

The 7th Annual Quality in Care Diabetes Award Ceremony

The UK has many shining examples of local excellence in NHS diabetes care, but all too often these projects remain within their own area. The QIC Diabetes programme exists to help remedy this situation by recognising, rewarding and – crucially – sharing good practice across the UK and Ireland. Held in October, the 7th annual QIC Diabetes Awards saw recognition for projects that ranged from a diabetes comic book to the restructuring of a clinic for young adults, with teams from Liverpool, Wales, Devon and the East of England among those rewarded. There were 11 categories, of which six were judged in two groups: (1) adults and (2) children, young people and emerging adults. In addition, a number of paediatric initiatives were nominated as finalists. The awards, organised by PMGroup and sponsored by Sanofi, recognise initiatives that improve the quality of life for people living with diabetes, as judged by the NHS, patients and industry. A full list of all of this year's winning, highly commended and finalist entries is available at www.qualityincare.org/diabetes

Diabetes Collaboration Initiative of the Year – Children, Young People and Emerging Adults

In this category, the judges were looking for initiatives aimed at children, young people and emerging adults (up to 25 years old) with diabetes and their families. The initiatives could involve any element of the care pathway, whether clinical, educational, psychological or social wellbeing, and were welcomed from specialist, primary or community settings.

WINNER

Type 1: Origins, Diabetes the Comic Book

University Hospital Southampton NHS Foundation Trust, Queen Alexandra Hospital Portsmouth and Revolve Comics

Inspired by feedback from children and young people about limited access to resources after their type 1 diabetes diagnosis, the team took inspiration from superheroes. Discovering their powers, they realise that life will never be the same again and that adaption to change is necessary. *Type 1: Origins* is the first diabetes-inspired comic book and, since October 2016, has been downloaded for free nearly 6000 times. All the key UK diabetes charities have

supported this initiative and the collaboration work continues, with Digibete UK animating the comic and funding secured to develop a sequel.

HIGHLY COMMENDED

An awareness of type 1 diabetes in schools and other settings

East of England Children and Young People's Diabetes Network, Children and Young People's North West Diabetes Network, Children and Young People's Thames Valley Diabetes Network, JDRF and Virtual College

This online course is available for free and has been endorsed by the National Children and Young People's Diabetes Network. The course is aimed at all professionals who work in schools and other settings where they may come into contact with children and young people who have type 1 diabetes.

Diabetes Team Initiative of the Year – Children, Young People and Emerging Adults

This award recognises the value of outstanding multidisciplinary team achievements and



The team behind the Type 1: Origins comic receive the award for Diabetes Collaboration Initiative of the Year.



Royal Liverpool & Broadgreen University Hospitals NHS Trust receives the Diabetes Team Initiative of the Year award.

contributions that help better prevent, diagnose or treat diabetes and support self-care management to improve service users' experience and outcomes.

WINNER

Engaging to improve: Outcomes of the young adult clinic restructure

Royal Liverpool & Broadgreen University Hospitals NHS Trust

Achieving good glycaemic outcomes for young adults with diabetes remained a challenge at the Royal Liverpool University Hospital. Towards the end of 2015, patient engagement was poor, with high non-attendance rates in clinics. Through a process of team briefings and service user feedback, a number of changes were made,

including a clinic restructure. Outcomes at the end of 2016 showed a significantly lower non-attendance rate, quadrupled rates of patients achieving HbA_{1c} <53 mmol/mol (7.0%), very high user satisfaction and financial gains.

COMMENDED

Data-driven quality improvement utilising multiple initiatives in paediatric diabetes

Children's Hospital for Wales

This project was concerned with using multiple quality improvement initiatives simultaneously to drive improvements in HbA_{1c}. The project achieved its aim with an 8-mmol/mol (0.7%) improvement in the clinic's median HbA_{1c} over one year. It was also well received, with

positive patient/parental feedback on the impact of the new initiatives and changes. This project is sustainable within its own centre and can undergo continuous evaluation and enhancement. It is also transferable to other centres or in partnership across networks.

COMMENDED

FRED workshops: Food, Relationships, Exercise with Diabetes

The Hillingdon Hospital

The FRED workshop is a multidisciplinary initiative designed to empower self-management among young people with type 1 diabetes and their parents. It deals with all aspects of living with diabetes every day, ranging from psychological issues to exercise and self-adjustment of dosage. It is delivered using a unique format, which consists of variations of group participation, mixing young people both with their parents and independently of them, as well as sessions for parents independently of their children.

COMMENDED

Solution-focused brief therapy (SBFT) approach improves glycaemic control, patient satisfaction and patient engagement in children and young people with T1DM

Southport and Ormskirk Hospitals NHS Trust

This novel project started in 2014, working in collaboration with the clinical psychology services to train all diabetes team members in



The team behind the JDRF schools e-learning module was highly commended in the Diabetes Collaboration Initiative of the Year category.



