

Transforming Conversations about Type 2 Diabetes

Interim Findings

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Background and aim

A person-centred vision for future of diabetes care in Lanarkshire

In this project, the Digital Health and Care Institute* (DHI) responded to a challenge set by NHS Lanarkshire, to identify opportunities to innovate care for people living with diabetes. Working in collaboration with senior stakeholders and staff in the diabetes team, design researchers from The Glasgow School of Art (GSA) are leading a programme of research with health professionals and people living with type 2 diabetes in Lanarkshire.

The aim is to develop a person-centred approach to diabetes care in Lanarkshire and create a roadmap for future care, working together with those delivering the services and those receiving care.

We want to understand how care can be improved for people living with type 2 diabetes. Following a scoping workshop with staff in NHS Lanarkshire, two focus areas were identified: conversations at diagnosis for type 2 diabetes; and ways of working collaboratively between staff in GP practices, hospitals and community to provide person-centred care. A core part of this work involves engaging clinical and citizen groups to co-create visions for a preferable future. This is achieved using a participatory design approach to integrate multiple perspectives to ensure that it meets the expectations and needs of all those who provide and receive care.

Current state of type 2 diabetes care

The interim findings present the key insights on current care experiences, opportunities and ideas emerging from our engagements with people living with type 2 and health professionals delivering care in Lanarkshire.

* The Digital Health and Care Institute (DHI) is a collaboration between the University of Strathclyde and The Glasgow School of Art and is part of the Scottish Funding Council's Innovation Centre Programme. It is part funded by Scottish Government. DHI support innovation between academia, the public and third sectors, and businesses in the area of health and care.

Research questions

How might we:

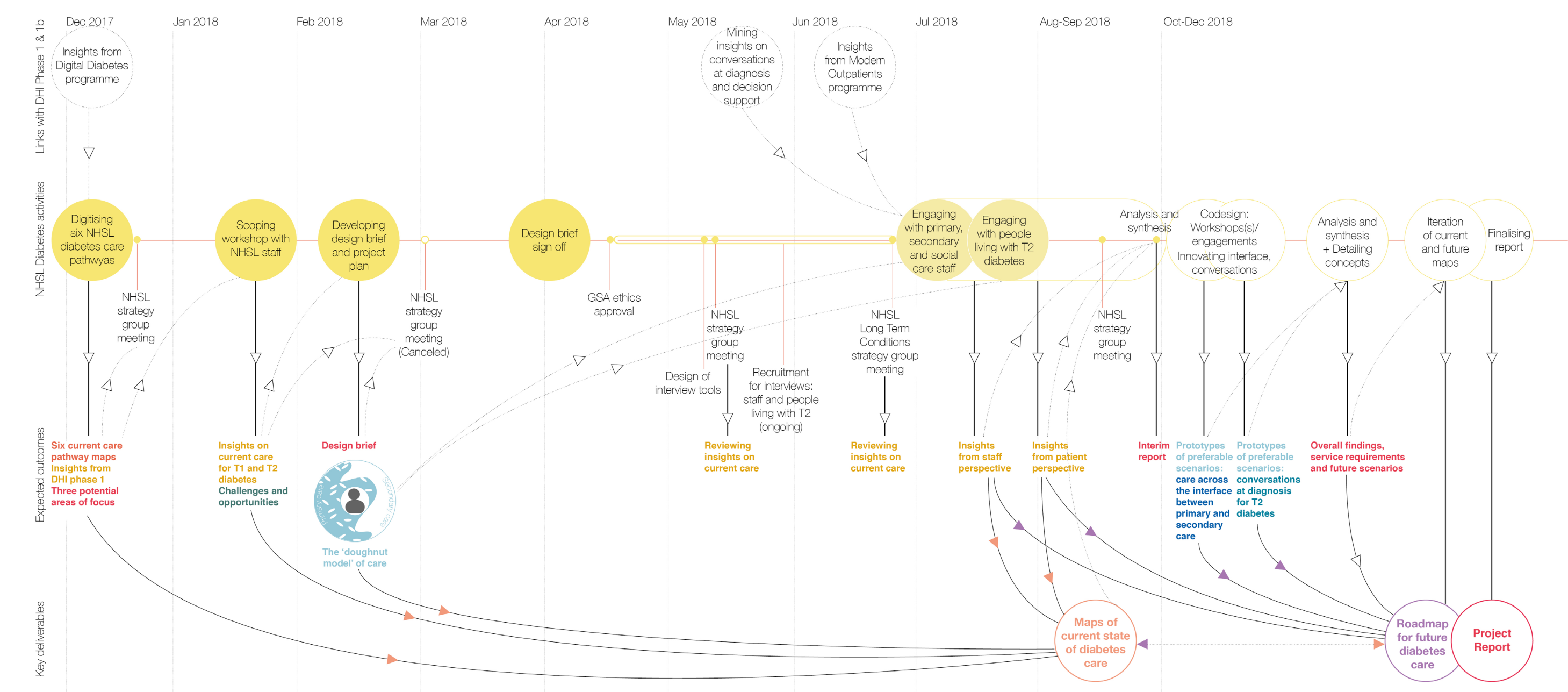
**innovate conversations
at diagnosis?**

