



Poole Hospital  
NHS Foundation Trust



# The Young People's Diabetes Service in Poole

Developing the service and engaging with young people

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# Some Diabetes Transition References



- National Institute for Health and Care Excellence (2016) *Transition from Children's to Adult Services for young people using health or social care services*. NICE London
- Diabetes UK (2017) *How to improve transition for young people with diabetes*.
- Diabetes UK (2016) *A guide for young people moving into adult care*.
- Campbell F and Waldron S (2017) Where are we now with transition? *Diabetes Care for Children and Young People* 6:5-6
- Cochrane D, Sharpe L et al (2015) Youth Engagement Toolkit for healthcare professionals: How do we engage better with young people with type 1 diabetes? *Journal of Diabetes Nursing* 19: 228-32



# Learning outcomes

- **Share details on when and how our service was set up and funded**

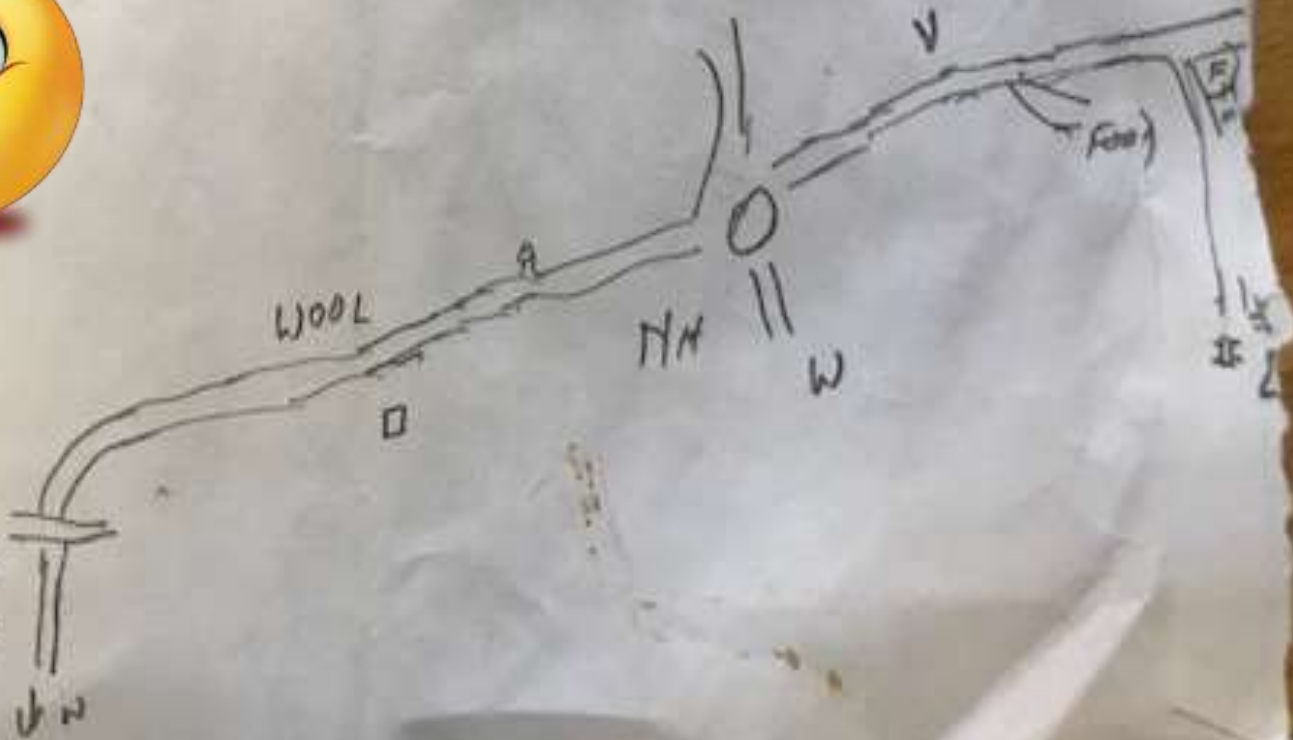


- **Where to access the information to see if it might help your own service?**
- **Show what a specific YPDS team working with this age group can achieve**
- **What we have done to improve engagement with young people with diabetes?**

