



Diabetes & DESMOND

WWL Community

Diabetes Team



- 0.25 wte Operational Team Lead
- 4 Diabetes Specialist Nurses, 3.20 wte staff
- Population of Wigan 2025 of **334,065**
- Covering footprint of 77 square miles
- Providing home visits and clinics
- Initiation, titration of insulin for Type 2 patients and GPL1s starts already on insulin.
- Education & Support to professionals in primary and secondary care

What have we been up to?

Quartey Link sessions with District Nurses

Lunch and learn education sessions with Primary Care – practice nurses & GPs

Community events – awareness and prevention of Diabetes in local supermarkets, libraries and outpatients' clinics.

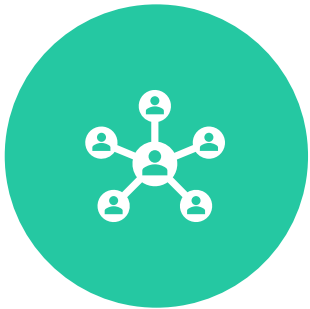
Education sessions to Student Nurses.

Linking in with local colleges – T level students (future planning)

Networking with local Trusts

Attending Diabetes GM integration networking events

Future planning



INCREASE LOCAL INTEGRATION
WITHIN COMMUNITY SERVICES –
CURRENTLY TAKING PLACE



INCREASE INTEGRATION WITH
PRIMARY CARE



PREVENTION & AWARENESS
EVENTS PLANNING IN PLACE.

