

## Final Project Report

### Collaborative working project between University Hospitals Plymouth and Sanofi to review and improve the Diabetes Transition Service

#### 1.0 Project Aims

The project aims were to review and improve the current Diabetes Transition Service at University Hospital Plymouth NHS Trust.

#### 2.0 Project Objectives

The project objectives were:

- Review the diabetes transition service against the national service specification for diabetes transition services published by NHS England in 2022 to identify gaps and issues against what a good service should look like.
- Undertake a population management approach to explore how the transition service is meeting the needs of the population with diabetes aged 16 to 25.
- Map existing psychological services within Plymouth and develop the pathways for access into these services to improve psychological support for patients.
- Develop an options appraisal to improve the diabetes transition service to meet the national service specification and produce an action plan to implement agreed changes to improve the service.

To deliver the project objective the Project Manager (Samantha Bennett and Katie Antrobus) and Project Support Manager (Martin Cassidy) from Sanofi worked alongside the Project Steering Group to deliver on the objectives of the project.

The Project Steering Group consisted of the following representatives from University Hospitals Plymouth NHS Trust:

- Dr Nidhi Choudhary, Diabetes Consultant
- Barbara Hatrey, Lead DSN Transition Service
- Christine Hicks, Clinical Nurse Specialist
- Dr Vicky Burnard, Consultant Clinical Psychologist
- Dr Andrew McGovern, Senior Registrar

#### 3.0 Progress against Project Objectives

A summary of the key outcomes in relation to the objectives of the project are shown in the table below:

<b>Review current service and pathway</b>
---

<p><b>Review the diabetes transition service against the national service specification for diabetes transition services</b></p>	<p>A survey was developed to benchmark and review the diabetes transition service against the national service specification for diabetes transition services published by NHS England in 2022. The survey aimed to understand how the current service provision compared to the standards set out in the national service specification and to identify gaps and issues and consider service changes to address the gaps and issues</p> <p>The survey was completed by stakeholders including clinicians involved in provision of the diabetes transition service and representatives from the Paediatric Diabetes Service and Adult Diabetes Service</p> <p>The results of the survey were analysed and presented to the Steering Group and areas for improvement identified and agreed for the project to focus on.</p> <p>The survey asked stakeholders who completed the assessment of the current Diabetes Transition Service in Plymouth, what were their top 3 priorities to improve the service.</p> <p>This identified the following priorities:</p> <ol style="list-style-type: none"> <li>1. <b>Psychology Pathway</b> – The planned transfer did not include “a clear process for transfer from Paediatric Diabetes Psychology/Child Adolescent Mental Health Services (CAMHS) /Education (ED) service to Young Adults (YA) team Psychology/Adult mental Health team/Adult ED service as required” – Action – The newly appointed Psychologist was invited to join the next Project Steering Group meeting to map out her role and development of the pathway.</li> <li>2. <b>Specialist input at Diagnosis</b> – There seems to be a grey area for the 16-18 year olds presenting at Emergency Department as to whether they should be admitted to paediatrics or adult services. Action – Discussion and pathway needs to be put in place so there is CLEAR guidance on who should be referred where when newly diagnosed.</li> <li>3. <b>Structured ‘High HBA1c Policy’</b> – No current policy in place. Action – to develop local policy following research into existing policies at other Hospitals.</li> <li>4. <b>Patient Feedback</b> – Patient feedback isn’t something that has been done before. Action – again research to see if there are any publicly available surveys and look to create one for Plymouth</li> </ol> <p>Progress against these priorities are outlined below:</p>
<p><b>Psychology Pathway</b></p>	<p>At the beginning of the project there was no psychological provision within the service. However, in late 2023, the Trust</p>