**innovate care
across the interface
between primary and
secondary care?**

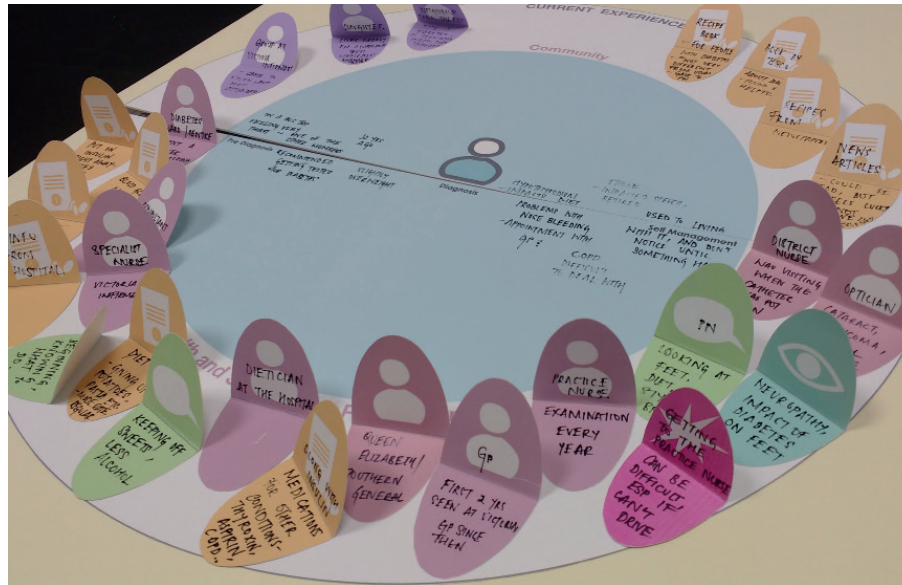


By focusing on one key moment in the care journey, i.e. the conversation between the primary care professional and the newly diagnosed T2 patient, we can understand how the secondary care team can work more collaboratively with primary care to improve self management in the community and prevent referral to secondary care.

Process



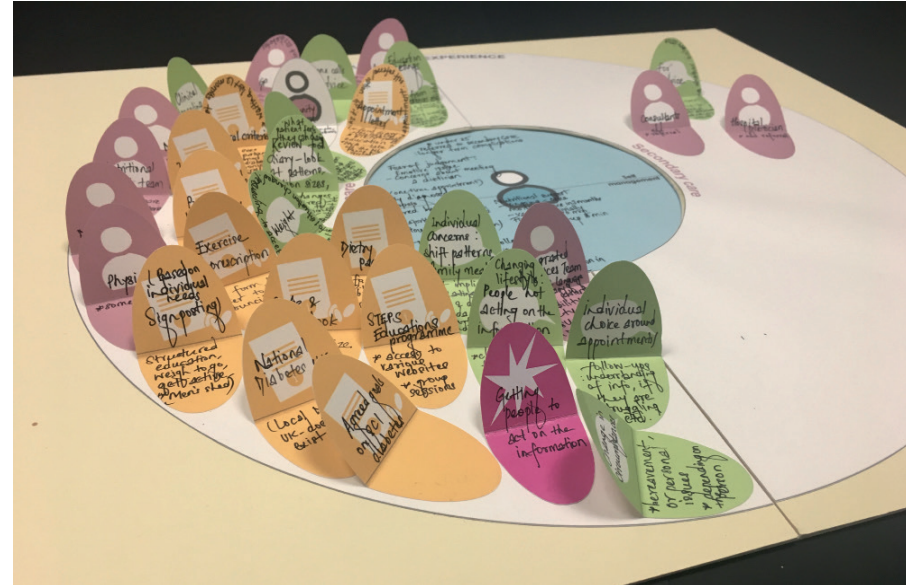
What we did



Interviews with people living with T2 diabetes

We interviewed four people living with type 2 diabetes in Lanarkshire. During the interview we used a visual tool to capture the participant's experience of the current service, any challenges, and ideas for how things could be improved. Within the interviews we specifically asked participants to recall their experience of diagnosis.

The interviews were relaxed and informal, lasted around one hour, and took place wherever was convenient for the participants. We also audio recorded and transcribed the interviews with the participant's consent.



Interviews with staff

We interviewed four specialist staff and two primary care staff working in NHS Lanarkshire. In these interviews we used a similar visual tool, adapted to allow us to map their perspective of the primary and secondary care system, with the people they support who are living with type 2 diabetes in the centre. Participants were asked to place themselves on the map, and tell us about their role and the kinds of people they support. Through the interview we also mapped all the staff they collaborate with, conversations, tools and challenges they experience in their role.

The interviews lasted around one hour, and took place at the participant's workplace.



Pop-up Engagement

We visited Monklands and Hairmyres diabetes clinics for two half-day engagement sessions. Stationing ourselves at the entrance to the clinics, we asked participants two questions:

- What keeps you well?
- What was the most valuable information you received at diagnosis or something you now know that you wished you had been told at diagnosis?

Responses were written on card apples that were added to a free-standing tree. These engagements gave us the opportunity to talk to people living with T2 diabetes who receive specialist care.

Introduction to the interim findings

The interim findings are intended to provide the current state of the T2 diagnosis conversation and care across the primary and secondary care interface in NHS Lanarkshire, from the perspective of people living with T2 diabetes and specialist and primary care staff. The key insights from each interview are presented in hexagons and categorised using colour coded icons (see adjacent key). Summaries of the insights from each interview is provided as an appendix to this document. The insights have been thematically analysed and are presented as follows:

The insights and ideas generated through engagement with people living with type 2 diabetes:

- a) Experiences of diagnosis;
- b) Attitudes to self management;
- c) Approaches to self management;
- d) Needs;
- e) Ideas.

