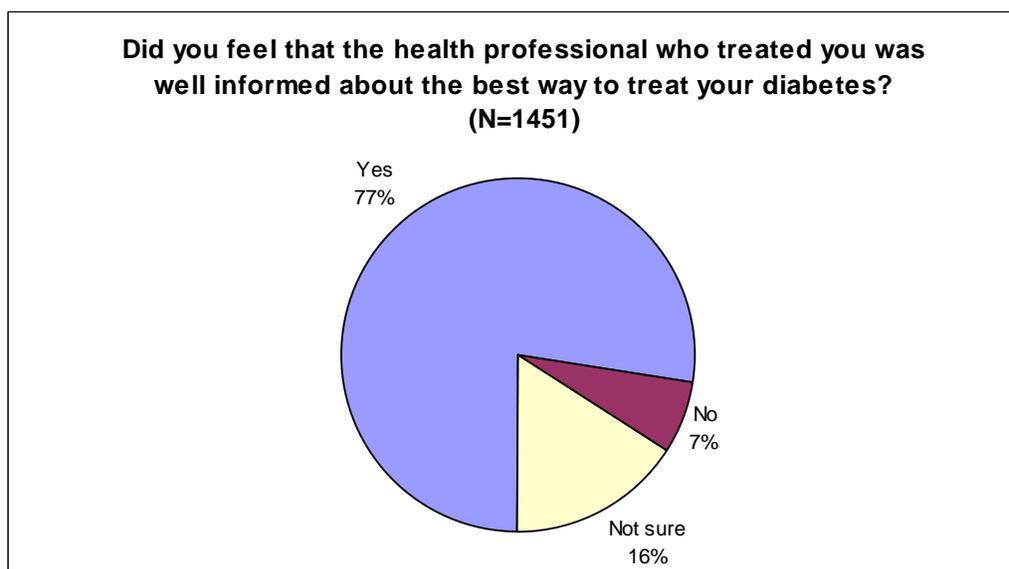
Four in five respondents (82%) felt that they had been involved in decisions about their care and treatment *about the right amount* whilst 9% felt they were 'too little' involved, and 7% 'too much', as shown below. (A similar question in 2006 showed that only 58% were happy with their level of involvement in decisions about their care, hence evidence shows real progress has been made in this respect.) Results were similar across the YoC and non-YoC respondents.



Was health professional well informed about treating diabetes?

Over three-quarters of respondents (77%) felt that they were being treated by a health professional who was well informed about the best way to treat their diabetes. However, 7% felt that their health professional was not well informed.

The overall results are shown below and did not differ significantly across the YoC and non-YoC groups (79% and 77% respectively).



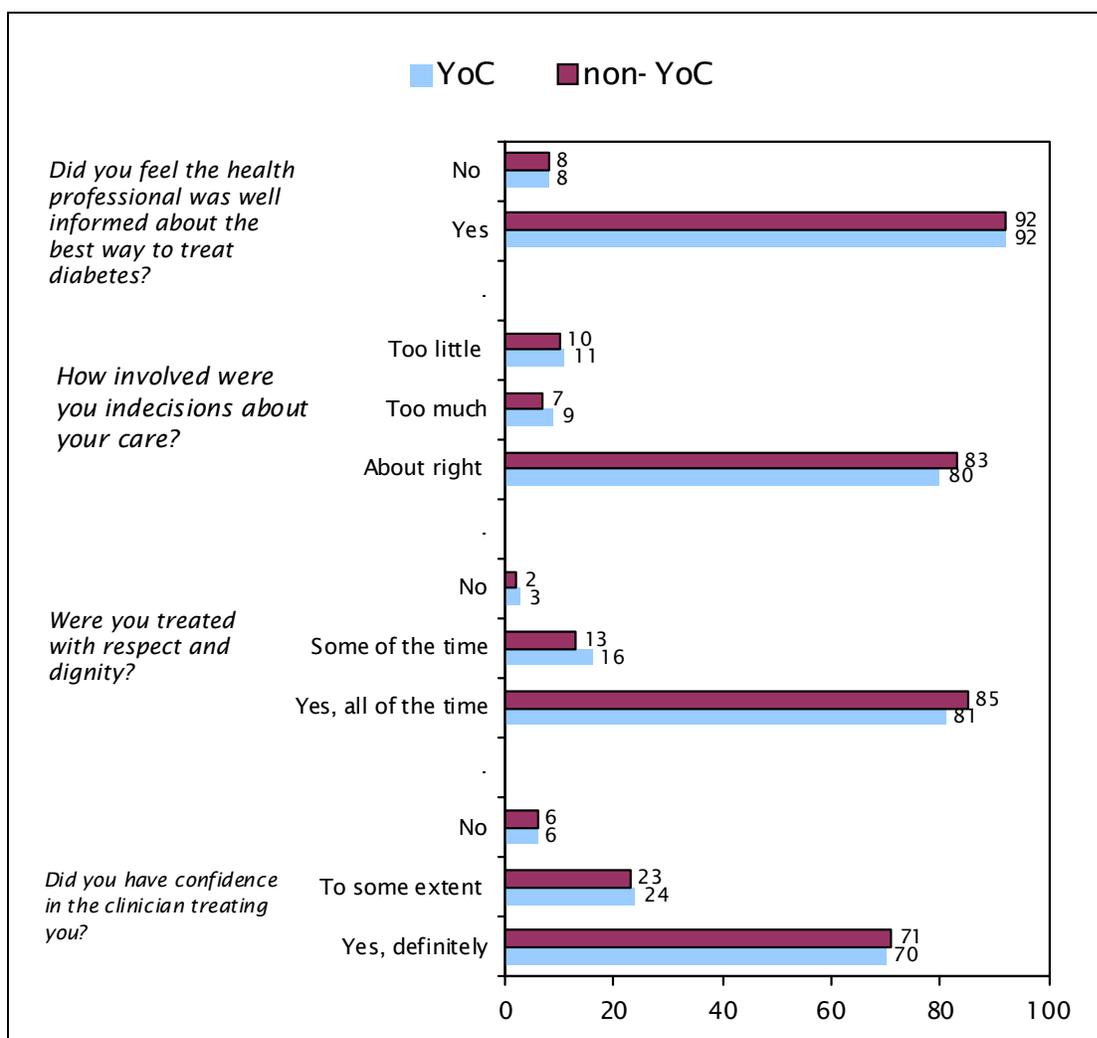
Length of consultation

When asked about the length of consultation:

- 83% said it was about right
- 11% thought that the consultation was too short
- 6% thought that it was too long

Once again, there were no difference in the responses of the YoC respondents and the non-YoC respondents.