	<p>were successful in securing short-term funding to recruit a Consultant Clinical Psychologist. Dr Vicky Burnard, Consultant Clinical Psychologist joined the project steering group. Vicky has led the establishment of the psychology service independent to the collaborative working project. The focus of this work have been on:</p> <ul style="list-style-type: none"> <li>• developing the pathway with paediatric and adult services for patients transitioning,</li> <li>• improving access to patient information resources via the patient website,</li> <li>• evaluation of the psychology service to support development of business case to secure continued funding for the service.</li> <li>• the service has identified as a priority the need to develop a peer support group for young people with diabetes</li> </ul>
<p><b>Specialist input at diagnosis</b></p>	<p>Presently patients &gt;16 in age are falling into the adult pathway; however, this is not always the right thing for the patient. The Steering Group felt that patients between 16-18 years old should be given a choice – at the beginning of the project there was no transition link nurse within paediatrics. There is a desire to further develop this part of the patient pathway and ideally develop the pathway so there is clear guidance on who should be referred where, when newly diagnosed.</p> <p>Dr Nidhi Choudhary has led meetings with the Paediatric Team to explore this. The outcome of this is a clear pathway that involves contacting the named nurse for safeguarding children who will assess the appropriateness of an &lt;18 year old to be on an adult ward. Clinic set up with Paediatric nurse for 16-18 year olds will cover new diagnosis and transition in adult setting.</p>
<p><b>High HbA1c policy</b></p>	<p>Desktop research and an analysis of High HbA1c policies in other centres has been undertaken and examples and framework has been shared with the Plymouth team to create their own High HbA1c policy and pathway. This is currently under development by the team.</p> <p>Regional Diabetes Transition Clinical Network lead for transition identified and introductions made to support ongoing collaboration between the Trust and the Regional Clinical Network.</p>
<p><b>Patient Feedback &amp; Information</b></p>	<p>It was agreed that patients should be asked to provide feedback at the point of transition to provide qualitative feedback to the service on how they are doing and potential areas for improvement of the service.</p> <p>A draft patient survey was developed by the Steering Group to be agreed and finalised by the Diabetes Transition Team. The survey is currently being reviewed by the Diabetes Team within</p>

	the Trust. The survey will be made available for patients to access via the updated patient website utilising a QR code.
<b>Patient Website</b>	<p>It was felt that the current patient website could be further improved with resources and additional support links.</p> <p>A desktop exercise was undertaken to look at other transition service websites. This was collated and shared with the Team to inform and identify potential improvements to the current patient website content. The Diabetes Transition Team has identified the appropriate Trust staff to support the website development and work is underway.</p>
<b>Population Health Analysis</b>	
<b>Population Health Analysis</b>	<p>Anonymised population health data was shared by the Diabetes Transition Team. Initial analysis demonstrates a positive transition as HbA1c drops as patient move through the transition service. This is in line with national data. An additional analysis to understand if the age that patients transition impacts on patient HbA1c figures has been undertaken. This shows that patients benefit staying in transition until 18years of age.</p> <p>A paper is being produced to summarise the data from the population health analysis. It is planned to share this at the Multi-disciplinary meeting and to discuss if any service changes/actions are required as a result of seeing this data.</p> <p>The analysis creates a baseline that can be used to track patient outcomes as changes from the collaborative working project are fully implemented and to measure the impact on the transition service.</p> <p>It was planned to compare data from Plymouth with the national Children and Young People Audit data but the data is only published at ICB level. A request for Plymouth specific data has been made to the National Diabetes Audit Team.</p>
<b>Action Plan</b>	
Develop draft Action Plan to implement agreed recommendations the project	An Action Plan has been developed and agreed in Sept 2024 by the Plymouth Transition project Steering Group to take forward the identified priorities.

#### 4.0 Project implementation

The collaborative working project commenced in September 2023. The key milestones delivered in implementation of the project were as follows:

##### September 2023

- Developed project plan to set out and monitor delivery of the aims and objectives of the project

- Established project steering group to oversee the delivery of the project and agree project plan
- Initial interviews held with stakeholders to understand the service

#### **October 2023**

- Transition service specification survey contents agreed and survey conducted

#### **November 2023**

- Survey response feedback collated, and priority areas for improvement identified by the steering group – Psychology Pathway, Specialist input at diagnosis, High HbA1c policy, Patient feedback.

#### **February 2024**

- Structured HbA1c policy in process of being created
- Patient Questionnaire in development
- Patient website under review with a view to improve resources

#### **April 2024**

- Specialist input at diagnosis – ongoing discussions with relevant teams.
- Engagement with PALS around patient questionnaire
- Psychological support underway – no support required from Sanofi

#### **May 2024**

- Patient information on Psychological support discussed.
- Patient survey developed and agreed
- Patient Website review completed and suggestions for improvement considered. Links made with internal Trust support to develop the patient website.