The insights and ideas generated through interviews with specialist and primary care staff who support people living with type 2 diabetes:

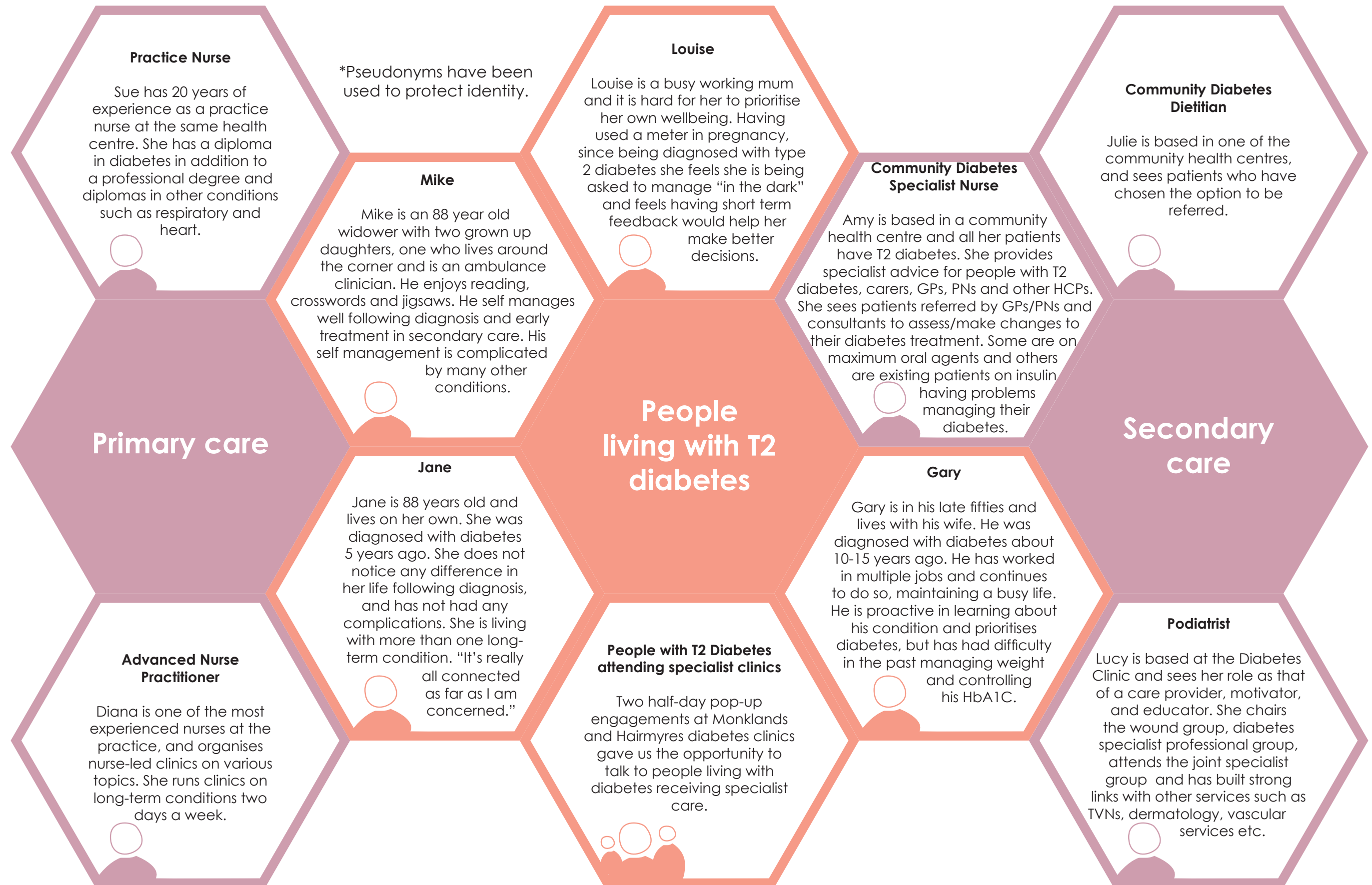
- a) Attitudes and approaches to care;
- b) Attitudes and approaches to ways of working;
- c) Needs;
- d) Best practice and ideas.

Introducing the three questions identified as the focus for co-design workshops.

A summary of the insights mapped onto each of the key questions.



