

## Co-Creating Health Programme

August 2009

# Diabetes Self Management

Co-Creating Health is a national demonstration programme and initiative of The Health Foundation. The Whittington Hospital NHS Trust, NHS Islington, NHS Haringey were selected as a diabetes site, working in a collaboration between primary and secondary care and between clinicians and patients. Co-Creating Health is unique in taking a whole system approach to transform the patient-clinician interaction into a collaborative partnership.

There are three elements which encompass the patient, the clinician and the service. Patients are participating in a self-management programme, to build their self-management skills. Clinicians are undertaking an advanced development programme to develop their consultation/communication skills. Local services are being redesigned to support self-management.



Joni Inniss, Tutor and Daphne Johnson, participant of the Self Management Programme at the NHS Islington Diabetes Open Day held on Saturday 4th July

Daphne Johnson who participated in the Self Management Programme in June last year recently talked about the benefits of attending this programme.

Continued next page

### SKILL: EXPLORING AMBIVALENCE

If someone is unsure about a health behaviour change, help them weigh up the pros and cons by asking what would be the good things and the bad things about the change. Getting them thinking and talking about change in their own words helps to move things on in a collaborative way.

For example, Dave, who has Type 2 Diabetes, is on maximum doses of oral hypoglycaemic agents. His blood glucose levels were above target. He did not want to use insulin. His BMI was 34. We discussed losing weight to help him to control his blood glucose levels. He was reluctant to talk about food, so we asked him to think of the good things that could come from changing his food and losing weight, he came up with:

- I might be able to do more and get less tired
- I could play football with my grandchildren

- The doctors might stop nagging me
- My blood sugars might come down
- I might live longer

Then we asked about the bad things about changing his food and losing weight:

- I've tried before and can lose a bit, but always put it back
- I won't be able to eat the food I like
- Diet food is boring
- I won't be able to stick to it

This helped him to think it through, and he decided he would need some help to attempt weight loss, he had heard of some tablets that might help, could he try those?

[If you want to learn more about these skills, why not attend the Advanced Development Programme. See dates on back page.](#)

## Self Management Programme Reunion



Participants at the June 2009 Self Management Programme Reunion

The 3rd combined Self Management Programme (SMP) reunion was held in a Whittington Education room on Thursday afternoon the 11th of June. The room was a little less comfortable than for previous reunions, but the high attendance and enthusiasm of the group made up for the lack of comfy chairs. People from each of the seven Self-Management Programme groups came together. Twenty-nine people came along, out of the 76 who have completed the SMP. The meeting was facilitated by SMP tutors Trish Turner and Janice Mavroskoufis.

At the last reunion participants had decided it would be valuable to be able to have some of their Diabetes questions answered. When the invitations for the reunion were sent out, people were asked for questions they would like to ask the doctor. So Dr Maria Barnard the Lead Diabetes consultant at the Whittington and the Lead Clinician on the CCH project came to answer their questions.

There were many questions and Dr Barnard used the self-management tools of exploring the problems and using the experience of the group to find answers. She covered kidney problems in Diabetes, how to interpret test results, and why people are prescribed statins. We ran out of time and not all the questions were addressed, so the group has invited Dr Barnard to come back and continue answering questions at another reunion.

Everyone brought food and there was a lovely spread with specialities from home made cakes and pasta bakes to fruit and vegetables. There was a chance for people to catch up, share, meet new people and to discuss their progress since completing the Self Management Programme.

After lunch the group discussed goal setting and action planning. Many people have made these two skills part of their everyday tool kit for managing their lives and their diabetes. There were success stories about overcoming prevarication, losing weight, improving blood glucose control and increasing activity. We ended the afternoon with a brief relaxation session.



Participants at the June 2009 Self Management Programme Reunion

### Diabetes Self Management Continued from front page















"The best thing for me has been that I feel more confident in asking my GP for the support I want and need.

I am now more aware of the things I didn't know, such as the importance of keeping an eye on my

HbA1c and requesting that it is measured regularly by my doctor or nurse. It has helped me to be pro-active in enquiring about what is available and to be assertive in my requests to improve my health outcomes. To know that I have choices in managing my condition, when there is fuller disclosure by my doctor."

## Tools to Support Self Management

The Agenda Sheet presents a menu of self care behaviours that someone might want to discuss in the consultation. It offers an opportunity to reflect on what is going well and what needs to be worked on. The person with diabetes can decide what it is they are going to change and how they are going to go about it.

