

Patient experience of Care Planning in a specialist diabetes clinic setting

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Introduction

Diabetes mellitus is a long term condition that has significant impact on both the lifestyle of individuals with diabetes and their families.

There is good evidence that patients engage with health care professionals better when they have an active role in formulating their own management plan^{1,2}



Year of Care is a model to support people with long term conditions to self manage. Care Planning is at the heart of this model.

Care Planning has been developed to enable health care professionals to create an environment which facilitates better engagement and where the patient has an active role. This is enabled by the gathering and sharing of information in advance of the consultation, as well as supporting health professionals to examine and develop their own consultation skills and behaviours.

The Year of Care model of care planning has been adopted as standard of care for treating diabetes across Cumbria through collaboration of GPs, Primary Care Trusts and the specialist diabetes services. This has been implemented by a dedicated training team within the county with over 70% of GP practices having taken part in care planning training by the spring of 2012.

Cumbria Diabetes aims to enable a care planning approach in diabetes to become the standard for diabetes care in the county.

The care planning process

Health Care Professionals are trained by professional trainers to facilitate active engagement of people with diabetes.

People with diabetes are encouraged to be empowered and take up an active role in looking after their diabetes through structured education programmes such as DESMOND and DAFNE which are both readily available in Cumbria.

Within GP settings, patients are invited to attend prior to their annual reviews for the gathering of information (e.g. blood & urine tests, weight / BP measurements etc.) by a Health Care Assistant / Nurse

Patients are given information regarding their latest results prior to the consultation

Patients are actively encouraged to bring forward their own problems and solutions

This is illustrated in figure 1 below.