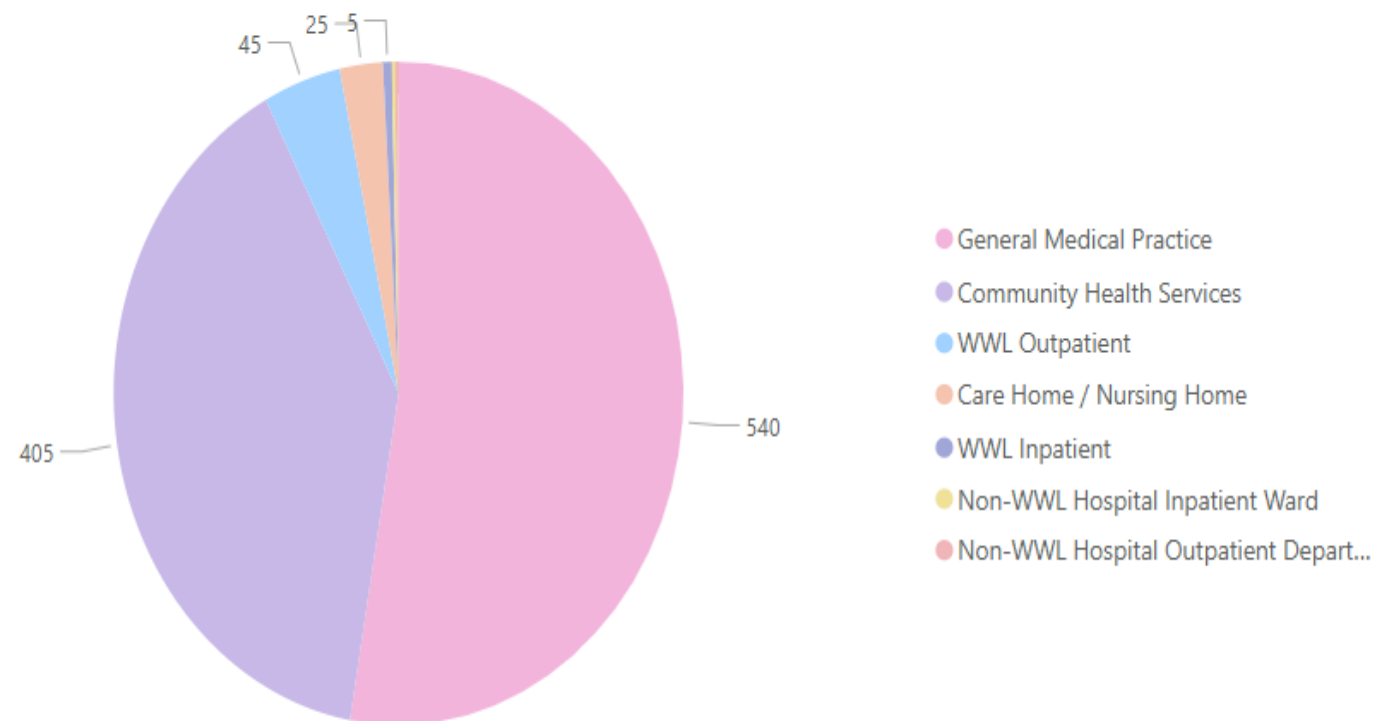


KNOW YOUR RISK SESSION
DURING AWARENESS WEEK –
COMMUNITY AND ACUTE SITES.

DSN Referrals 2023 – 2024

Year	Month	Count of Referral ID
2023	April	79
2023	May	63
2023	June	73
2023	July	93
2023	August	91
2023	September	81
2023	October	85
2023	November	92
2023	December	85
2024	January	87
2024	February	81
2024	March	114
Total		1024