The summary chart below shows that overall there was little difference between the YoC group and the non-YoC with regard to the quality of the experience they had with their health professional.



Health tests for diabetes

Respondents were asked about whether they had undergone a number of diabetes health tests in the previous 12 months, and if so, whether they had understood the test results. Their responses are summarised in the table below, along with the percentages from the 2006 survey showing the proportion of respondents who had had each test. Overall, the proportion of respondents having each test has increased for HbA1c, cholesterol and eye test, while remaining constant for the urine test, blood pressure.

Year of Care respondents and Non-Year of Care respondents were similarly likely to have had each of these tests, and to have understood the results.

Test	Did you have this test?			Did you understand the result?			
	Yes	No	Not sure	Yes, definitely	Yes, to some extent	No	Had not received results/not sure
HbA1c (N=1453)	83% (67% in 2006)	7%	10%	58%	30%	9%	4%
Urine (N=1448)	72% (74% in 2006)	22%	7%	53%	30%	12%	6%
Blood pressure (N=1465)	95% (94% in 2006)	4%	2%	68%	23%	6%	2%
Cholesterol (N=1463)	76% (65% in 2006)	14%	11%	65%	28%	4%	2%
Eye test (N=1454)	81% (75% in 2006)	16%	3%	71%	23%	5%	1%

Results regarding tests show:

- almost all the respondents (95%) had had their blood pressure tested
- more than four out of five had had an eye test (81%) or the HbA1c test (83%)
- the least frequently performed test was the urine test (72% of all respondents)
- the least well understood test was the urine test – 12% of those who had undergone the urine test had not understood the result
- the result of the HbA1c test was not understood by 9% of respondents
- of all the tests, respondents were most likely to ‘definitely’ understand the results of the eye test

Feet examination

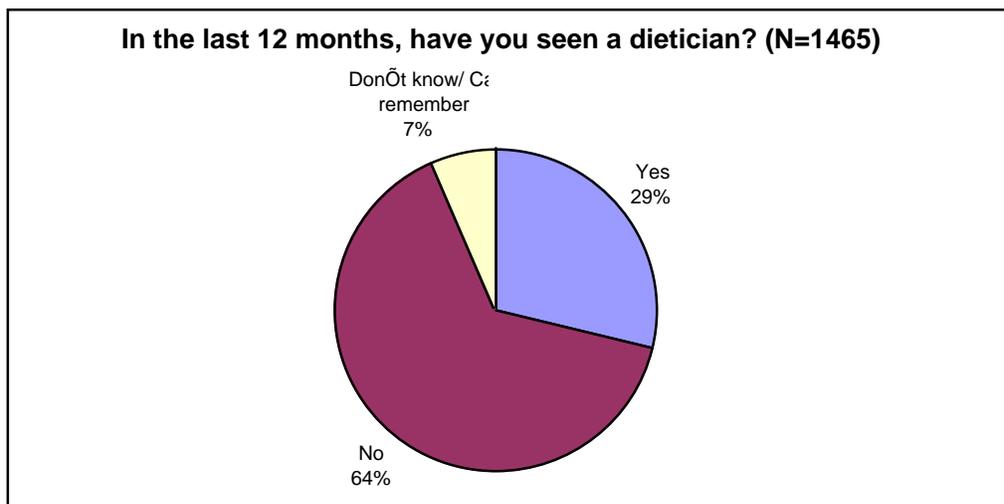
Respondents were also asked whether they had had their bare feet examined by a doctor, nurse, or other health care professional within the previous 12 months.

- 72% had had their feet checked (compared to 68% in 2006)
- 24% had not had their feet checked (30% in 2006)
- 4% (N=55) did not know whether they had had their feet checked

The youngest respondents, aged 16-30, were significantly less likely to have had their feet checked than respondents over the age of 30 (47%, compared with 32% of those aged 31+). However, of those that did, older respondents were most likely to say that a healthcare professional had not explained why this check was important - 12% (N=31) of those aged 71+; 7% (N=36) aged 51-70; 6% (N=12) aged 31-50; 0% aged 16-30

Seeing a dietician

Less than one-third of respondents (29%) had seen a dietician in the previous 12 months, with results the same for YoC and non-YoC respondents. (This is similar to the 2006 result of 28%.)



Weighed by doctor or nurse

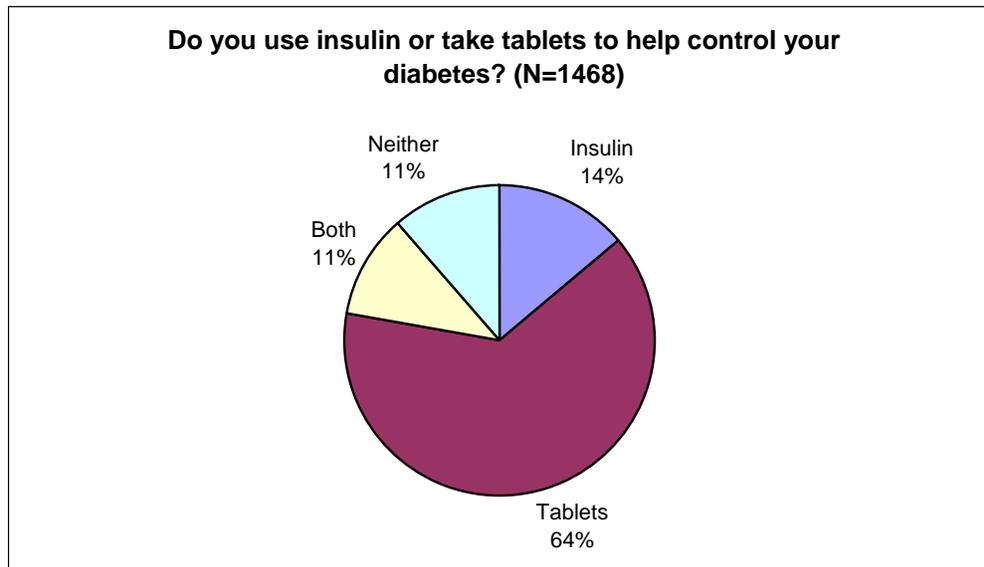
Four in five respondents (82%) had been weighed by a doctor, nurse, or other health professional in the previous 12 months.