# Assertive Outreach



 **recycle**  
Read Me Recycle Me



# Be Welcoming

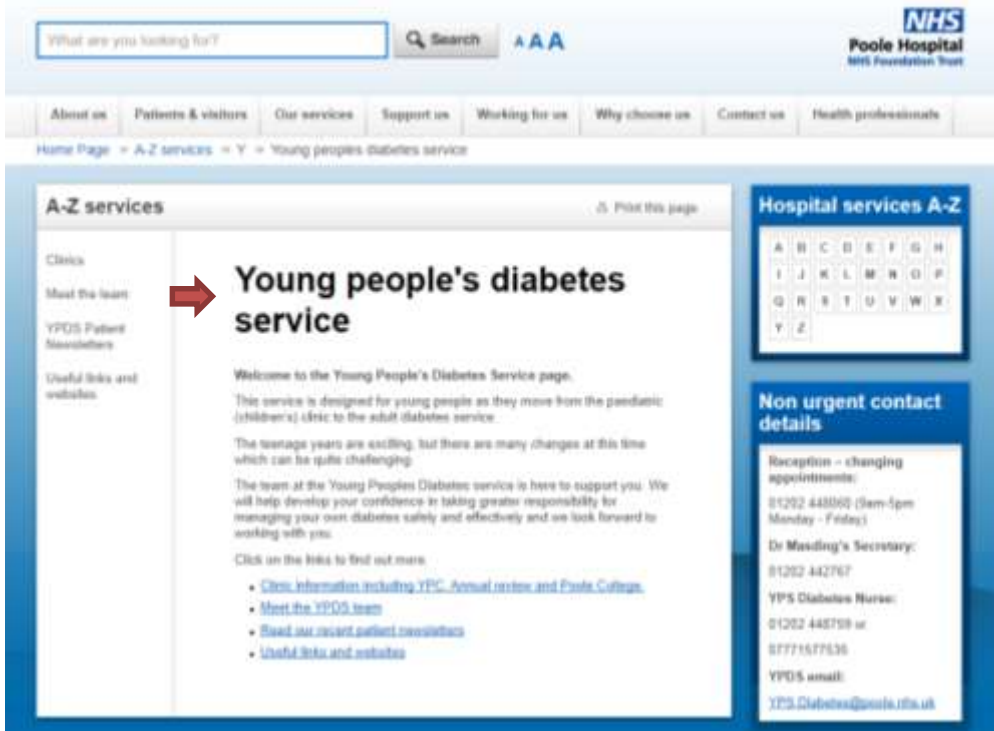
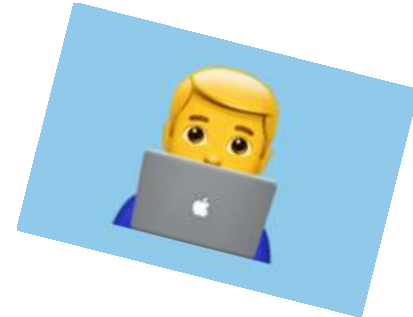
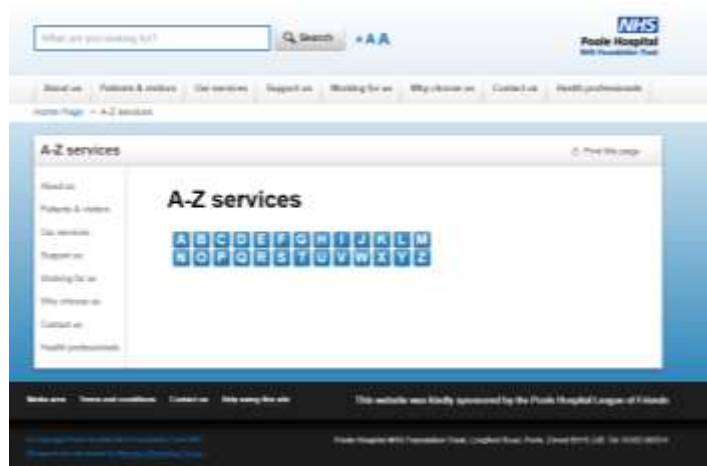