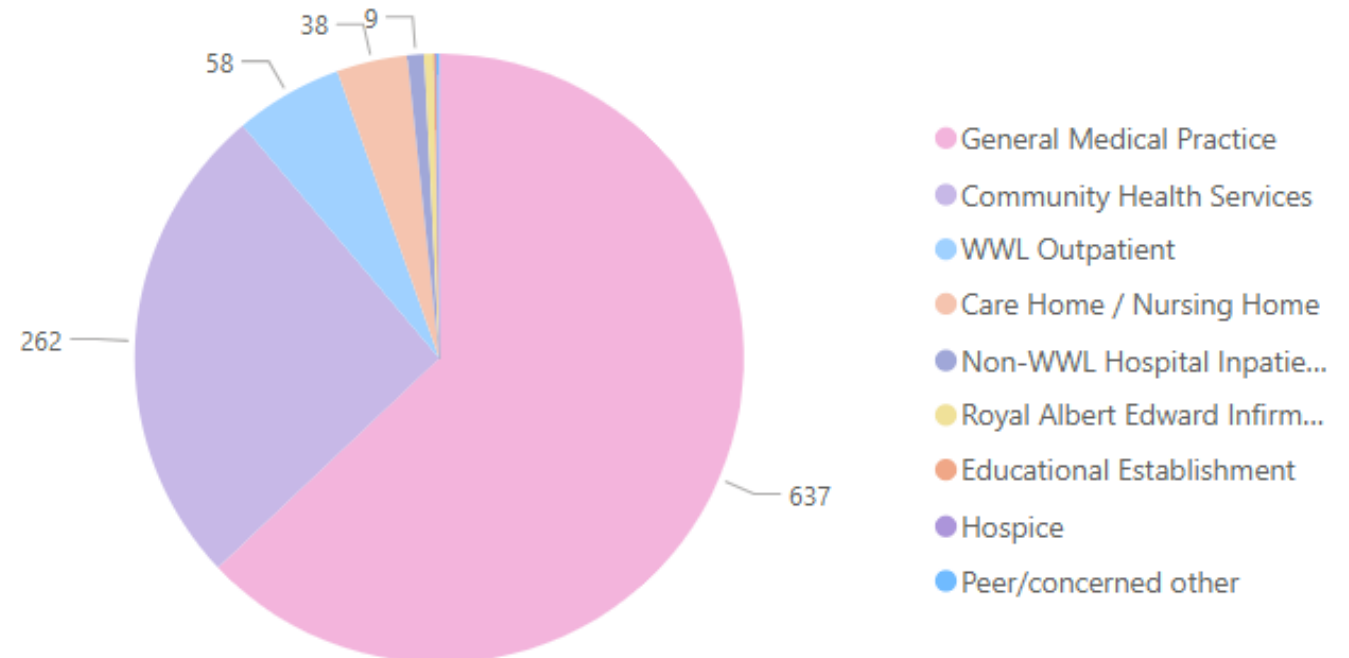
Number of Referrals by Referral Source



DSN Referrals 2024 – 2025

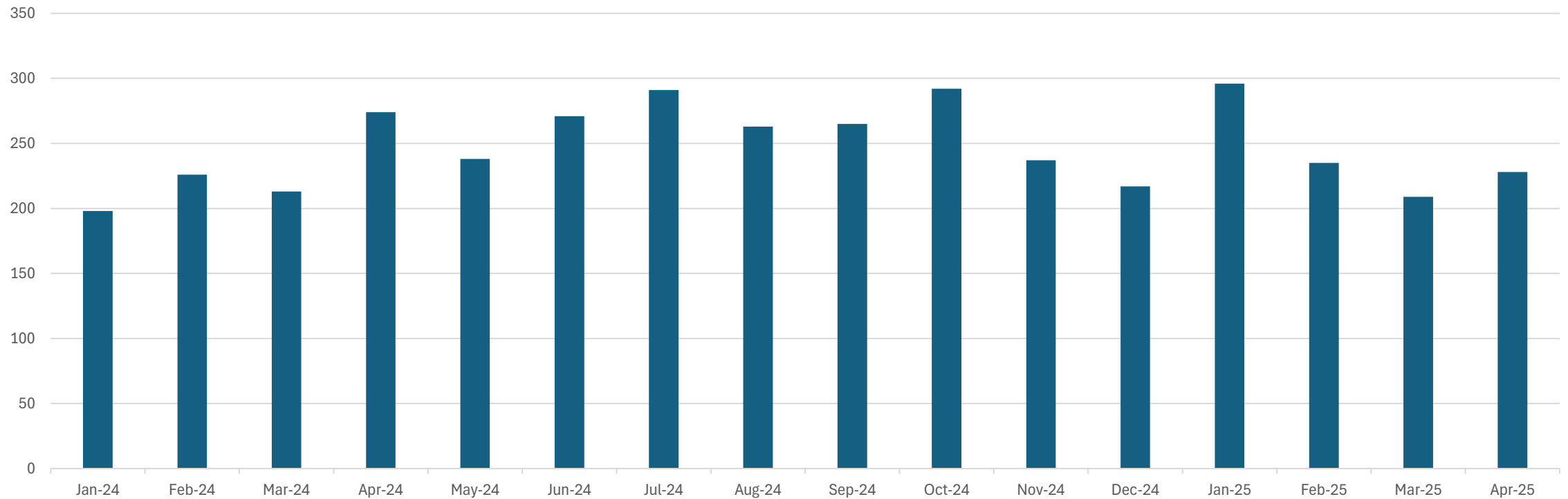
Year	Month	Count of Referral ID
2024	April	102
2024	May	94
2024	June	99
2024	July	106
2024	August	70
2024	September	79
2024	October	76
2024	November	65
2024	December	74
2025	January	87
2025	February	78
2025	March	82
Total		1012