- 13% had not been weighed
- 5% did not know whether they had been weighed in the previous 12 months

Female respondents were significantly more likely not to have been weighed (15%) than male respondents (11%). However, there were no differences between the YoC and non-YoC groups.

Controlling diabetes with medication

Almost two-thirds of respondents (64%) had been taking tablets to help control their diabetes, and a further 14% had been using insulin. More than one in ten (11%) had been taking both tablets and insulin, and 11% used neither.



The youngest respondents were most likely to use insulin to help control their diabetes – 47% of those aged 16-30, compared with 13% of respondents over the age of 30.

Of all those who were taking tablets or using insulin:

- 69% felt that they 'knew enough' about taking their medication to control their diabetes
- 25% 'would like to know more' about using their medication (results are similar to a questions asking about medicine knowledge in the 2006 survey)
- 6% were not sure

Controlling diabetes through diet

More than four out of five (86%) respondents were currently trying to control their diabetes by managing their diet.

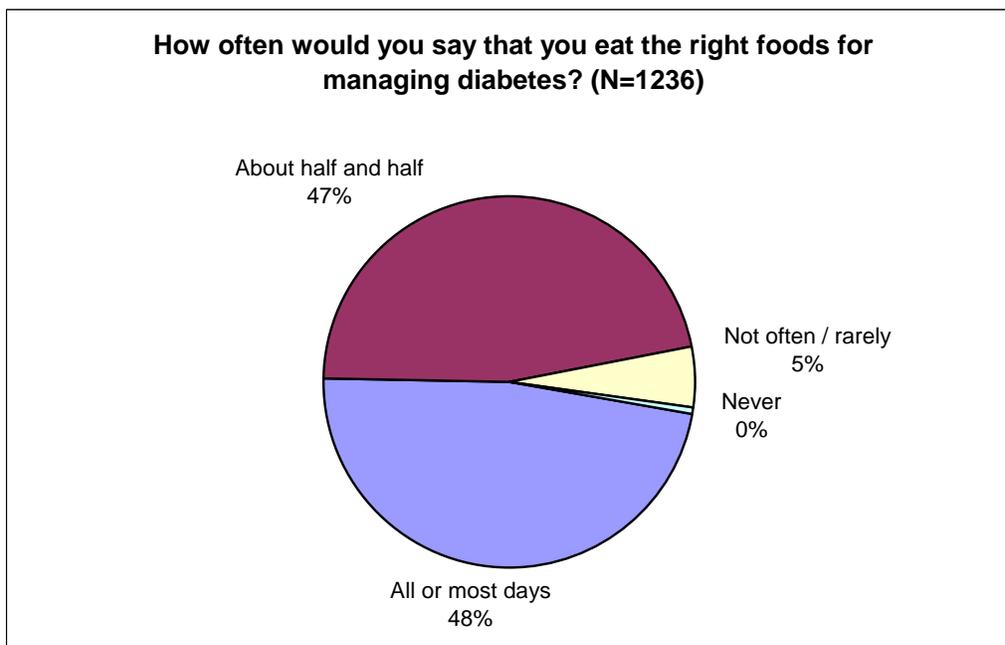
- 66% felt that they 'knew enough' about the right foods to eat for controlling their diabetes. (In 2006, 74% said they knew enough about what to eat to manage their diabetes.)
- 30% 'would like to know more' about the right foods to eat (24% said this in 2006)
- 4% were not sure

Similar proportions of Year of Care and Non-Year of Care respondents were trying to control their diabetes by through diet (85% and 86% respectively).

Within the ethnic groups:

- White respondents were significantly more likely to feel that they 'knew enough' about the right foods to eat for controlling their diabetes - 72%, compared with 60% of Asian respondents and 60% of Black respondents
- Conversely, Asian and Black respondents were more likely to state that they 'would like to know more' about the right foods to eat (35% and 37% respectively, compared with 24% of White respondents).

Almost half of all respondents (48%) stated that they ate the right foods for managing their diabetes on all or most days.



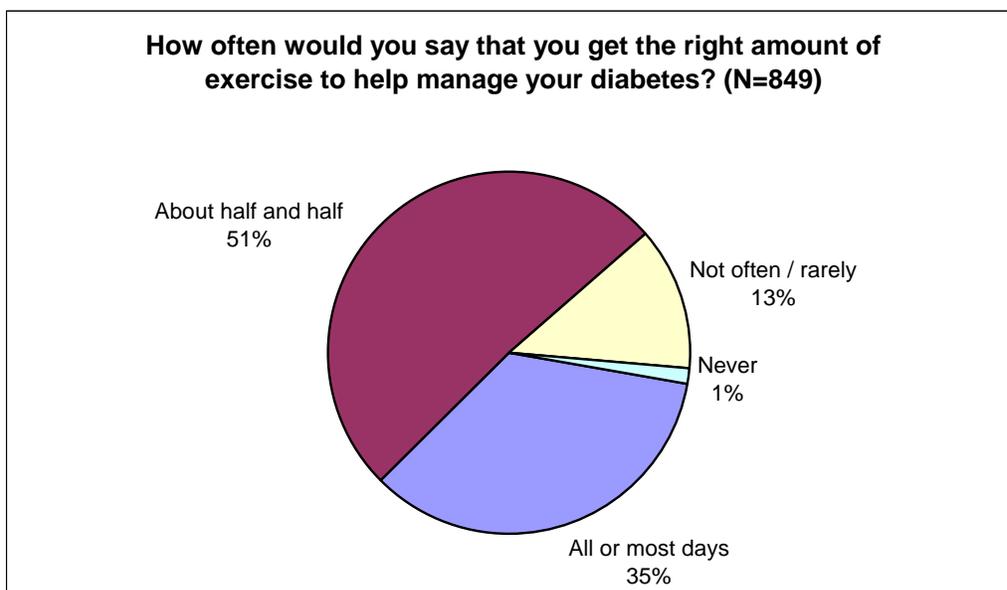
Controlling diabetes through exercise

More than half of the respondents (58%) were currently trying to control their diabetes with exercise. There was little difference in the proportions of Year of Care and Non-Year of Care respondents who were trying to control their diabetes by through exercise (60% and 57% respectively).