- Be happy to see our hard to reach group
- Be non-judgemental
- Celebrate successes
- Talk about life first and then diabetes
- Encourage hopefulness





# Have you visited our website? [www.poole.nhs.uk](http://www.poole.nhs.uk)



Look on the A-Z of services and we are in the 'Y' section...click Young People's Diabetes Service  
You will find our

- Contact details
- Newsletters
- Team & clinic information
- Useful links and websites

# Meet the Poole Team....





# Contact sheet



Patient Name

\_\_\_\_\_



Home Telephone Number

\_\_\_\_\_



Mobile Number

\_\_\_\_\_



Parent or Carer contact details

\_\_\_\_\_



Email address

\_\_\_\_\_

I will inform the team of any up to date information or new telephone numbers as soon as possible.



I give consent for the YPDS to send me text messages on the mobile number provided ☐

I do not give consent for the YPDS to send me text messages to the mobile number provided ☐

Signed

Date

\_\_\_\_\_

# Education Options



## Group Learning

Approx. 4 group education sessions per year. These will last half a day each. These education sessions will be based on the With You All The Way programme by Novo Nordisk which is the recommended programme for 16 to 18 year olds - turn over for more details!

TIP: A good option if you like learning with others and are keen to keep the number of education visits down!



## 1:1 Education with the YPDS Team

Approx 12 sessions per year (or once a month!) of 1:1 teaching led by nursing and dietetics. These education sessions will be based on the With You All The Way programme by Novo Nordisk which is the recommended programme for 16 to 18 year olds - turn over for more details!

TIP: A good option for those who want education tailored to their individual needs and are happy to regularly come into clinic for education appointments.



## Online Learning

Bertie Streetwise & T1 Resources provide education online, and can be found at [www.bertiestreetwise.org.uk](http://www.bertiestreetwise.org.uk) & [www.t1resources.uk](http://www.t1resources.uk). Here you can work your way through different education modules in your own time at home & on the go. If you choose this option you will need to attend 2 group assessments per year with the YPDS team to see your progress & top up your knowledge.

TIP: A good option for those who find it hard to get to Poole Hospital and prefer self-directed learning...Or use this alongside the other options!



## College Based Learning (for Poole College attendees only)

Approx. 12 sessions per year (or once a month!), this is an education programme delivered at Poole College, led by nursing and dietetics! These education sessions will be based on the With You All The Way programme by Novo Nordisk which is the recommended programme for 16 to 18 year olds - turn over for more details!

TIP: A good option for Poole students because the education comes to you...and includes lunch!



## I'm over 18...What About Me?

You are still welcome to access diabetes education through the group sessions, 1:1 sessions or online using Bertie.

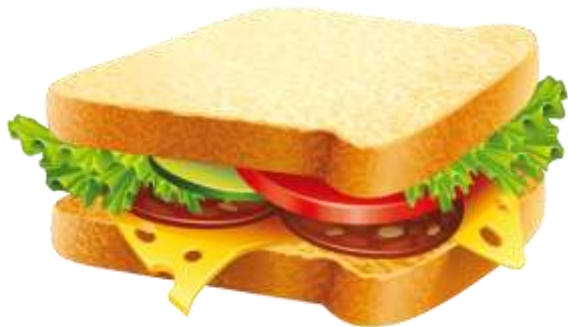
PLUS... you can access UCAIR or DES, which are group education programmes for adults with T1 and T2 diabetes, or the T1DE course for adults who are newly diagnosed with T1.