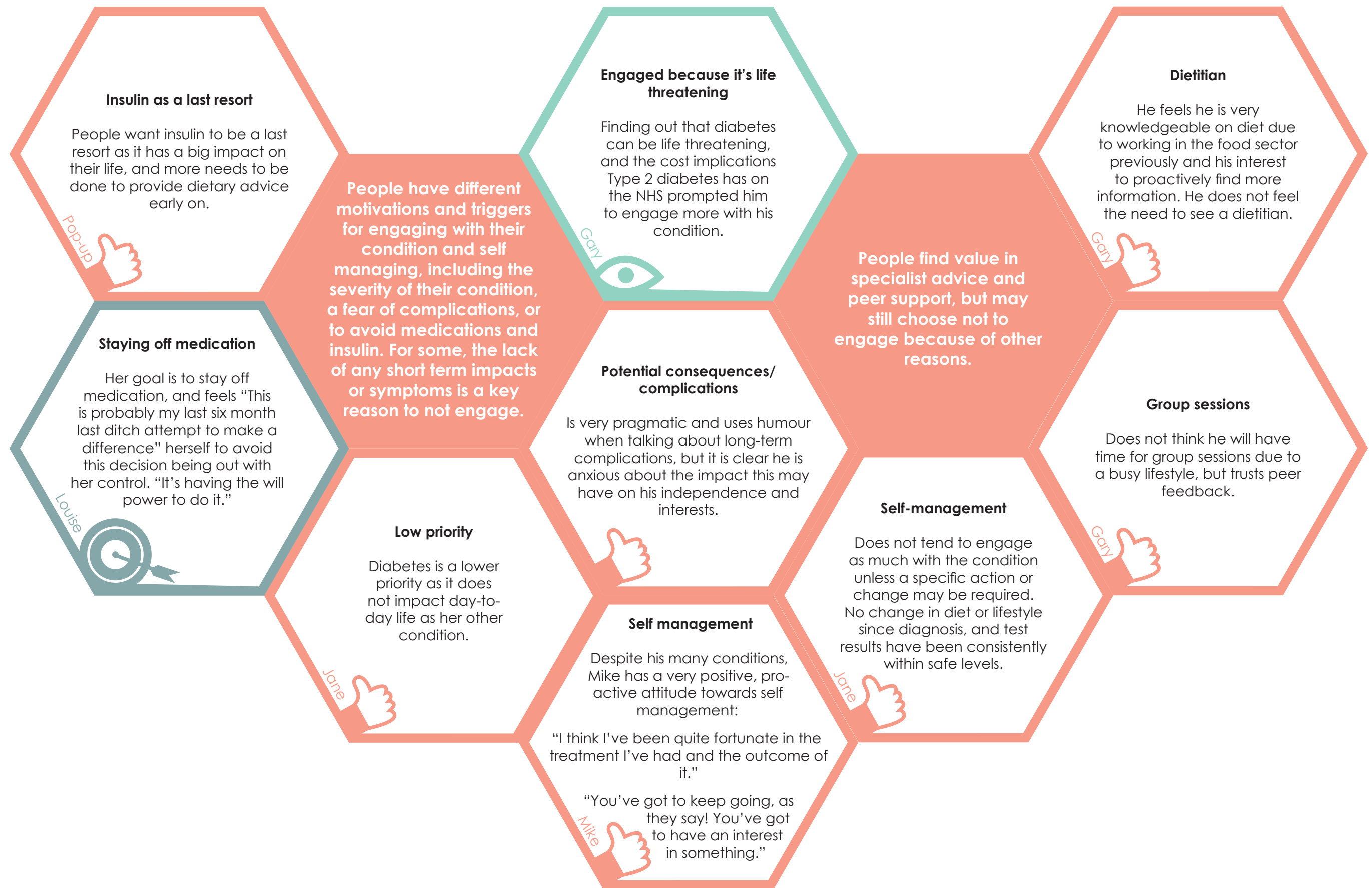
Who we engaged with



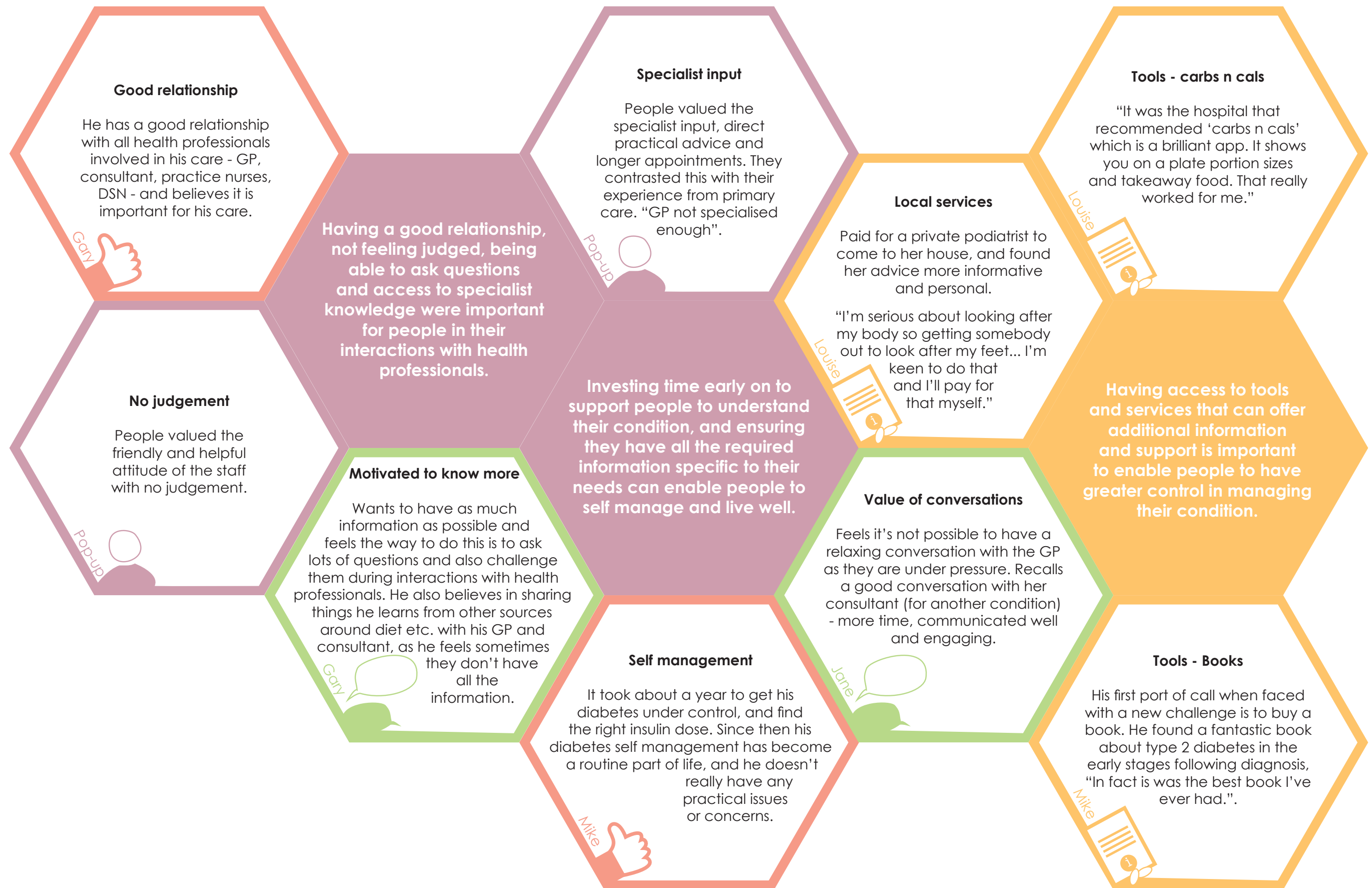