#### **June 2024**

- Initial population Health data reviewed and presented to the Project Steering Group

#### **July 2024**

- Analysis of Population Health data completed and shared with the Project Steering Group. Paper produced to share the data analysis with the Multi-disciplinary Team.
- Final Project Steering Group held
- Action Plan agreed with the Steering Group.

### **5.0 Project outcomes and benefits**

The expected outcomes and benefits of the projects were as follows. Progress against these objectives is outlined in blue font below:

#### **Patients**

- To ensure equity of pathway access, provision, and experience for young patients with diabetes in Plymouth
- Patients experience a better quality of service which meets their needs as they transition from an adolescent into an adult
- Improved access to psychological services.

- The pathway has been reviewed against national service specification and areas for improvement were identified and work is underway to address these areas. This has the potential to improve equity of access for patients.
- Patient Feedback survey developed to support the service in obtaining regular and on-going feedback from patients to aid the service to review and improve the service taking account of patient views.
- The service now has a Consultant Clinical Psychologist in place and is in the process of developing pathways between paediatric and adult services. Patients will have improved access to psychological support as a result.

## **NHS**

- Implementation of an improved and more efficient pathway for young patients with diabetes transitioning from paediatric into adult diabetes services that is in line with the national service specification for diabetes transition services
- Improved pathway to enable young patients to access appropriate psychological support services
- Learning from the implementation of a population health management approach for young patients with diabetes that can inform the implementation of population health management in other population groups/disease areas
- The pathway has been reviewed against national service specification and areas for improvement were identified and work is underway to address these areas.
- The service now has a Consultant Clinical Psychologist in place and is in the process of developing pathways between paediatric and adult services. Patients will have improved access to psychological support as a result.
- The population health analysis undertaken within the project is the first time that the service has been able to review their outcome data. The analysis shows that the service is performing well on delivering improved outcomes for patients and has created a benchmark to use to measure outcomes as future service changes are implemented.

## **Sanofi**

- Great clarity of the diabetes service, pathways and needs of the clinical team will allow us to tailor our support and offerings in the future.
- Improved corporate reputation with University Hospitals Plymouth NHS Trust by supporting them to improve the quality of care for young patients with diabetes.
- Learning and gaining experience of how a population health management approach can be used to improve patient care.
- As a result of pathway changes some appropriate patients may be prescribed Sanofi products in line with NICE guidance.
- The project has enhanced Sanofi's understanding of the diabetes transition service and pathway and will support us in undertaking any future collaborative work around transition services in the future.
- Based on the customer feedback below and feedback received through the collaborative working evaluation process, the project has improved our corporate reputation University Hospitals Plymouth NHS Trust
- The population health data analysis undertaken in this project has supported the service to review its outcomes and provides a template for population health work within other collaborative working projects.

- As this project was focussed on service review, no assessment has been made of any potential impact on prescribing of Sanofi products.

## 6.0 Action Plan

Area	Task	Lead	Timescale
Psychology Pathway	Develop pathway with Paediatric & adult services for patients transitioning	VB	Ongoing
Psychology Pathway	Evaluation of the psychology input into the transition care pathway to support the development of the business case to secure continued funding for the diabetes service as a whole	VB	Ongoing – March 25
Psychology Pathway	Access DUK with respect to peer support group for young people living with diabetes, this will be reviewed on an annual basis	VB	Ongoing
Specialist input at diagnosis	Refine pathway for patients diagnosed between 16-18 year old as to whether they are entering adult or paediatric service	BH	Complete
Patient survey & information	Survey to be approved by Transition Team and included on patient website, leaflet with QR code also to be produced	BH & AW	Dec 24
Patient website	Work with appropriate staff within the trust to improve patient website	BH	Sept 25
Population Health Analysis	Share population health analysis with wider stakeholder group at the Trust	BH/NC	Complete

## 7.0 Stakeholder Feedback

Written feedback on the outcomes of the collaborative working project and working with Sanofi was received from the following stakeholders involved in the project:

**Barbara Hatrey**, Lead DSN Transition Service:

**Working on this project with Sanofi has enabled us to look at our current service make improvements and identify opportunities for further improvement. We were able to recognise and understand the positive impact we are having on patients in our service. The measured HbA1c showed that we are making progress and supporting patients through transition and young adulthood, and this is reflective of national findings.**