Please ask us for further details about how to sign up.



# Poole College Clinics

- Monthly, based on the Novo Educational Goals programme 16-18 year olds topics
- It takes 2 academic years to cover the whole curriculum
- Lesson plans and resources can be accessed via the CYP National Diabetes Network
- <http://www.cypdiabetesnetwork.nhs.uk/index.php?cID=2413>





## Ethos

## Clinics

## Annual Reviews

## Appointment Frequency

## Available Support

## Structured Education

## Pump Services

## Social Opportunities

# Paediatric Diabetes Service

Introducing self-management

Clinics: Weekly Wednesday & Friday (pm) at Poole, and monthly Thursdays (pm) at RBH. HbA1c testing available if required

One appointment per year - including blood test, urine test, quiz, & food diary

As needed (4 minimum)

24/7 telephone support. Limited access to Clinical Psychologists & Counsellor. Home visits if required. School visits & training

Team offers education 3 and 6 months after diagnosis, and parents evenings. Teenage education in summer holidays

Monthly pump starts at Poole  
Ongoing care in routine paediatric clinics.

Annual summer camp & Christmas party  
Charity events throughout the year

# Young People's Diabetes Service

Developing and promoting self-management

Clinic monthly on Monday (pm/eve). Fortnightly Consultant clinic Mondays (pm). Separate nurse and dietetic clinics.

One 2-hr appointment per year for under 19s - review with each member of the team, including blood and urine tests

4 Consultant clinic appointments per year (including annual review)

24/7 telephone support for under 19s  
Very limited access to a Clinical Psychologist

Education menu available offering 1:1 education, group sessions and online learning

Pump starts available following assessment  
Ongoing care in routine clinics.

Occasional social events e.g. summer BBQ  
Poole College clinic over lunch

# Adult Diabetes Service

Supporting self-management

Consultant clinics every weekday  
Foot clinics every weekday

No formal annual review appointment  
Tests completed as and when required

2 Consultant clinic appointments per year

Limited access to Counsellor  
No Clinical Psychologist  
Telephone support Mon-Fri 9am-5pm

T1DE education at diagnosis  
UCAIR education for carbohydrate counting  
DES education for type 2 diabetes

Pump start mostly based at RBH  
Fortnightly pump clinic at Poole on Monday (pm)

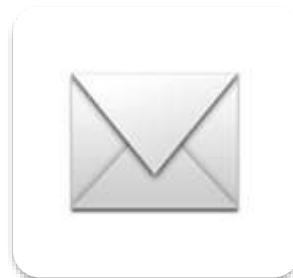
Signposted to online communities and events e.g. DiabetesUK



# YPDS improvements



- Increased clinic capacity with MDT meetings
- Managing our own clinic appointments
- Text or telephone call reminders for appointments
- Assertive outreach to chase missed appointments
- 19+ Nurse led clinics weekly
- Email, text and telephone – virtual clinics and consultations, including Libre downloads
- Transitional care policy and newly diagnosed care pathway
- Operational policy