Experience of diagnosis



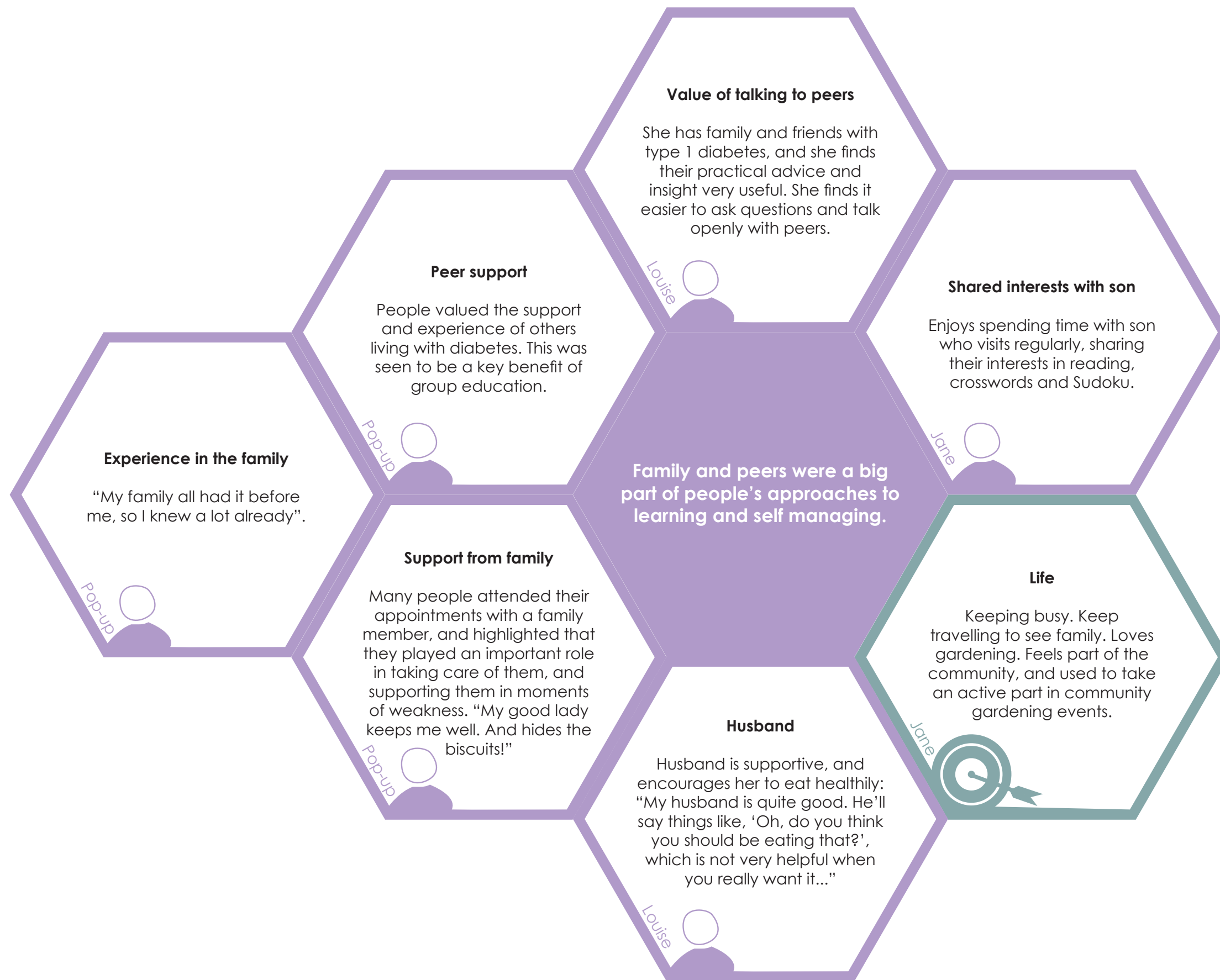
Attitudes to self management



Approaches to self management