Of all the respondents,

- 62% felt that they 'knew enough' about using exercise to help control their diabetes (In 2006, 58% said they knew enough about the role of physical activity in managing their diabetes.)
- 31% 'would like to know more' about using exercise (38% in 2006)
- 7% were not sure

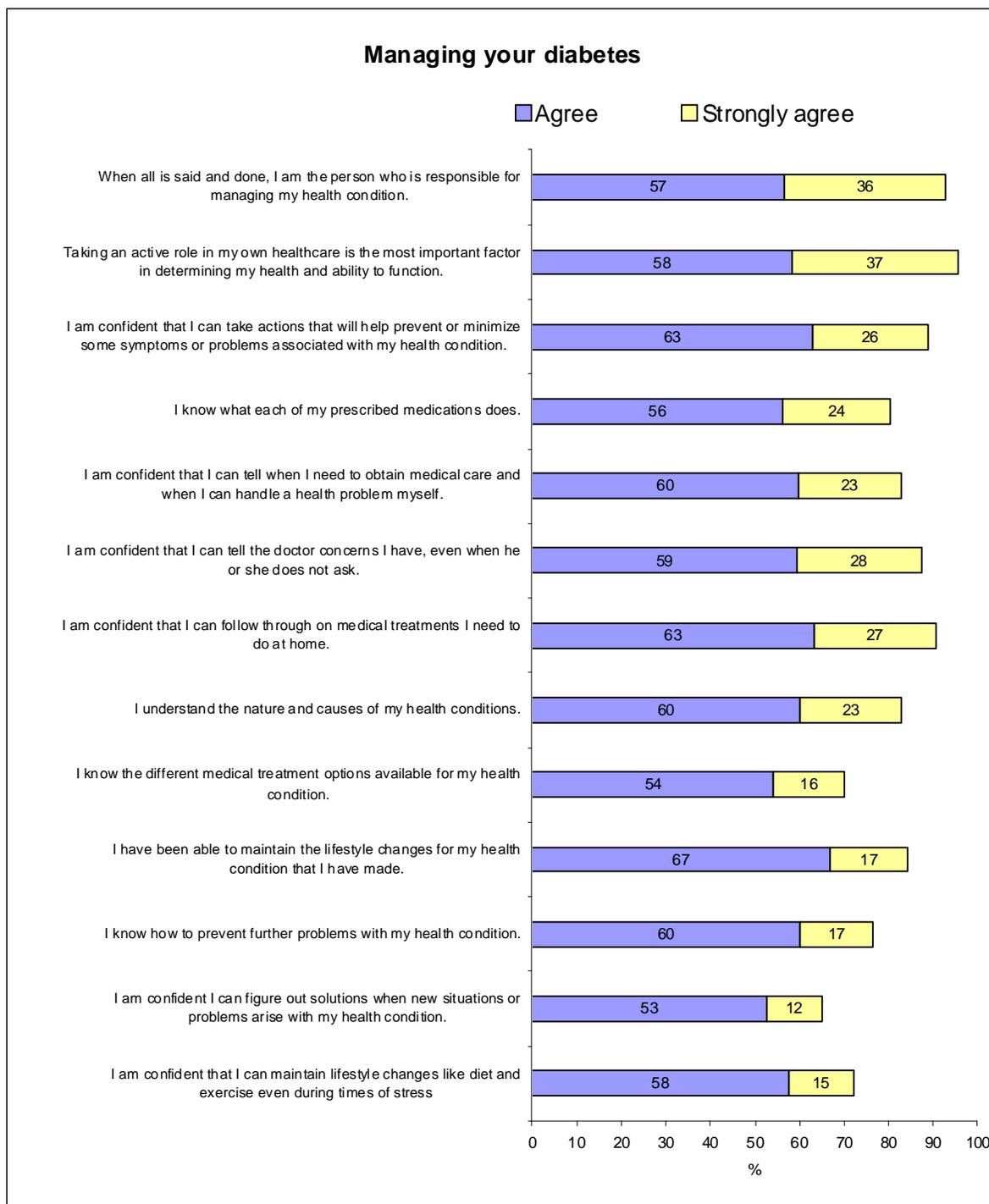
Just over one-third (35%) of respondents stated that they got the right amount of exercise for controlling their diabetes on all or most days, and a further 51% did so about half of the time.