Number of Referrals by Referral Source

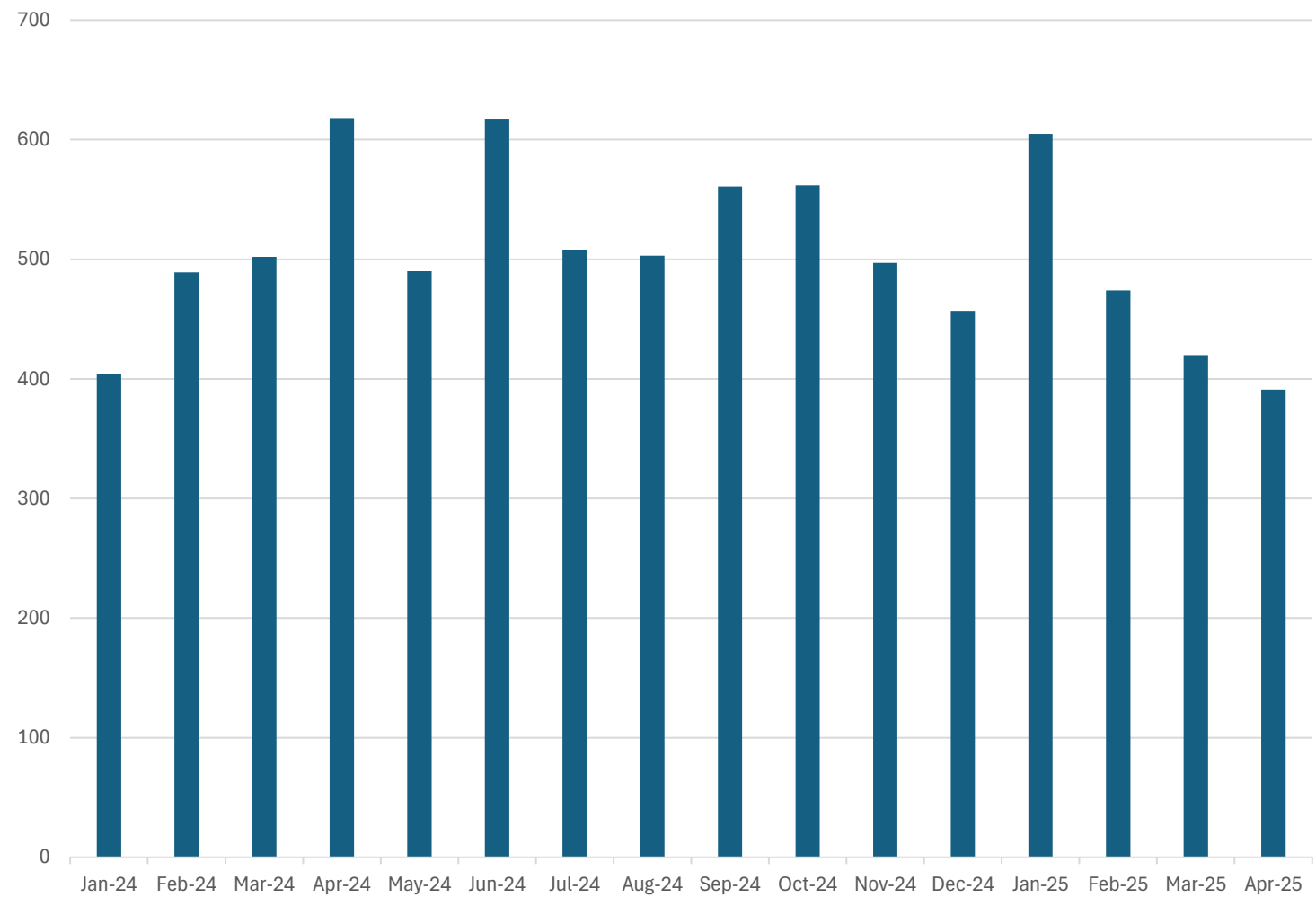




Patients contact to admin – telephone calls & emails



Follow up tasks to DSN from admin



DESMOND

Team (Diabetes Education Self Management of Newly Diagnosed)

0.25 Ops Team Lead

1 DESMOND nurse facilitator & 1 DESMOND lay
facilitator – 1 wte

2 sessions per week

1 Chandler house, Health Centre – Wednesdays – 2
half day sessions

1 **Henry street** medical centre – Tuesdays – 1 full
day sessions

My DESMOND – Digital offer for patients who can not
attend or prefer digital offer.

What have we been up to?

Promoting DESMOND – visiting GP practices across PCNs

Linking in with social care/primary care – events

Mentoring GP assistants at Hindley PCN to become accredited DESMOND facilitators

Questioners to patients to capture DNAs/low opt ins

Future planning



Further surveys with patients – delivery of Diabetes education



QR codes for patient's feedback



Commencing a group session at Aspull clinic on Thursday 5th June



Increasing resilience within staffing to prevent closer of service for staff sickness and annual leave due to small staffing numbers.



