

Ninth annual quality awards recognise best diabetes practice in the UK and Ireland

It is important to recognise and share examples of good practice. Quality in Care (QIC) Diabetes recognises, rewards and shares innovative care in the UK and Ireland that demonstrates quality in diabetes management, education and services for people with diabetes and/or their families. The annual QIC Diabetes Awards are judged by a panel of recognised academics, clinicians, patient bloggers, nurses and commissioners working in diabetes. The 2019 QIC Diabetes Awards – which were organised by PMGroup, partnered by Sanofi and supported by diabetes organisations including JDRF and the Children and Young People's National Diabetes Network – included one new category on mind and body and a revised category for diabetes education programmes. Four categories were judged in two groups: adults, and children, young people and emerging adults. Individuals working to improve the lives of children and young people with diabetes were winners in two further categories. A full list of all of the winning, highly commended and finalist entries is available at www.qualityincare.org/diabetes

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Mind and Body Healthy Together – Emotional Wellbeing Programmes for People with Diabetes – Children, Young People and Emerging Adults

This category recognises initiatives that deliver emotional wellbeing support to children and young people and/or their families and carers. It is not limited to individuals with diagnosable or classifiable psychological problems.

WINNER Getting our heads around diabetes

Wrexham Maelor Hospital (Betsi Cadwaladr University Health Board)

Wrexham young adult diabetes service aimed to effectively use temporary clinical psychology provision to support young adults with diabetes through in-clinic screening. Young adults experiencing psychological distress were identified and referred to the psychologist. The high uptake of therapy and attendance following referral indicated a previously unmet need. Funding was subsequently secured for permanent clinical psychology input into

the young adult diabetes service. The judges said it was 'An outstanding, innovative programme aimed at helping one of the patient groups most in need of psychological support services'.

HIGHLY COMMENDED Engaging young people with their type 1 diabetes through sport

Cardiff & Vale University Health Board

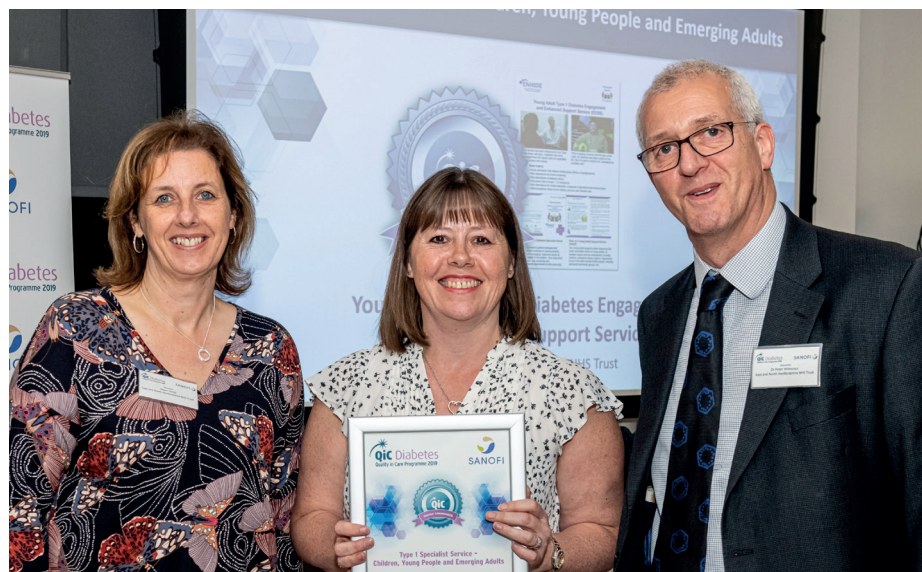
Young people attending the paediatric diabetes service at the University Hospital of Wales informed staff members that they would appreciate the opportunity to meet an



Wrexham young adult diabetes service won the Mind and Body Healthy Together award for providing young adults with access psychological support



Cardiff & Vale University Health Board were highly commended for engaging young people with their type 1 diabetes through sport



East and North Herts Institute of Diabetes and Endocrinology were highly commended for their type 1 specialist service providing tailored care to disengaged young adults with type 1 diabetes

HIGHLY COMMENDED Young adult type 1 diabetes engagement and enhanced support service

East and North Herts NHS Trust

East and North Herts Institute of Diabetes and Endocrinology were highly commended for their model of supported tailored care targeting disengaged young adults with type 1 diabetes. During the 2-year pilot project, patients had access to a dedicated young adult support worker and diabetes specialist nurse. Flexible communication (text, Skype, email and flexible appointments), signposting to lifestyle and behavioural support, and access to newer insulins and monitoring systems were offered. The pilot resulted in high engagement, significant reductions in hospitalisations due to diabetic ketoacidosis and reductions in HbA_{1c} levels.