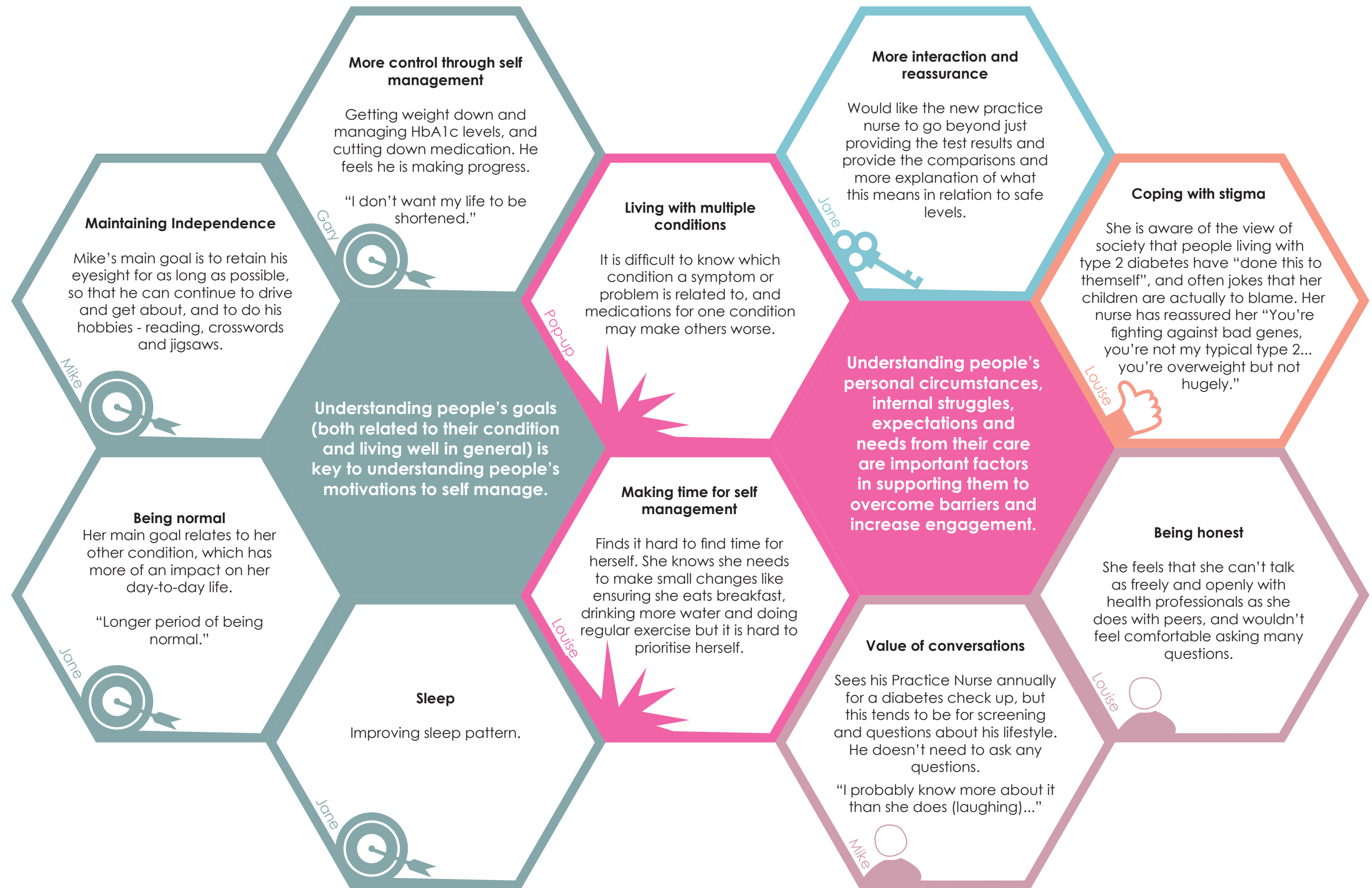
Approaches to self management



Needs