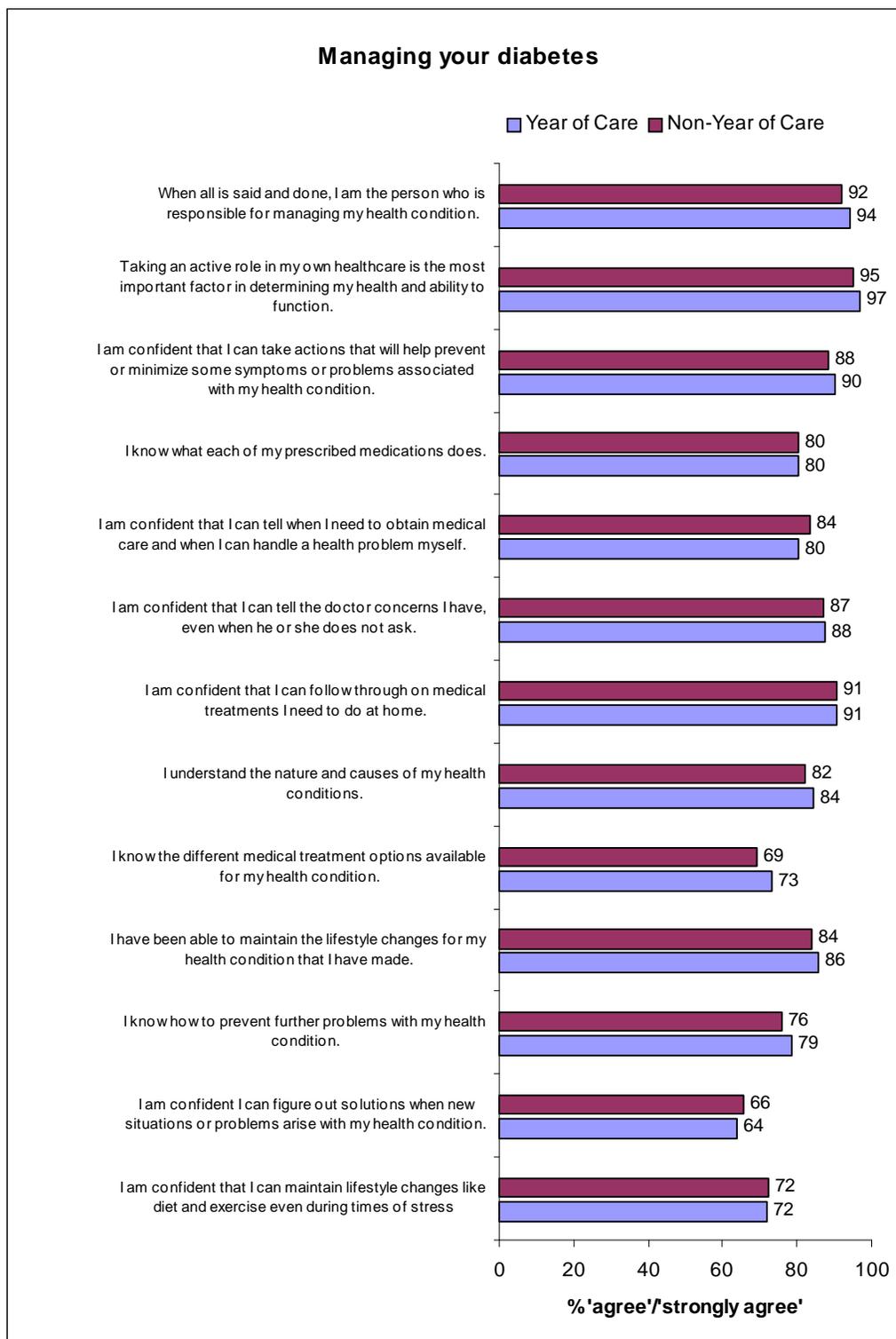
Self-management of diabetes

Respondents were asked how much they agreed or disagreed with a number of statements that people sometimes make when they talk about their health. The percentage of respondents who said that they 'agreed' or 'strongly agreed' with each statement are summarised in the table below.

- The majority of respondents 'agreed' or 'strongly agreed' with each of the statements
- Respondents were most likely to agree with the statement 'Taking an active role in my own healthcare is the most important factor in determining my health and ability to function' – 95% agreed with this statement
- Respondents were least likely to agree with the statement 'I am confident I can figure out solutions when new situations or problems arise with my health condition' – 65% agreed with this statement

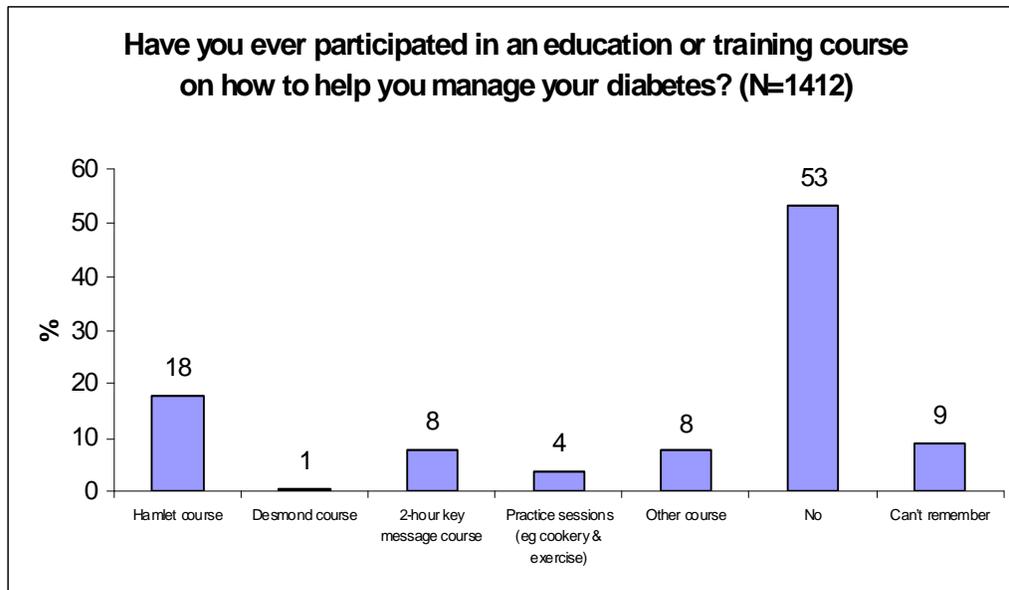


There was little difference in levels of agreement with these statements between respondents in the Year of Care and Non-Year of Care groups, as can be seen in the following table.



Education about diabetes management

Almost one in four participants (38%) had previously participated in an education or training course on how to manage their diabetes. This is a significant increase from 2006 results that show 16% had attended a course or undertaken training in diabetes management.



Year of Care and Non-Year of Care respondents were equally likely to have attended an education or training course (38% and 39% respectively).