My Diabetes Plan											
How are you doing with your diabetes?											
<input type="checkbox"/> Excellent 	<input type="checkbox"/> Good 	<input type="checkbox"/> Not Good 	<input type="checkbox"/> Not sure 								
I am doing well with:			I want to do better with:								
<input type="checkbox"/> Exercising			<input type="checkbox"/> Exercising								
<input type="checkbox"/> Eating better foods			<input type="checkbox"/> Eating better foods								
<input type="checkbox"/> Taking my medicine			<input type="checkbox"/> Taking my medicine								
<input type="checkbox"/> Checking my blood sugar			<input type="checkbox"/> Checking my blood sugar								
<input type="checkbox"/> Managing my weight			<input type="checkbox"/> Managing my weight								
<input type="checkbox"/> Reducing my salt intake			<input type="checkbox"/> Reducing my salt intake								
<input type="checkbox"/> Cutting down on smoking			<input type="checkbox"/> Setting a quit smoking date								
<input type="checkbox"/> Checking my feet			<input type="checkbox"/> Checking my feet								
<input type="checkbox"/> Drinking less alcohol			<input type="checkbox"/> Drinking less alcohol								
<input type="checkbox"/> Other			<input type="checkbox"/> Other								
To improve my health, I will work on one of my chosen activities.											
This is what I am going to do: _____											
How much: _____											
When: _____											
How often: _____											
How important is this activity to me? (circle a number)											
Not	1	2	3	4	5	6	7	8	9	10	Very
How confident am I that I will be able to do this activity? (circle a number)											
Not	1	2	3	4	5	6	7	8	9	10	Very

Anyone interested in using this sheet for consultations, please contact Trish Turner on 020 7288 3154 or email [patricia.turner@whittington.nhs.uk](mailto:patricia.turner@whittington.nhs.uk)

## IMPORTANT DATES

### Self Management Programmes for people living with diabetes commencing

- Tuesday 22 September till 3 November  
10am – 1pm
- Monday 5 October till 16 November  
10am – 1pm
- Wednesday 14 October till 25 November  
10am – 1pm
- Friday 6 November till 18 December  
1.30 – 4.30pm

The programme involves seven, three hour sessions

### Self Management Programme Reunion

- Thursday 3 September 12.30 – 4pm

For people who have completed the Diabetes Self Management Programme

### Advanced Development Programme for clinicians

- Monday 14 September 1.30 – 6pm
- Monday 5 October 1.30 – 5.30pm
- Monday 16 November 1.30 – 6pm

The programme involves three, four hour sessions

## Whole Team Approach in Primary Care

The Co-Creating Health team is working closely with 2 Islington practices in a pilot to get whole teams involved all at once. All GPs, Practice Nurses and Health Care Assistants at St John's Way Medical Centre and Islington Central Medical

Centre are being trained in a shortened version of the Advanced Development programme in August and will draw up plans to make service improvements from September. We want to see if this approach leads to more rapid and sustainable changes in supporting self management than if just one or two people in a team have been trained.

## READY FOR ANOTHER CHANGE?

As part of our ongoing programme to improve the diabetes service at The Whittington, Ann Papworth, Diabetes Specialist Nurse is leading a review into the appointment letters. The current letters can be misleading, for example, it is not immediately clear whom the appointment is with.

In the spirit of the Self Management Programme (SMP) Ann would like to incorporate into the letters a prompt, asking patients to bring along their agenda for their consultation with the healthcare professional.

Recently the SMP reunion group had a look at the current letter and suggested some changes in the format. Ann had the opportunity to share with a SMP reunion group the proposal for change in

the current format of the appointment letters. During that brief session Ann received some interesting and encouraging suggestions and she thanks those who took part.

The next step is a focus group comprising patients and a variety of people involved in the patient journey within the Whittington Diabetes Outpatients department.



Clinicians practice their skills to support self management during the Advanced Development Programme in June. There are a few places left for the next course starting in September.

**If interested in participating or finding out more about any of these programmes please phone Trish Turner, Co-Creating Health Project Manager on 020 7288 3154 or email: [patricia.turner@whittington.nhs.uk](mailto:patricia.turner@whittington.nhs.uk) or visit our website at [www.whittington.nhs.uk/cocreatinghealth](http://www.whittington.nhs.uk/cocreatinghealth)**

**Co-creating Health**  
– a self-management initiative