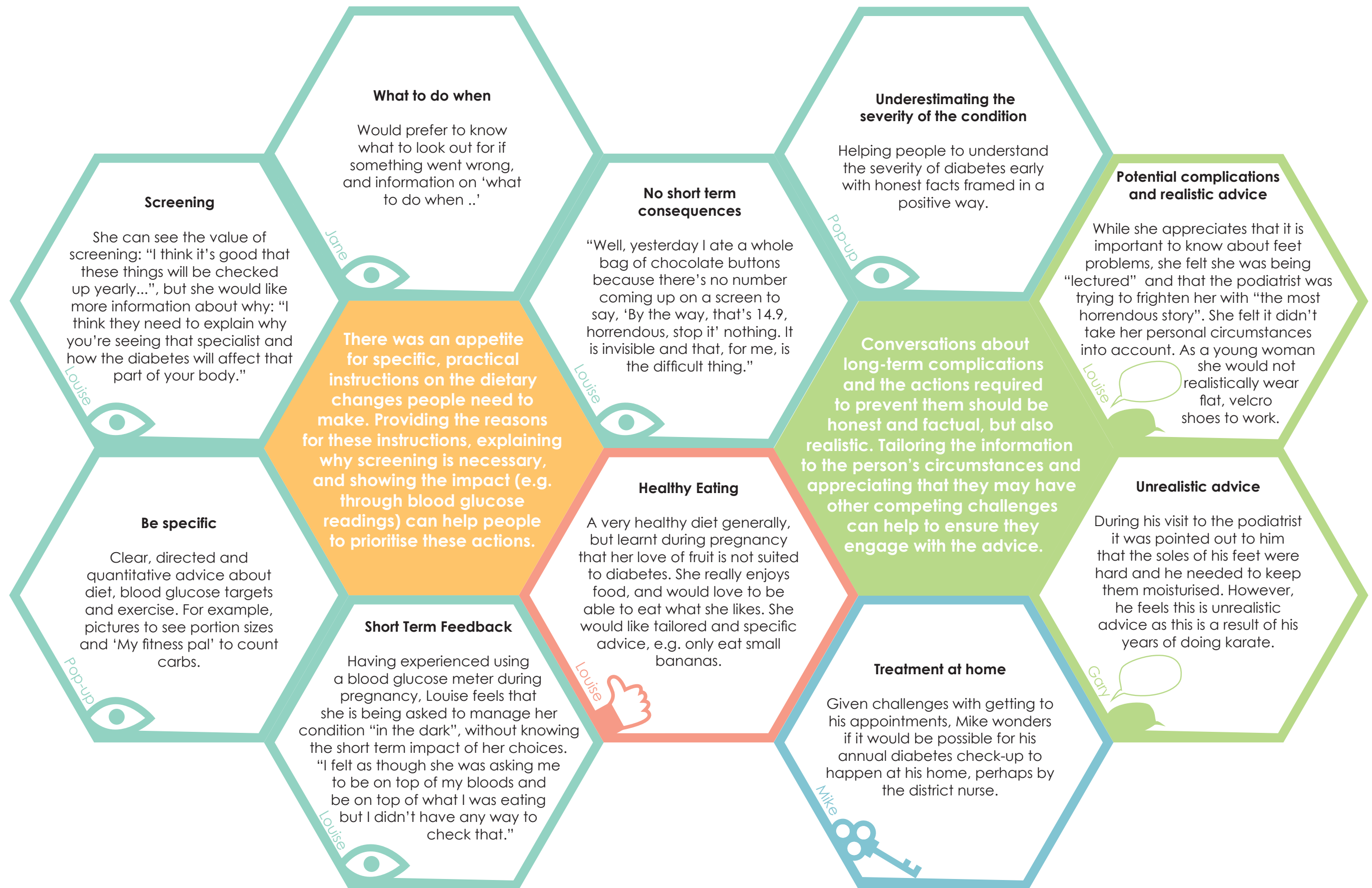
Needs



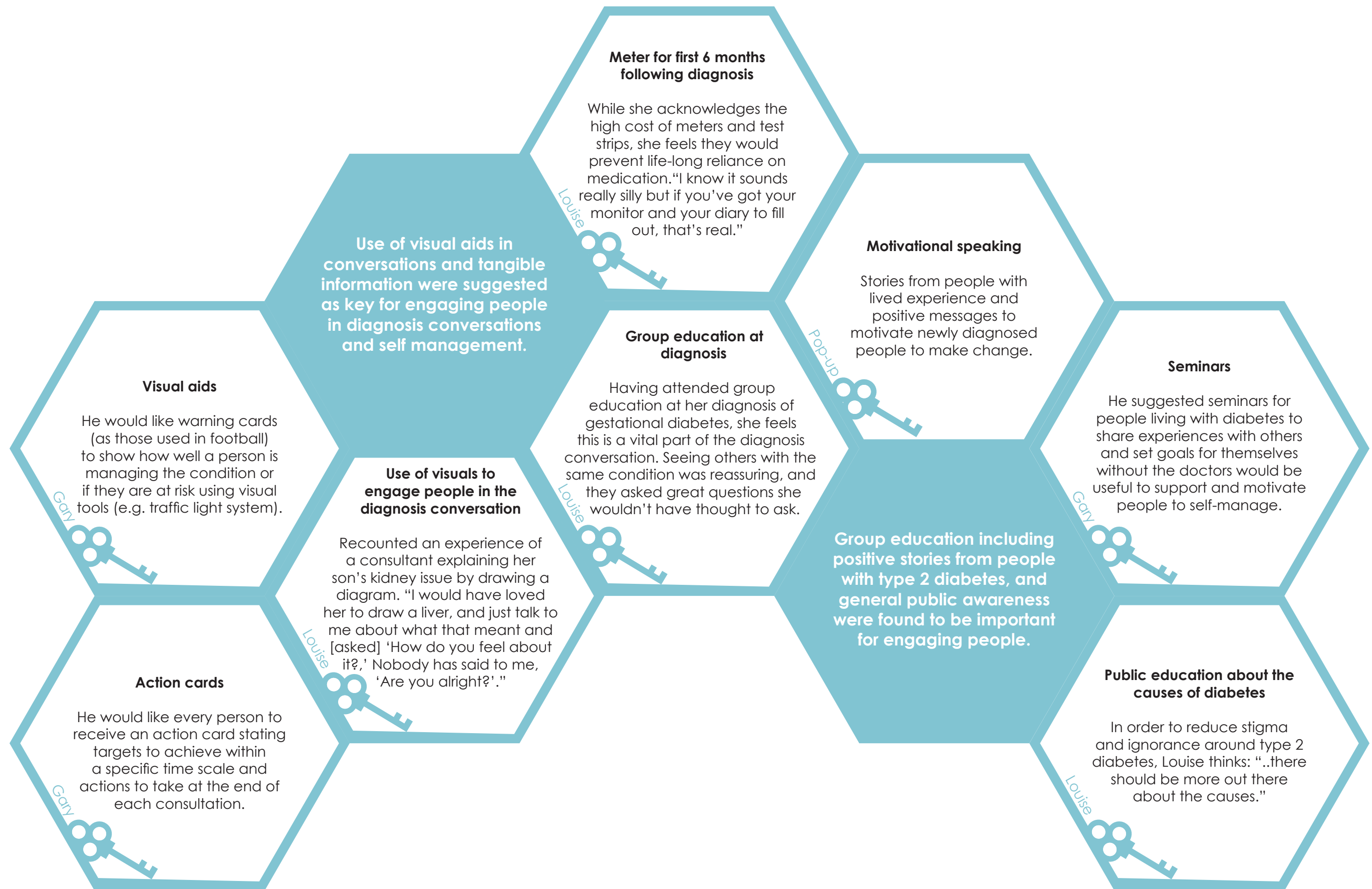
Needs



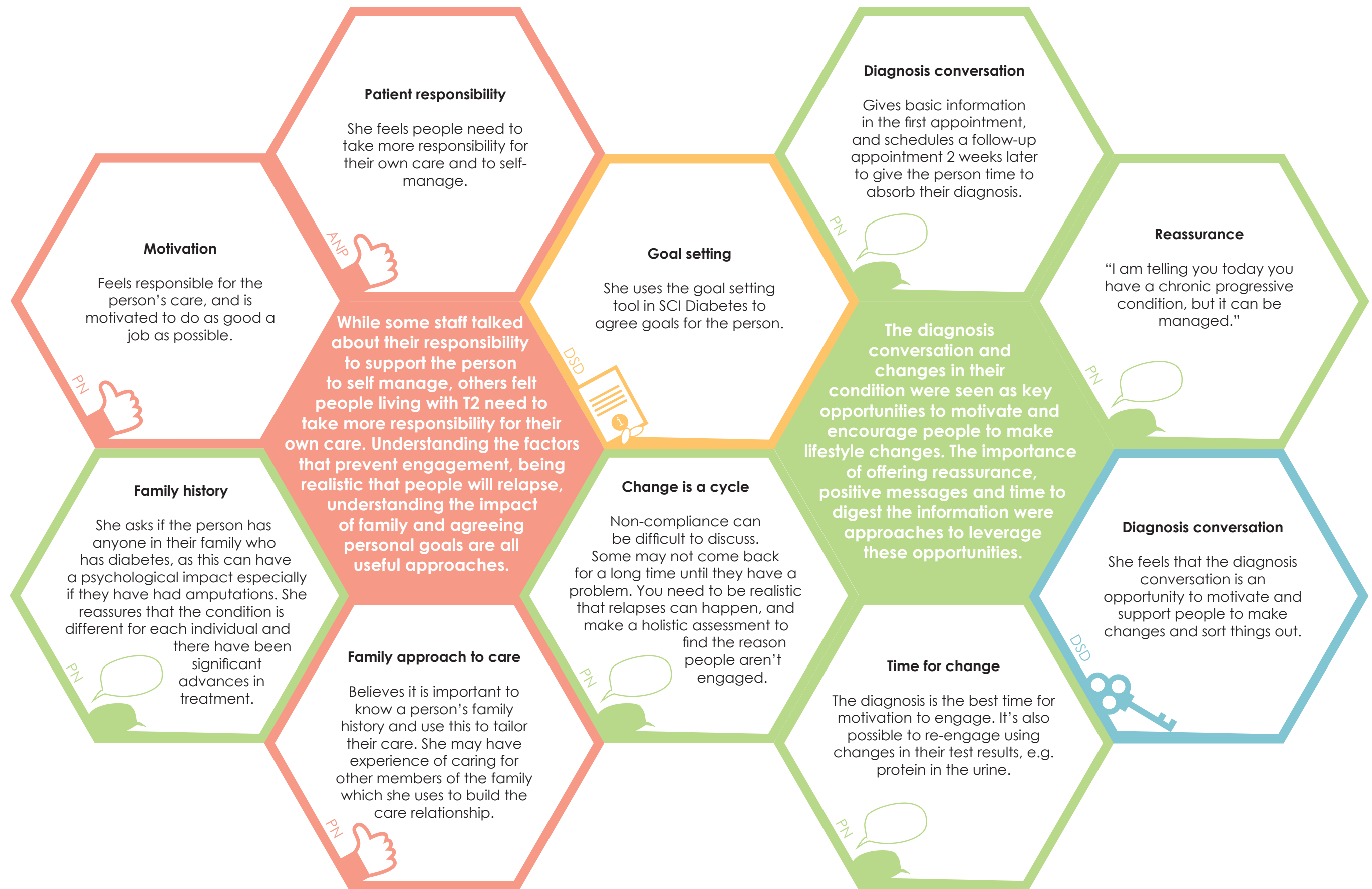