The Children's Hospital for Wales was commended for its use of multiple quality improvement initiatives to drive improvements in HbA_{1c}.

the SFBT approach over 12 months. It works on the premise that SFBT should be a routine feature of the diabetes team's care and viewed as more of a life-coaching approach than as a rescue for psychological problems. It sees children who have type 1 diabetes as just that, not as children defined by their condition.

Patient Care Pathway – Children, Young People and Emerging Adults

An efficient patient care pathway is critical to empower people and/or their families and carers to self-manage their diabetes and avoid unnecessary complications. Based on their needs and goals, the focus of the patient care pathway is to improve the quality and delivery of effective integrated services that are based in the community and/or hospital.

WINNER

Tackling the Toughest of Times Sheffield Teaching Hospital NHS Foundation Trust

In 2013, the Sheffield team published a paper showing that outcomes had not improved in its clinic for young people aged 16–20 years over the previous decade. So it made a number of changes, such as creating an age-specific

structured education course and raising the profile of psychology. In doing so, it improved engagement with the clinic and its services and improved glycaemic control, and it now has results that are better than the national average for this age group.

Judges' Special Award

This award is judged from all entries received (irrespective of category) for a project that the judges feel deserves national recognition and a platform to be shared with the wider diabetes community.

WINNER

Diabetes wellness events empowering people in effective self-management Diabetes Research and Wellness Foundation

The DRWF Wellness Day South brings together a wealth of information under one roof for people living with diabetes, their family members, carers, friends and those with an interest in diabetes. The event is run in close collaboration with local healthcare services, complementing and reinforcing key health messages to support optimised glycaemic control and psychosocial wellbeing. The programme has grown from

workshop delivery to include a “hub” area and satellite sessions throughout the day.

Empowering People with Diabetes – Children, Young People and Emerging Adults

This award recognises those teams and individuals working to educate and empower young people and/or their families and carers to self-manage their diabetes and stay as healthy as possible.

WINNER

Empowering children and young people with diabetes through structured education Children and Young People's Wales Diabetes Network

SEREN is a national diabetes education programme for children and young people developed by healthcare professionals and parent representatives from Wales. The first modules are delivered over the 6–8 weeks following diagnosis and aim to improve the children's knowledge and understanding of diabetes, empowering them to manage their condition from day one. The programme includes a full curriculum with lesson plans for staff, a workbook for the young person,



The Hillingdon Hospital was commended in the Diabetes Team Initiative of the Year category for its FRED (Food, Relationships, Exercise with Diabetes) workshops.



Southport and Ormskirk Hospitals NHS Trust receives the commendation for working to train all its diabetes team members in the solution-focused brief therapy approach.



Sheffield Teaching Hospital NHS Foundation Trust wins the Patient Care Pathway award for its Tackling the Toughest of Times project.



The Children & Young People's Wales Network wins the Empowering People with Diabetes award for the SEREN diabetes education programme.

educator records to track progress and an array of supporting teaching resources.

COMMENDED

Cook and Eat Exeter: Carbohydrate counting in real life

Royal Devon & Exeter NHS Foundation Trust

The Exeter Children and Young People's Diabetes service developed two structured education programmes, Cook and Eat Family Fun (pre-school and primary school age) and Cook and Eat Fun! (secondary school age), to actively learn carbohydrate counting skills in a real-life setting. The learning outcomes are age-appropriate and achievable for young people. Participants are invited to annual sessions to

build up their knowledge and understanding. Sessions are funded by schools, supermarket donations and grants from charitable trusts.

Empowering teenagers with high school education

NHS Highland (Argyll and Bute)

This project aimed to provide diabetes education to teenagers in a way that promotes empowerment and self-management, and encourages the development of peer-support networks. Education sessions were provided every fortnight during term-time in a group format, with an emphasis on practical learning, discussion and group problem-solving. Empowerment, measured via a questionnaire at the beginning and end of each

term, and HbA_{1c} were found to have improved in five out of seven students.

FINALIST

Psychological support intervention using art therapy for patients with type 1 diabetes

St Luke's General Hospital

This pilot programme offers brief and long-term art psychotherapy to support individuals with a diagnosis of type 1 diabetes. Subjects received individual and group therapy sessions, depending on their therapeutic needs, and explored themes of self-esteem and identity, as well as coping mechanisms. The preliminary results show a significant reduction in HbA_{1c} compared with a control group. ■



Royal Devon & Exeter NHS Foundation Trust received a commendation for its Cook and Eat carbohydrate counting classes.



The Diabetes Research & Wellness Foundation receives the Judges' Special Award for its diabetes wellness events.