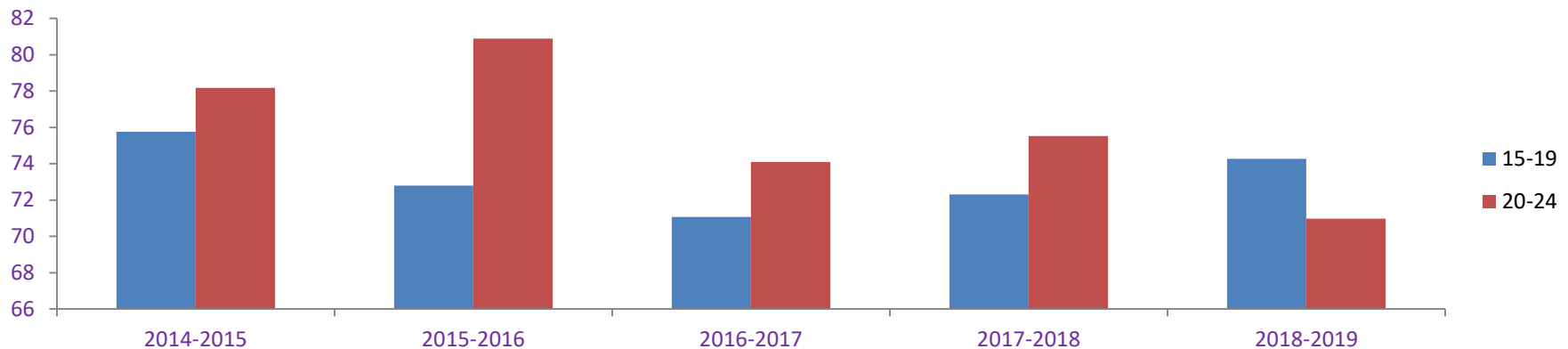
## Other improvements

- Best Practice Tariff (BPT) care process data collected for ALL, not just 15-19 year olds
- MDT twice monthly psychosocial meetings plus psychology teaching for the team
- YPDS team members also attend paediatric meetings twice yearly
- YPDS Quarterly business meetings
- Trial of a new diabetes holistic assessment tool
- Quarterly newsletters emailed to young people
- Increasing patient involvement – survey monkey and Twitter