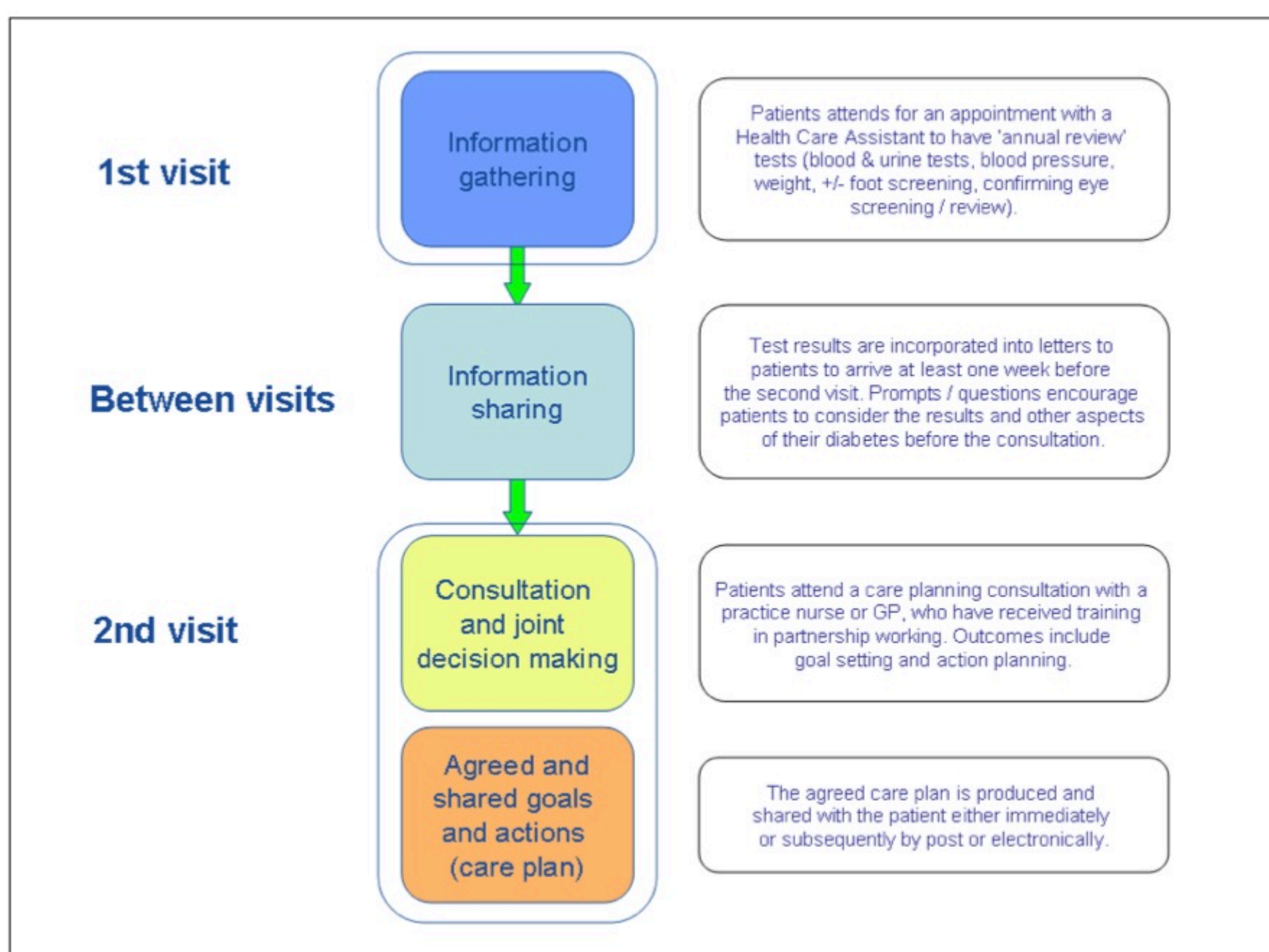


Figure 1: How Year of Care works in a General Practice setting

North Cumbria Specialist Team

The specialist diabetes service in North Cumbria is based at the Cumberland Infirmary, Carlisle

The team run a mix of general and specialist diabetes clinics serving a population of approximately 200 000 people.

The diabetes clinics have embraced the principle of care planning and have moved away from rigid annual reviews towards a more flexible patient centered approach.

One consultant, one specialist diabetes dietitian and 4 diabetes specialist nurses based in Carlisle have attended Care Planning training delivered by the Cumbria Care Planning training team.

