

The Diabetes Community Pathway – FAQ for service users

Which diabetes services are changing?

Surrey Downs CCG has introduced a new “Tier 3” service for people with diabetes, which will be run predominantly by Kingston NHS Foundation Trust. The service consists of increased specialist diabetes support at general practices, alongside structured education to GPs and patients, and regular multidisciplinary (MDT) clinics at a range of sites in the area.

“Tier 3” services are those that support patients with more complex needs than can be met at their general practice. A list of the criteria for each tier is available [here](#).

Why are diabetes services changing?

An extensive review of national and local data has identified significant scope for improvement in the way diabetes care is delivered. Diabetes is a rising challenge, which already accounts for approximately 10% of the total NHS budget, but 80% of this spend relates to avoidable complications.

These changes will mean that local people can receive more treatments closer to home, without having to visit an acute hospital. Our shift towards a tiered model of care with a greater degree of specialist support available locally has been widely supported by local clinical professionals and Diabetes UK.

Is the quality of my care being put at risk?

No. This isn't change for its own sake. Our new service is modelled on nationally recognised best practice, and was developed in consultation with Diabetes UK, local clinicians, and those living with diabetes.

The CCG will be auditing standards and patient feedback over the course of the new service being implemented, and beyond, to ensure the quality of diabetes care in Surrey Downs is improving.

What is a MDT clinic?

An MDT clinic is where diabetes nurse specialists, dieticians, podiatrists, psychologists, and consultant diabetologists, will all be on hand at the same time and same place for appointments on a regular basis.

Appointments to the MDT clinic will be made by a diabetes nurse specialist, after they have seen the patient at a general practice.

Where will my local MDT clinic take place?

Dorking – Dorking Hospital, Horsham Road, Dorking, Surrey, RH4 2AA

Esher and Molesey - Molesey Hospital, High Street, West Molesey, KT8 2LU

Epsom – Ebbisham Health Centre, 6-7 The Derby Square, Epsom, KT19 8AG

Leatherhead - Leatherhead Hospital, Poplar Road, Leatherhead, KT22 8SD

Will I still get joined up care?

Every general practice will have a designated diabetes nurse specialist, who will review all cases where a GP thinks a patient needs more support (or where the GP has been notified that a patient has been discharged from a “Tier 4” hospital service) and book them into the MDT. The nurse will prepare a detailed care plan after the patient’s MDT appointment, which could include seeing their GP more often.

Discharged “Tier 4” patients will leave the MDT with an updated care plan. The plan will be provided to the patient as a hand held record and sent to GPs electronically.

What will I need to bring to my MDT appointment?

- If you are home blood glucose monitoring, please bring your glucose diary with you.
- Your list of medications.
- Please ensure your routine blood tests have been done prior to your appointment.

I am currently being cared for by a consultant in hospital. Will the new service be inferior to the care I am getting now?

No. If you are over 18, you are being referred to a team of specialists – including and led by consultant diabetologists, as is the case in current hospital care. What will change will be the range of care available to patients depending on their specific needs at any one point and the location of care, which will be more convenient. Those aged under 18 will remain under the care of their hospital.

Diabetes specialist nurses are trained specialists - registered general nurses with a recognised diabetes specialist qualification - who provide a crucial link between all of the services available locally. They also train other healthcare professionals about diabetes, give people the education they need to manage their own condition, and help make sure people with diabetes get the care they need.

Does this mean I will not need to go to the hospital for my diabetes at all?

Your clinical needs will continue to be assessed at your GP surgery. If you require more specialist care you may still be referred for “Tier 4” support.

Is this all about saving money?

No. The changes mean that Surrey Downs CCG will be investing almost £150,000 more into diabetes care over the next financial year.