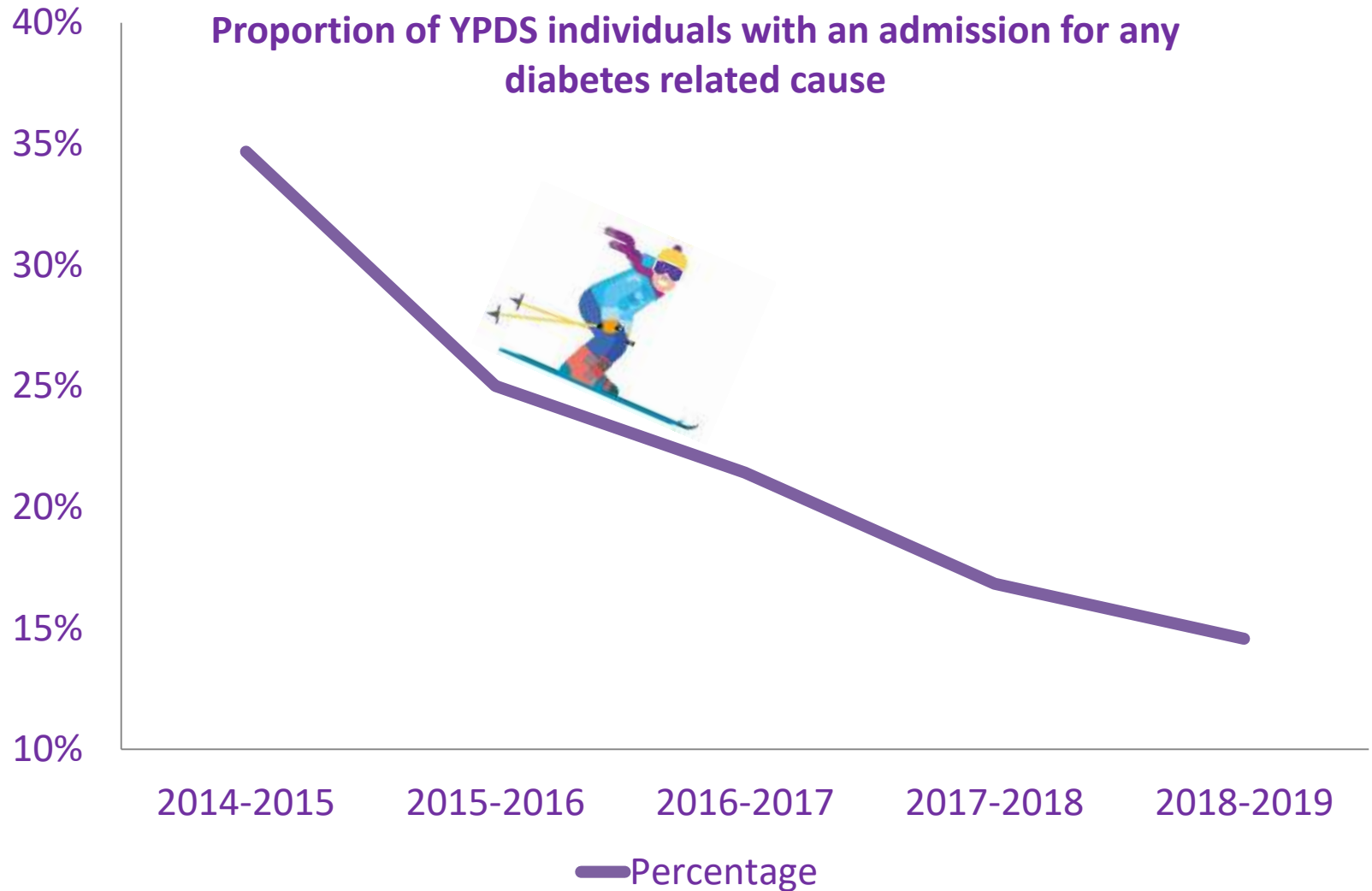


# Average HbA1c by age period

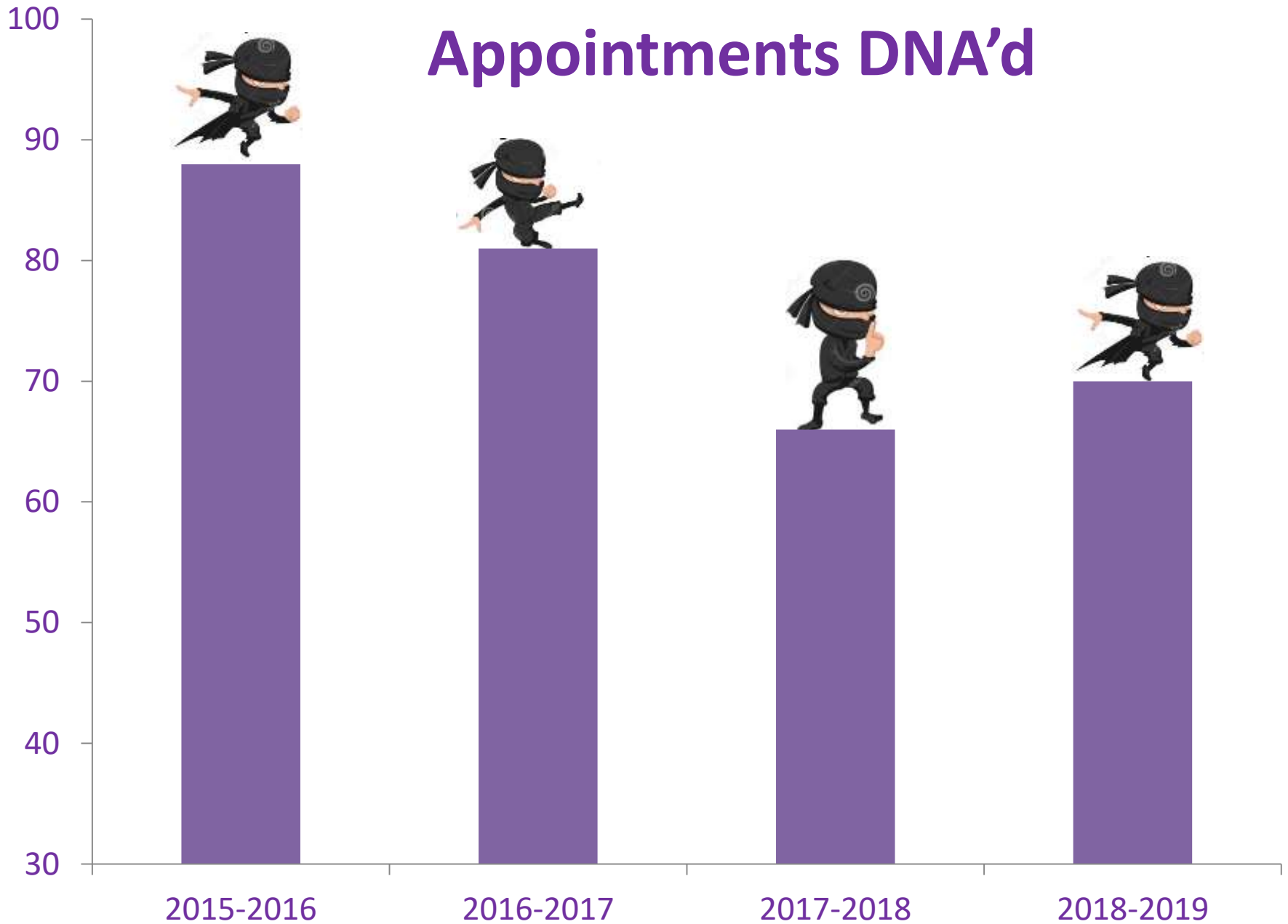


- Audit data collection began from 1<sup>st</sup> April 2015
- The 2013/2014 data only had young people under the age of 20yrs – before the new transition service began
- The improvement in the 20-24 year old group is especially impressive; so not just BPT young people
- Those above 20 years are the most difficult to stay engaged - busy lives, different priorities and needs

# Poole's YPDS started in Dec 2014



# Appointments DNA'd



# Transition services across Dorset

**Dorset County Hospital**  
Planned and Emergency  
Hospital with A&E services

**Poole Hospital**  
Major Planned Hospital with  
urgent care centre (as part of  
Dorset's A&E network)

## **Poole Hospital Young People's Diabetes Service**

Weekly MDT clinics, 3 doctors  
Monthly evening MDT clinics  
1 x F/T DSN for 100+ patients  
Proven positive audit results  
Access to a variety of patient education options  
Holistic approach and assertive outreach

**Royal Bournemouth Hospital**  
Major Emergency Hospital  