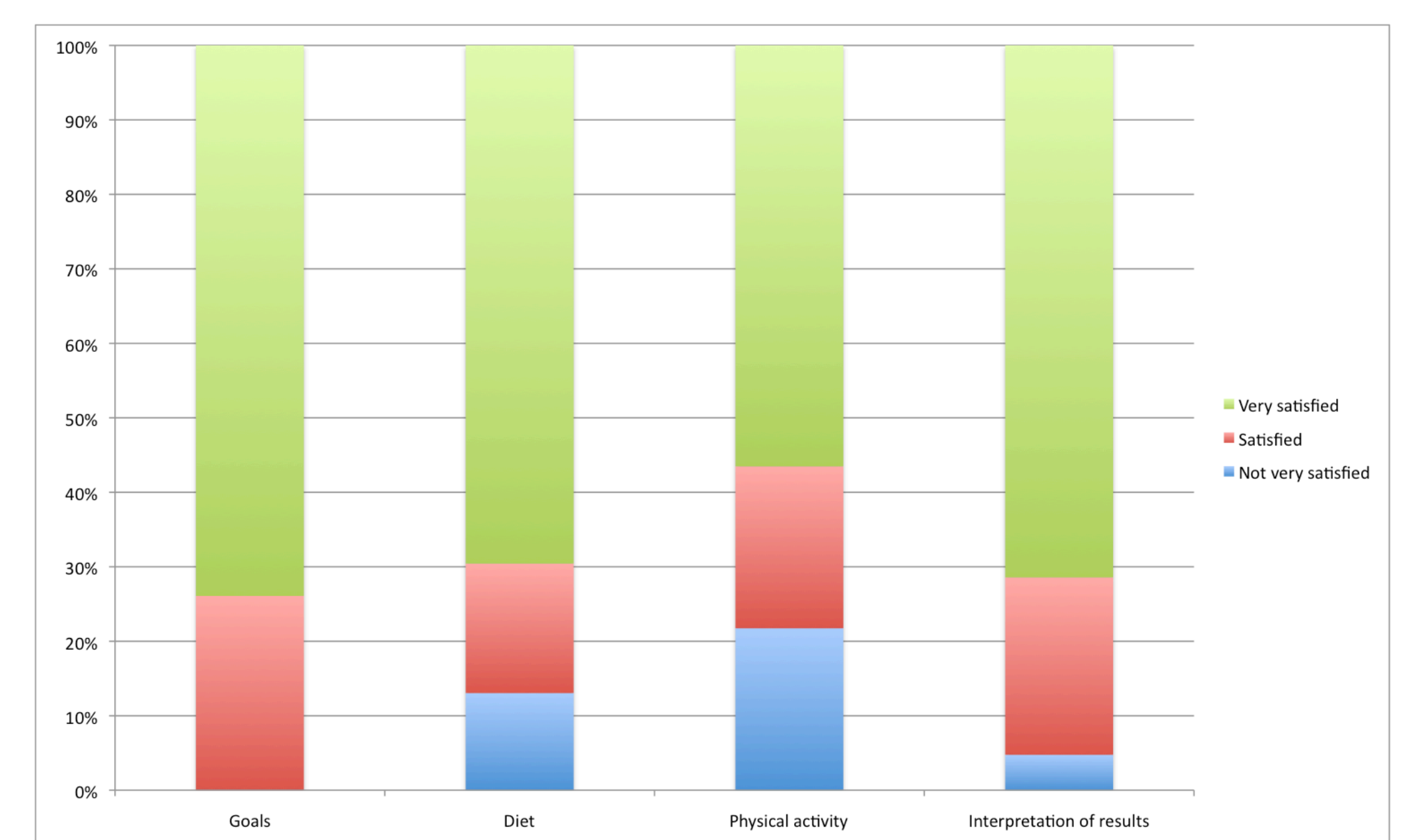
The specialist diabetes clinic consultation model has been styled to be centered around patient issues, concerns and expectations, with a view of agreeing on a shared management plan

The diabetes specialist team has recently been sending out the results of blood tests prior to clinic consultation in an agreed format used during care planning training (see below).