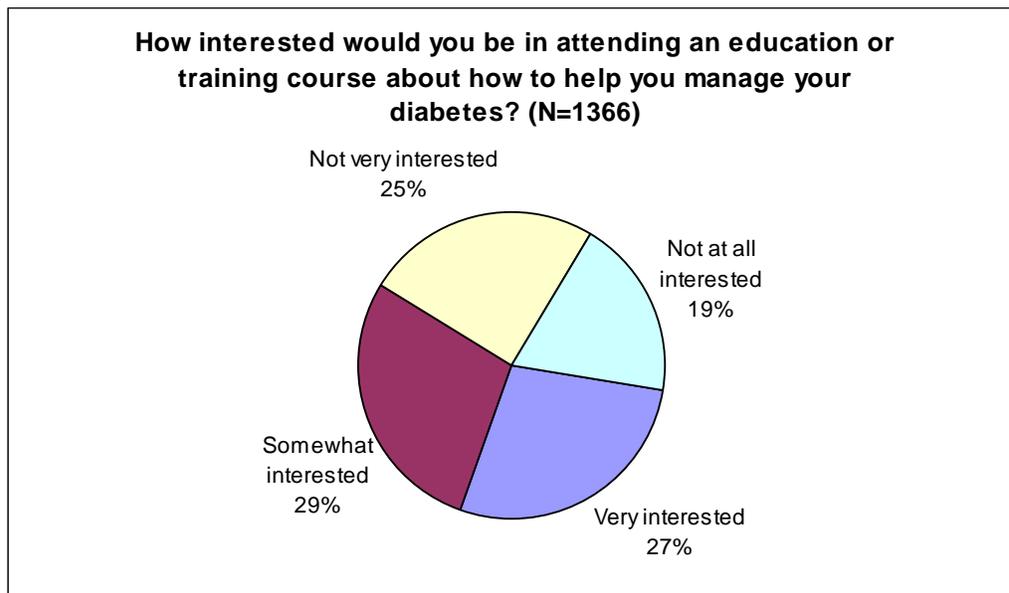
Older respondents were significantly less likely to have participated in such a course:

- 64% of those aged 71 years and over said 'no'
- 51% of respondents aged between 16 and 70 said 'no'

Interest in attending education or training about diabetes management

More than half of all respondents (56%) said that they would be 'somewhat' or 'very' interested in attending an education or training course about how to help them manage their diabetes. One in five (19%) said that they would not be at all interested.

This indicates quite an increase in the level of level of interest among patients in learning more about self-management; - in 2006 only half this proportion (28%) were interested in attending a course.



The oldest respondents were again significantly less likely to express an interest in attending a training course.

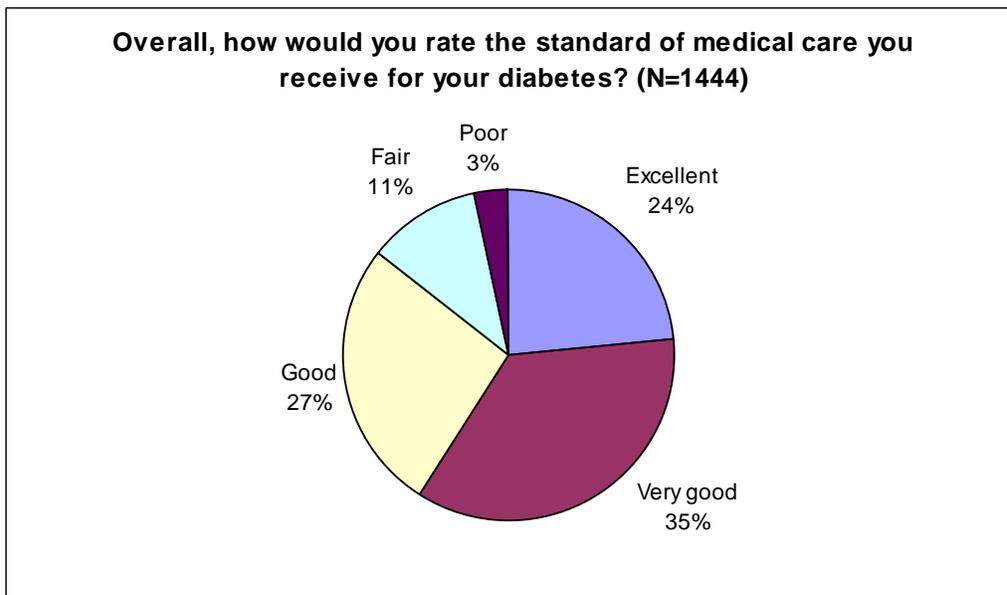
- more than a quarter (27%) of those aged over 70 said that they would be 'not very' or 'not at all' interested in attending a training course
- 19% of those aged 51-70, 11% aged 31-50 (N=32), and 7% aged 16-30 (N=2) said that they would be 'not very' or 'not at all' interested

There was some difference between the ethnic groups in their interest in attending a training course:

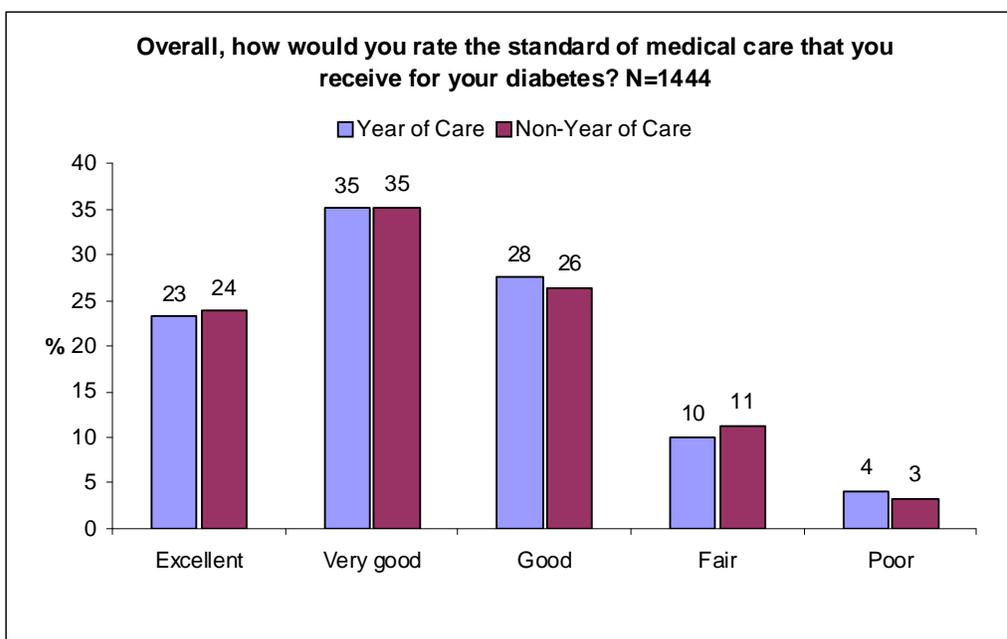
- more than half (54%) of all White respondents said that they were 'not very' or 'not at all' interested,
- this was significantly more than the 37% of Asian respondents and 29% of Black respondents who were also not interested

Standard of Care

The clear majority (86%) of respondents rated the standard of medical care that they receive for their diabetes as 'good' or better.



There was very little difference between the Year of Care and the Non-Year of Care respondents in their rating of the standard of medical care that they had received, as can be seen in the chart below.



APPENDIX

Questionnaire



Survey of People with Diabetes

What is the survey about?

This survey is about your recent healthcare experiences as a person with diabetes.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

How to complete the questionnaire.

For each question please tick clearly inside one box using a black or blue pen.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please do not write your name or address anywhere on the questionnaire.

Taking part in this survey is voluntary

If you choose *not* to take part in this survey, this will not affect the care you receive from the NHS in any way.

Your answers will be treated in confidence.

1. Do you have Type 1 or Type 2 diabetes?

- Type 1
- Type 2
- Other (e.g. gestational)
- Don't know

2. Where did you go for your last diabetes check-up?

- Doctor's surgery
- The hospital clinic
- I had it done at home
- Somewhere else (*please specify*)

- I have never had a diabetes check-up
- Don't know

3. Who did you see for your last diabetes check-up? (If you saw more than one person, answer for the person you spent the most time with.)

- GP
- Hospital doctor / consultant
- Specialist nurse (at hospital clinic)
- Practice nurse (at GP practice)
- Someone else (*please specify*)

- Can't remember /Not sure

4. At your last diabetes appointment did you receive a 'Year of Care' Diabetes Information Pack?

- 1 Yes → Go to Question 5
- 2 No → Go to Question 8
- 3 Not sure → Go to Question 8

5. Did the doctor or nurse spend time explaining the contents and purpose of the 'Year of Care' Diabetes Information Pack?

- 1 Yes
- 2 Yes, some but not enough
- 3 No
- 4 Not sure /can't remember

6. Approximately how much time did you spend reading the information pack at home?

- 1 Nil /none yet → Go to Q8
- 2 less than 30 minutes → Go to Q7
- 3 30 to 60 minutes → Go to Q7
- 4 More than 60 minutes → Go to Q7
- 5 Did not take pack home → Go to Q8

7. How useful was the information in the 'Year of Care' pack?

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not at all useful
- 5 Not sure/ haven't read it

Your diabetes appointments in the last 12 months

8. Thinking about the diabetes appointments you have had in the last 12 months, did you discuss **your ideas** about the best way to manage your diabetes with the clinic staff?

- 1 Yes, completely
- 2 Yes, to some extent but not enough
- 3 No, but I would have liked to
- 4 No, but I did not want /need to
- 5 Can't remember / Not sure

9. Thinking about the diabetes appointments you have had in the last 12 months, did you feel that the healthcare professional **listened carefully** to what you had to say?

- 1 Yes, definitely
- 2 Yes, to some extent but not enough
- 3 No
- 4 Can't remember/ Not sure

10. During appointments, did you **discuss your goals** in caring for your diabetes?

- 1 Yes, completely
- 2 Yes, to some extent but not enough
- 3 No, but I would have liked to
- 4 No, but I did not want / need to
- 5 Can't remember / Not sure

11. Have you and the clinician set out a **care plan** for how best to manage your diabetes over the next few months?

- 1 Yes → Go to Question 12
- 2 No → Go to Question 14
- 3 Can't remember/ Not sure → Go to Question 14
- 4 Not applicable → Go to Question 14

12. Were you offered a written or printed copy of your care plan?

- 1 Yes
2 No

13. Do you think having a care plan helps to better manage your diabetes?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 Not sure

THE HEALTHCARE PROFESSIONAL

We now have some questions about the health professional you saw at your last diabetes appointment.

14. Did you have confidence and trust in the health professional treating you?

- 1 Yes, definitely
2 Yes, to some extent
3 No

15. Were you treated with respect and dignity?

- 1 Yes, all of the time
2 Yes, some of the time
3 No

16. How involved were you in decisions about your care and treatment?

- 1 Too much
2 About right
3 Too little
4 Not sure

17. Did you feel that the health professional who treated you was well informed about the best way to treat your diabetes?

- 1 Yes
2 No
3 Not sure

18. Thinking about the length of time of your last diabetes consultation, would you say it was...

- 1 too long
2 about right
3 too short / needed more time
4 can't remember

HEALTH TESTS FOR DIABETES

19. In the last 12 months, have you had a blood test to look at your long-term glucose level? This test is called HbA1c.

- 1 Yes → Go to Question 20
2 No → Go to Question 21
3 Can't remember / Not sure
→ Go to Question 21

20. Did you understand what the results of this test meant for you?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 Have not got results of test yet

21. In the last 12 months have you had a urine test carried out by the doctor or nurse?

- 1 Yes → Go to Question 22
2 No → Go to Question 23
3 Can't remember / Not sure → Go to Question 23

22. Did you understand what the results of the urine test meant for you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Have not yet got results

23. In the last 12 months, has a doctor or nurse taken your blood pressure?

- 1 Yes → Go to Question 24
- 2 No → Go to Question 25
- 3 Don't know → Go to Question 25

24. Did you understand what the results of the blood pressure test meant for you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Not sure

25. In the last 12 months has a doctor or nurse carried out a cholesterol test on you?

- 1 Yes → Go to Question 26
- 2 No → Go to Question 27
- 3 Don't know → Go to Question 27

26. Did you understand what the results of this test meant for you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Have not yet got results

27. In the last 12 months, did you have an eye test where a photograph of the back of your eyes was taken by **medical staff**? (Please do not include eye tests conducted by retail opticians.)