Self referrals

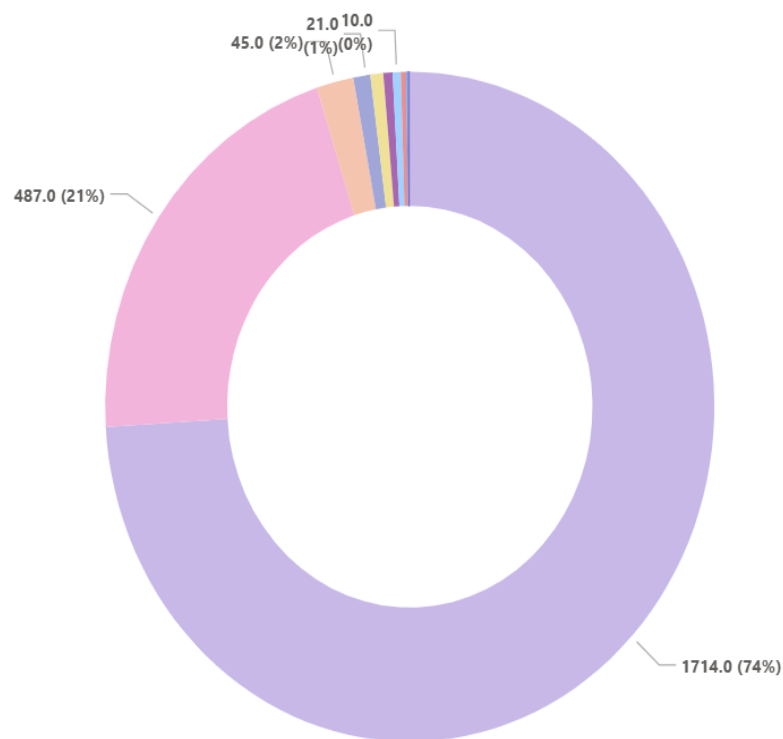


Armed Forces tailored session

DESMOND Referrals 2024 – 2025

Year	Month	Count of Referral ID
2024	April	302
2024	May	223
2024	June	263
2024	July	308
2024	August	298
2024	September	164
2024	October	160
2024	November	152
2024	December	135
2025	January	136
2025	February	113
2025	March	124
Total		2378

Number of Referrals by Discharge Reason



Referral in intervention type

- Discharged - Failed to opt in
- Discharged - Treatment completed
- Discharged - Patient did not attend
- Discharged - Patient Requested Discharge
- Rejected - Inappropriate referral
- Discharged - Refused to be Seen
- Discharged - Referred to other specialty/Service
- Discharged - No further treatment appropriate
- Discharged - Appointment cancelled by patient
- Discharged - Moved out of the area
- Discharged - Old Referral

Challenges

Small workforce – Diabetes & DESMOND team

Lack of engagement from patients to attend;

- patients overwhelmed with initial diagnosis

- multi appointments

- sessions/appointments 9.30 a.m – 5.30 p.m and no weekends appointments

- Don't prioritise education, don't understand the importance, initially don't see sign & symptoms

Conversation at diagnosis

Right referrals to the right service

A Poem from one of our DESMOND patients



Went to a Desmond meeting today
A bit apprehensive I must say
A full day talking about food
Not my idea of fun "not being rude"
Sugar, Carbs, Starch my head was in a spin
How do you manage to take it all in
One of the really nice staff made me grin
She said it's hard to digest and take in
She meant the information not the food
But it got us laughing and lightened the mood
It was a fantastic day it has to be said
Now I know how much sugar is in my bread
Having smaller portions, I have myself to train
Eat little more often and exercise more
And you'll have fewer visits to your Doctors door
So, one final things before I depart
Too much weigh puts a strain on your heart
You'll get tons of information if you're asked to go
So please attend don't be "a no shows"

The information you receive could prolong or even save your life.

Patient Feedback

I needed the Knowledge,
This is all new to me.

Helped to clarify + felt like part of a group.

I NOW HAVE A FAR BETTER UNDERSTANDING OF DIABETES AND
HOW TO MANAGE IT

BEEN VERY HELPFULL

VERY INFORMATIVE

All of the patients whose responses are recorded on the Patient Feedback slides stated that they would be 'Extremely Likely' to recommend the service to friends and family if they needed similar care or treatment!

Patient Feedback

IT WAS VERY INFORMATIVE.

Very knowledgeable staff.
Learned a lot of important info

Very informative , Nice Relaxed atmosphere.

Been a really relaxed and informative course.
Both learning officers were knowledgeable and
made the sessions interactive. Felt it was a safe
space to discuss our concerns and questions.

Questions & Answers



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