with A&E services

**Dorset County Hospital**  
No transition service, lower  
patient numbers  
Young people seen in  
paediatrics then handover to  
adult clinics at 19 years  
No audit outcome data once  
in the adult service

**Royal Bournemouth Hospital**  
Twice monthly MDT transition  
clinics, 1 doctor  
Improving DNA rates  
0.4WTE DSN for 100 patients  
Access to BERTIE  
Some audit outcome data



# Quality in Transition to Adult Services?

- Shared location of clinics
- Familiarity of staff
- Step-Up Form when moving away
- Flexibility – when to move up?
- Meeting their linked adult DSN before they move up
- Signposting to on-line support networks

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# What's new in 2018/9 ?..



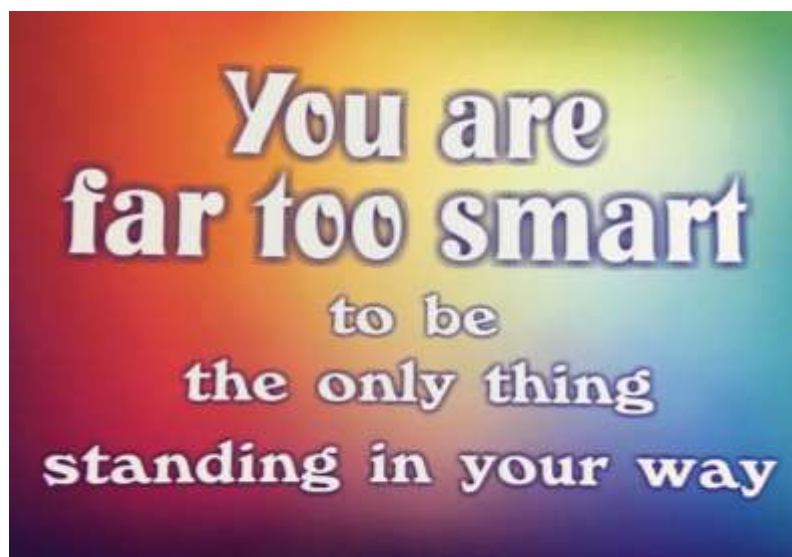
- Increased patient involvement
- Social networking – **Instagram** 
- Diabetes transition stakeholder event used Twitter to capture recurring themes in transition
- Poole YPDS team members are involved in the new BPT for 19-25yrs old
- Increasing patient numbers across the county
- Links with Dorset Eye-Screening programme