- 1 Yes → Go to Question 28
- 2 No → Go to Question 29
- 3 Don't know → Go to Question 29

28. Did you understand what the results of this test meant for you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Have not yet got results

29. In the last 12 months have you had your bare feet examined by a doctor or nurse or other health care professional?

- 1 Yes → Go to Question 30
- 2 No → Go to Question 31
- 3 Don't know → Go to Question 31

30. Has a health care professional explained why this check is important?

- 1 Yes
- 2 No
- 3 Don't know/ Can't remember

31. In the last 12 months have you seen a dietician?

- 1 Yes
- 2 No
- 3 Don't know/ Can't remember

32. In the last 12 months, have you been weighed by a doctor, nurse or other health care professional?

- 1 Yes
- 2 No
- 3 Don't know/ Can't remember

MANAGING YOUR DIABETES

33. Do you use Insulin or take tablets to help control your diabetes?

- 1 Insulin → Go to Question 34
- 2 Tablets → Go to Question 34
- 3 Both → Go to Question 34
- 4 Neither → Go to Question 35

34. Do you feel you know enough about using the insulin and/or taking your tablets to control your diabetes?

- 1 I feel I know enough
- 2 I would like to know more
- 3 Not sure

35. Are you currently trying to control your diabetes by managing your diet?

- 1 Yes → Go to Question 36
- 2 No → Go to Question 38

36. Do you feel you know enough about the right foods to eat for controlling your diabetes?

- 1 Feel I know enough
- 2 Would like to know more
- 3 Not sure

37. How often would you say you eat the right foods for managing diabetes?

- 1 All or most days
- 2 About half and half
- 3 Not often / rarely
- 4 Never

38. Are you currently trying to control your diabetes with exercise?

- 1 Yes → Go to Question 39
- 2 No → Go to Question 41

39. Do you feel you know enough about using exercise to help control your diabetes?

- 1 Feel I know enough
- 2 Would like to know more
- 3 Not sure

40. How often would you say you get the right amount of exercise to help manage your diabetes?

- 1 All or most days
- 2 About half and half
- 3 Not often / rarely
- 4 Never

MANAGING YOUR DIABETES

Below are common statements that people sometimes make when they talk about their health. Please read each statement below and indicate how much you agree or disagree with each statement as it applies to you personally.

		DISAGREE ←		→ AGREE		
		Strongly disagree	Disagree	Agree	Strongly agree	Not applicable
41.	When all is said and done, I am the person who is responsible for managing my health condition.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
42.	Taking an active role in my own healthcare is the most important factor in determining my health and ability to function.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
43.	I am confident that I can take actions that will help prevent or minimize some symptoms or problems associated with my health condition.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
44.	I know what each of my prescribed medications does.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
45.	I am confident that I can tell when I need to obtain medical care and when I can handle a health problem myself.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
46.	I am confident that I can tell the doctor concerns I have, even when he or she does not ask.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
47.	I am confident that I can follow through on medical treatments I need to do at home.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
48.	I understand the nature and causes of my health conditions.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
49.	I know the different medical treatment options available for my health condition.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
50.	I have been able to maintain the lifestyle changes for my health condition that I have made.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
51.	I know how to prevent further problems with my health condition.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
52.	I am confident I can figure out solutions when new situations or problems arise with my health condition.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
53.	I am confident that I can maintain lifestyle changes like diet and exercise even during times of stress	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

EDUCATION AND TRAINING

The next few questions are about training programs for managing diabetes.

54. Have you ever participated in an education or training course on how to help you manage your diabetes?

Tick all that apply.

- 1 Yes, Hamlet course
 2 Yes, Desmond course
 3 Yes, 2-hour key message course
 4 Yes, practice sessions (eg cookery & exercise)
 5 Yes, other course (please name this course if you know it)

- 6 No
 7 Can't remember

55. How interested would you be in attending an education or training course about how to help you manage your diabetes?

- 1 Very interested
 2 Somewhat interested
 3 Not very interested
 4 Not at all interested

ABOUT YOU

56. Are you male or female?

- 1 Male
 2 Female

57. Could you please tell me which of the following age groups you belong to?

- 1 16 – 20 years
 2 21 - 30 years
 3 31 – 40 years
 4 41 – 50 years
 5 51 – 60 years
 6 61 – 70 years
 7 71 – 80 years
 8 81+ years

58. Overall, how would you rate the standard of medical care you receive for your diabetes?

- 1 Excellent
 2 Very good
 3 Good
 4 Fair
 5 Poor

59. In which of the following ethnic groups would you say you belong?

a. WHITE

- 1 British
- 2 Irish
- 3 Any other White background

(Please write in box)

b. MIXED

- 4 White and Black Caribbean
- 5 White and Black African
- 6 White and Asian
- 7 Any other Mixed background

(Please write in box)

c. ASIAN OR ASIAN BRITISH

- 8 Indian
- 9 Pakistani
- 10 Bangladeshi
- 11 Any other Asian background

(Please write in box)

d. BLACK OR BLACK BRITISH

- 12 Caribbean
- 13 African
- 14 Any other Black background

(Please write in box)

e. CHINESE OR OTHER ETHNIC GROUP

- 15 Chinese
- 16 Any other ethnic group

(Please write in box)

OTHER COMMENTS

If there is anything else you would like to tell us about the diabetes care you have received from this clinic, either today or during previous visits?

Was there anything particularly good about your diabetes care?

Was there anything that could have been improved?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.

No stamp is needed

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making patients' views count