The team from The Hillingdon Hospital won the Diabetes Education Programmes award for using existing resources to create an annual refresher education clinic for 9–11-year-olds

FINALIST Improving the care pathway for newly diagnosed children with type 1 diabetes

*Royal United Hospital Bath NHS
Foundation Trust*

Following the identification of significant deterioration in glycaemic outcomes in type 1 diabetes patients between 3 months and 1 year after diagnosis, the team at Royal United Hospital implemented a quality improvement project to reduce the mean and median HbA_{1c} during this period. The new care pathway emphasised intensive management from diagnosis and consistent messaging from all staff members. Carbohydrate counting and Expert meters were introduced on the ward from diagnosis. The judges' comments highlighted the impact the project had on patient wellbeing and ability to cope with type 1 diabetes.

inspirational role model living with type 1 diabetes and participate in sport and peer support. In response, a day of futsal (a form of indoor football) involving physical activity and education was organised. The event was facilitated by The Diabetes Football Community and included 25 young people with diabetes aged between 10 and 25 years. The judges appreciated the novel approach to encouraging engagement in hard-to-reach individuals and the event's potential for widespread uptake.

Type 1 Specialist Service – Children, Young People and Emerging Adults

This award recognises initiatives delivering specialist support to children, young people and emerging adults that have demonstrated a positive impact on the diagnosis and management of type 1 diabetes and its associated secondary complications.

FINALIST Students first: avoid pitfalls of university transition – move the clinic!

Sheffield Teaching Hospitals

Sheffield has two universities with a total of approximately 50,000 students. Practice nurses and diabetes specialist nurses for young people were keen to improve the service

offered to the large number of students with type 1 diabetes. They decided to recreate the specialist secondary care clinic in university GP practices to reduce the chances of undergraduates missing out on care. These clinics resulted in high patient satisfaction and good improvements in HbA_{1c}.

Diabetes Education Programmes – Children, Young People and Emerging Adults

This award recognises teams and individuals working to meet the educational needs of healthcare professionals, advancing their skills and knowledge, and to those educating and empowering children and young people with diabetes and/or their families/carers, from diagnosis onwards.

WINNER

Turning the multidisciplinary clinic into a group experience for 9–11-year-olds

The Hillingdon Hospital

There is a high attendance rate for structured diabetes education for newly-diagnosed families at Hillingdon Hospital but refresher education has always been poorly attended. Education is particularly pertinent for patients transitioning towards secondary school and becoming more independent. An annual group education clinic for young people aged 9–11 years was developed and delivered within an existing clinic structure, utilising room and staff availability and optimising patient attendance. The judges considered this the clear winner for ‘its clinical application and transferability [...] across the country’.

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

This award acknowledges collaborations that cross traditional sector boundaries



Noah's Ark Children's Hospital and Cardiff & Vale University Health Board picked up the award for Diabetes Collaborative Initiative of the year for improving early diagnosis of type 1 diabetes

and provide opportunities to improve patient outcomes through joint working, ensuring patients receive optimal care, with support to help them maximise the benefits of treatment across health and social care.

WINNER

Quality improvement innovation to improve early diagnosis of type 1 diabetes in children and young people

Noah's Ark Children's Hospital for Wales, Cardiff & Vale University Health Board

This quality improvement project was devised by Cardiff & Vale University Health Board and the Children and Young People's Wales Diabetes Network to increase the recognition of type 1 diabetes in children presenting to primary care and ensure their prompt referral to secondary care. Most children initially present to a primary care practitioner, but delays can occur as the condition is uncommon. Primary care professionals outlined the challenges that they faced and a referral pathway was established that was supported by teaching programmes and reflective learning. The judges selected this entry as it was ‘a good role model for other areas to pick up and run with’.