## Inspirational Postcard audit

- Ask young people to write themselves a postcard with a 'Note to Self'
- We post it to them in 1-2 week's time
- Does it help as a nudge to help themselves?



**Life can be Tough,  
but  
SO ARE YOU!  
SO KEEP GOING!!**

**Making mistakes proves you're trying**

You don't need magic to transform your world,  
you already carry all the power you need,  
just decide to use it.

Nothing changes if you  
change nothing,  
so start today to build your  
tomorrow!

**Start Where You Are  
Use What You Have  
Do What You Can**

Positive Mind, Positive Heart, Positive Life

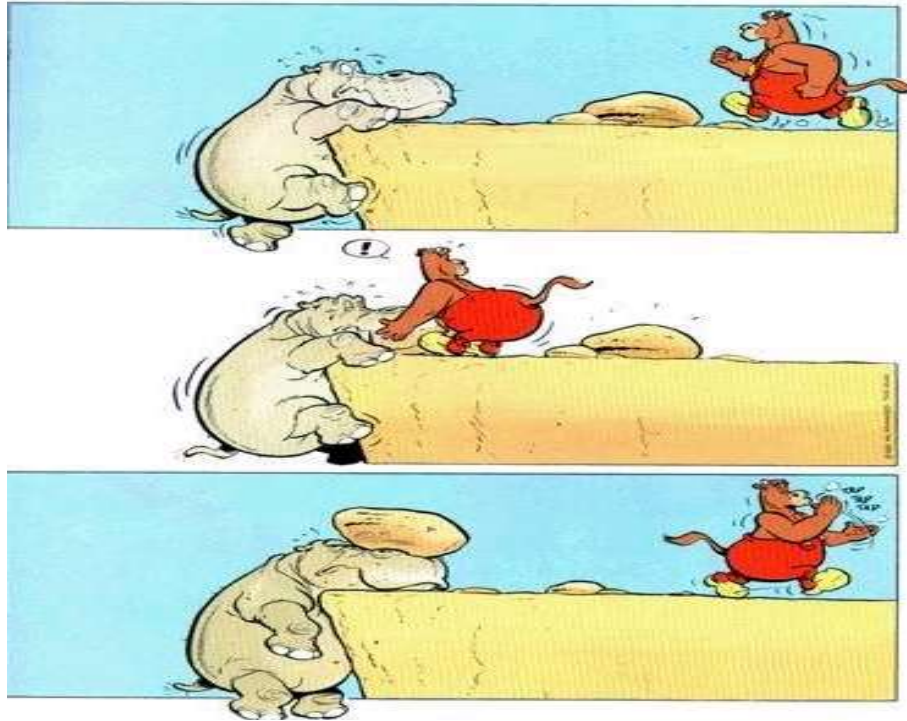
You  
don't have to be perfect  
to be  
Amazing

Its just a grotty day, not a grotty life,  
so be brave and keep going.

[illegible]



# Why it's important to keep in contact



The YPDS may not be able to pull you up...

**BUT**

They will still think of ways not to let you fall.

## Thank you

Any questions?