

# **Diabetes Q & A session with Naomi Kensett, Advanced Nurse Practitioner**

## **1. How is care of patients with diabetes organised at Avonside?**

All patients with diabetes are coded. They are recalled formally annually by letter with an enclosed blood form requesting they have blood tests / urine albumin and then arrange a DOUBLE appointment with one of the Practice Nurses (two of our three practice nurses carry out diabetes reviews) or Nurse Practitioner (myself) for their annual review which includes a full check. Obviously there are some patients that may need a more frequent review and this is discussed and arranged with the patient themselves, but everyone has an annual recall.

All the computers flag up any patients that are overdue a check or non attended and this is clearly visible when accessing the patient computer records for anything, i.e. issuing a routine prescription.

Non-attenders have two letters of recall. In addition, we organise audits periodically, indeed I am in the middle of auditing all those patients with diabetes who aren't at target or non responded, and have sent extra letters out. The system works very well.

## **2. Is care different for Type 1 and Type 2 diabetes?**

Annual reviews and checks such as feet etc. are all the same. Patients on insulin have added checks i.e. checking of injection sites, but this can be just as important for those with Type 2 diabetes on insulin. It is dependent on age. Young people with Type 1 Diabetes or patients with complex insulin regimes or pump therapy are usually under the secondary care team for their reviews. Also those patients on insulin who are planning pregnancy are seen in the specialist pre-conception diabetes clinic.

## **3. Is there special care with children with diabetes?**

As above, all are under the specialist Paediatric Diabetes Team at the hospital and transferred automatically to the adult specialist Diabetes Team at 17 at Warwick Hospital.

## **4. How many patients with diabetes?**

Currently 471

## **5. Do you screen for those who are at risk of diabetes?**

Yes. Those patients with gestational diabetes, polycystic ovary syndrome are coded as these conditions and are advised to have annual checks. There is no formal recall but it is flagged on their records they have these conditions and reminded and given blood forms when due. We screen opportunistically all those who are at risk, i.e. patients who are obese, patients with family history should have annual checks, all patients with strokes, heart disease, rheumatoid arthritis etc. have annual checks and a diabetes screen is carried out 1-3 yearly. We also undertake NHS health checks on patients over the age of 40 and this includes a diabetes screening tool to detect those patients at risk.

## **6. Do any Doctors specialise in Diabetes?**

I am the Clinical Lead for Diabetes, each Doctor/Nurse specialises for the practice in an area and feeds back to the rest of team changes, advice etc. I have a Masters in Diabetes from Warwick University and am a member of the Primary Care Diabetes Society. All Doctors are involved in Diabetes care but complex issues are shared with the clinical lead. We also have a good system whereby we can formally electronically ask for written advice or ring the consultants regarding issues with patients with diabetes that may not need a formal referral to secondary care.

## **7. Is there anything we don't do that we would like to do for patients with diabetes?**

I feel the practice has an excellent system regarding diabetes care. I would like to see how we can improve areas of diabetes management in elderly care homes in the community and housebound patients. However, this is an issue being addressed in the whole of Warwickshire. Secondary care and primary care teams nationally are aware this is an area more difficult. Currently the Doctors will go and undertake a review, but there are care homes whereby staff are not always trained to manage. There are systems being put in place by community teams to increase education for nursing care staff.