Sara Crowley and Jon Matthias picked up the commendation for the new Welsh national standards for diabetes on behalf of NHS Wales

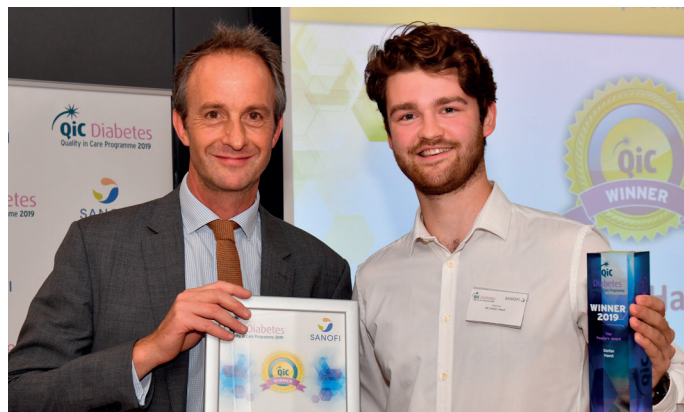
HIGHLY COMMENDED National standards for diabetes transitional care and young adult service

NHS Wales

NHS Wales wanted to provide a comprehensive national young adult service for people with



Sarah Lockwood-Lee (left) received her Outstanding Educator of the Year award from Sanofi's Becky Reeve in recognition of her work on Deapp



Stefan Haest (right) received The People's Award for his support of other children and young people with type 1 diabetes

diabetes, covering the time between leaving paediatric services and the age of 25 years. A set of standards was created for Welsh health boards to follow that would develop services meeting the holistic needs of this group. Recommendations are based on good practice, with learning taken from specialist healthcare professionals across paediatric and adult services, and have been co-produced with people living with diabetes and their families. The judges commended those involved for recognising the unmet need and setting out to transform national standards, inviting input from a wide range of stakeholders.

FINALIST

University Toolkit collaboration between JDRF, NHS England and Diabetes UK

JDRF

JDRF and Diabetes UK teamed up with Norfolk and Norwich NHS Trust to survey the provision of diabetes care in UK universities and patients' perceptions of their university diabetes care. The aim was to offer a collaborative, online University Toolkit for people with type 1 diabetes who are studying at, or planning to attend, university. The toolkit helps patients manage their type 1 diabetes effectively, so they can make the most of their time at university.

Outstanding Educator of the Year

Supported by the Primary Care Diabetes Society (PCDS), this award is presented to an

individual based in the UK or Ireland who delivers excellence in education, in a specialist or community setting, whether through: developing innovative teaching tools or courses; providing mentorship for other educators; or delivering and promoting externally-developed training. He or she has a clear patient focus and champions education in his or her area.

WINNER

Sarah Lockwood-Lee

Sarah leads on Deapp (Diabetes Education App), an integrated structured education programme that aims to empower children and young people newly-diagnosed with type 1 diabetes in self-management. Children and young people are given Deapp to watch by a healthcare professional, who will then play with them using physical resources to check their knowledge. Sarah worked with units across the East Midlands Children and Young People's Diabetes Network to bring the scripts to life, helped design the resources and games, and worked with De Montfort University to create the app. She is delivering the healthcare professional education programmes part of the Deapp rollout across the UK.

There has been interest in Deapp from 40 countries to date. Sarah is discussing international adoption with them. To ensure that Deapp will remain a success, she is working with the Children and Young People's Diabetes Network to develop a pump app, add transition and psychology sections, and translate the app into different languages.

The People's Award

This is a special award, supported by Diabetes UK, which recognises someone very special who has supported/cared for people with diabetes in 2019.

WINNER

Stefan Haest

A champion for peer support, Stefan was diagnosed with type 1 diabetes at the age of 11 years. From the beginning, Stefan was committed to helping other children and young people with the condition. Throughout his adolescent years, and now as a young man aged 25 years, Stefan has volunteered tirelessly to support the teaching programmes run by the Oxfordshire paediatric diabetes team.

When he is not studying or working, Stefan has attended a variety of teaching/study days for families to offer practical support, to give a young person's perspective and to offer peer support. ■



A full list of all of this year's winning, highly commended and finalised entries is available at:
www.qualityincare.org/diabetes