

Structured Education Day

21st November 2018

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1. Introduction of the Patient Education Team

J – Based at Diabetes Centre in Hull, both programme administrators for Living With Diabetes course, dually trained to provide continuous support to patients.

K – Both have observed the course so have an understanding of what the course consists of, unable to give medical advice however can reassure patients if they have doubts/worries about attending course.

2. Process of Administration

J – Invites sent out to patients each week with details of venues available, patient details from referral inputted onto database.

K – Patients contact via telephone or email to book on; tab on the database for each month of financial year to easily access course dates available with time/date/venue. Confirmation letter and PHP sent to patient.

J – Reminder letters sent 2 weeks before course, improved attendance as patients can lose confirmation letter or forget dates originally booked. *Scenario* – patient calling to say they've lost confirmation letter – they receive a reminder letter – instead of DNA course Completes course.

K – Attendance outcomes of the course are recorded on the database once register returned to us by educator; patients are colour coded depending on attendance outcome. Easy to instantly recognise Completion/ DNA rate for that month.

J – Letters to GP if patient Completed course – letter sent to patient if Attended 1/2 or DNA to offer another course, 1 month to respond, if no reply then outcomes letter sent to GP.

3. Main Objective

K – Good communication in our team ensures patient journey from beginning to end is a positive experience, achieved by following structured pathway and team meetings to review any required changes.

4. Benefits of Database

J – If patients request a specific time/venue or wish to wait until a set time their details are placed on the holding list, once course available e.g afternoon in Beverley patient gets first refusal for that course. *Scenario *– Patient requesting to wait until after Christmas to book onto the course, details put on holding list, practice nurse calls to ask if patient has attended the course yet, explained they wish to wait until 2019 and will be offered a course in the new year.

5. Any Questions?