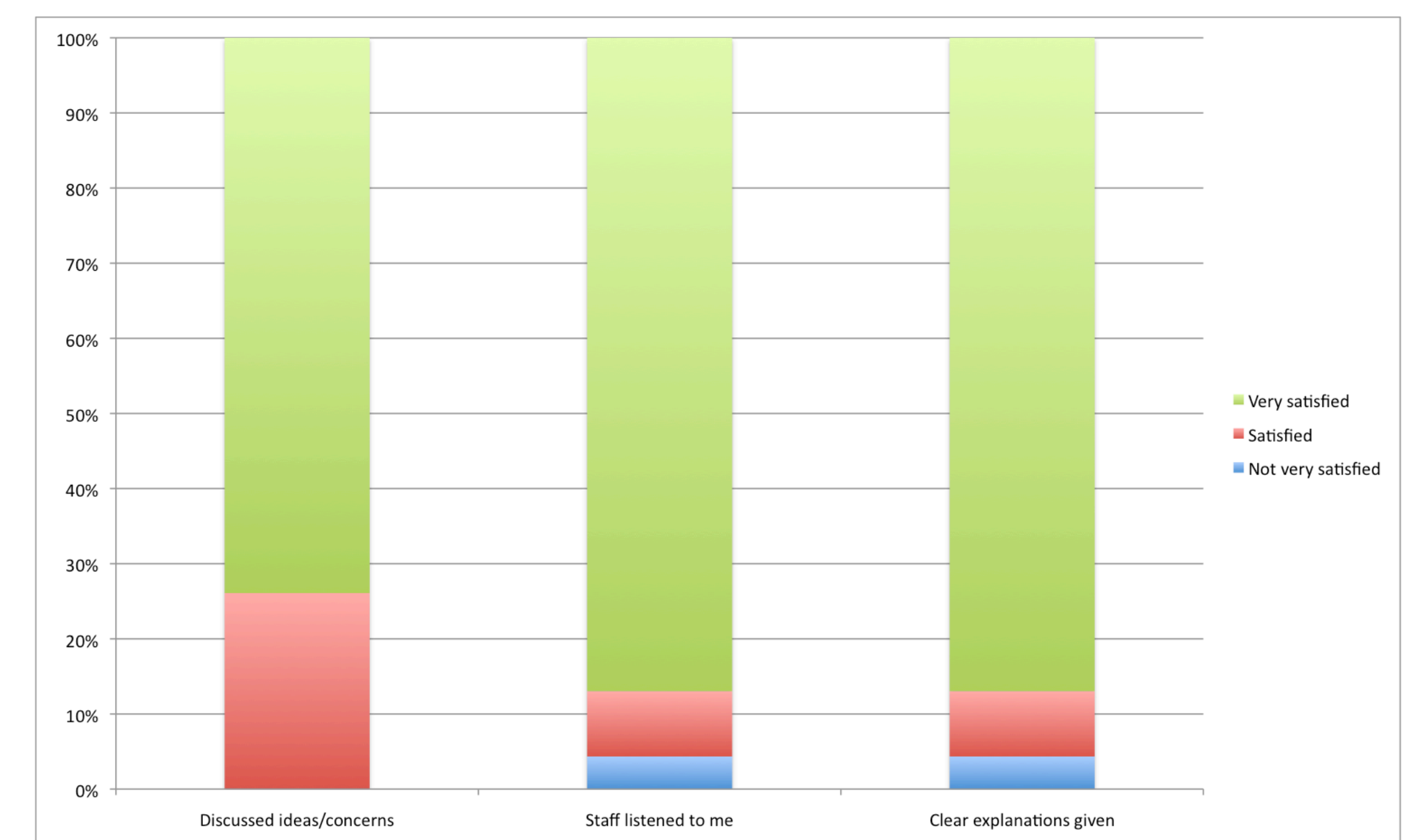
Results

- 23 patients (Male: Female 13:10) completed the questionnaire
- Mean age 54 (26-72)
- Type 1:Type 2 diabetes (15:8)
- Overall satisfaction rates very good with a mean satisfaction score of 85%. More detailed results are shown in the following graphs:

Patient experience of consultation "content"



Patient experience of consultation "style"



Conclusion

The Year of Care "Care Planning" approach is ideally suited to improve engagement, enablement and empowerment within a General Practice setting.

Our experience shows that the principles of care planning can be successfully applied within a specialist care setting with high patient satisfaction.

We feel it is important for both primary and specialist care teams to be using the same language and approach via care planning to ensure seamless care and an holistic joined up approach.

Most of our patients are in their first cycle of care planning and we would envisage that with the passage of time we will see positive health outcomes over and above a more positive patient experience.



Patient satisfaction survey

A patient survey was used to assess patient experience of a care planning approach in the specialist diabetes clinic. The survey explored both the content and style of the consultation. The survey was given to people attending the specialist diabetes clinic at the Cumberland Infirmary in Carlisle between 25/08/2011 and 08/09/2011. The survey was completed immediately following the end of the consultation.

Acknowledgements

Our friends at the Year of Care National Training Team
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1 Care Planning: Improving the Lives of People with long term conditions , Clinical Innovation and Research Centre, RCGP 2011

2 Department of Health, 2005. MORI Survey: Public Attitudes to Self Care Baseline Survey. www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4111260