Needs



Ideas



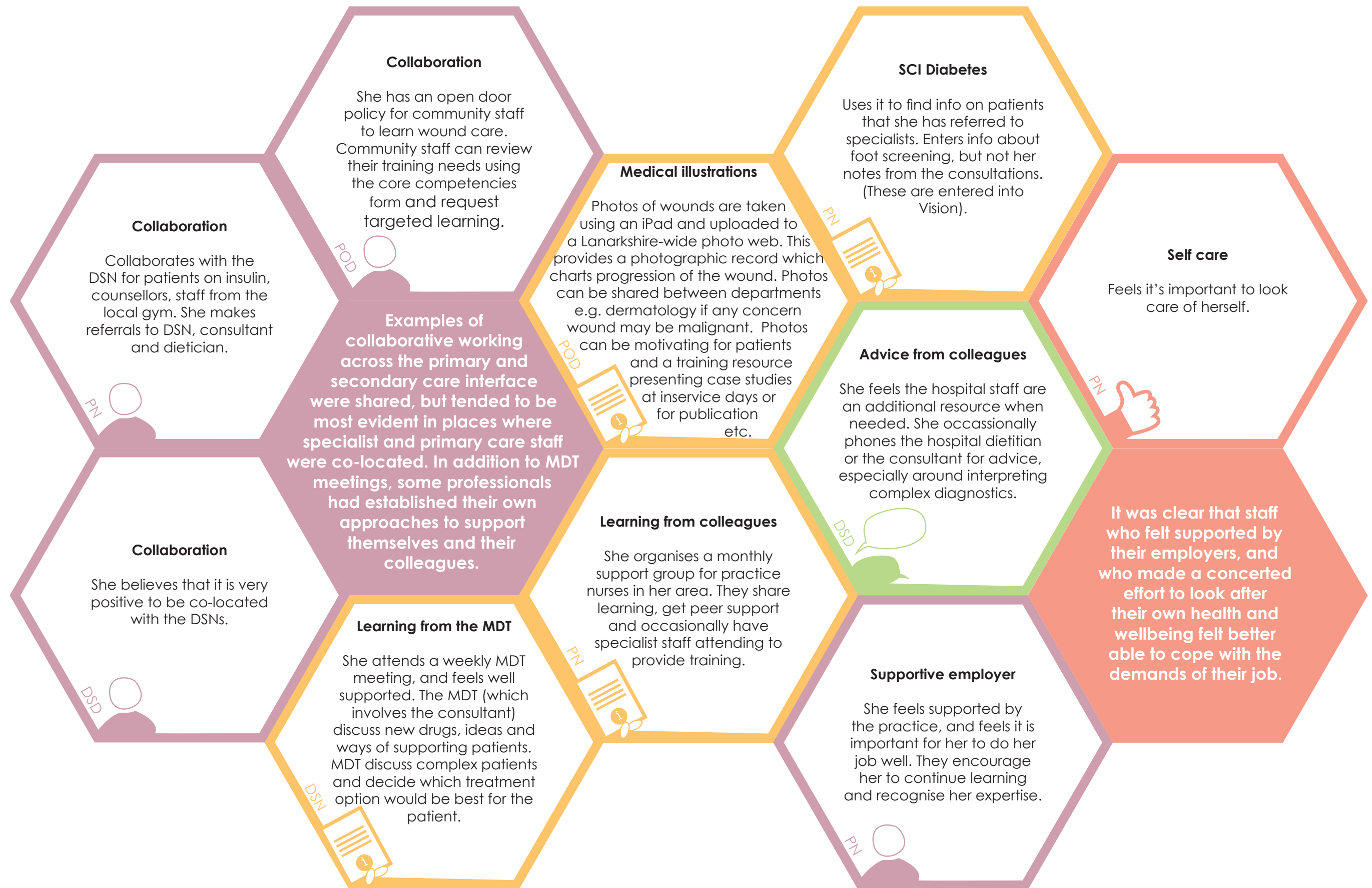
Attitudes and approaches to care



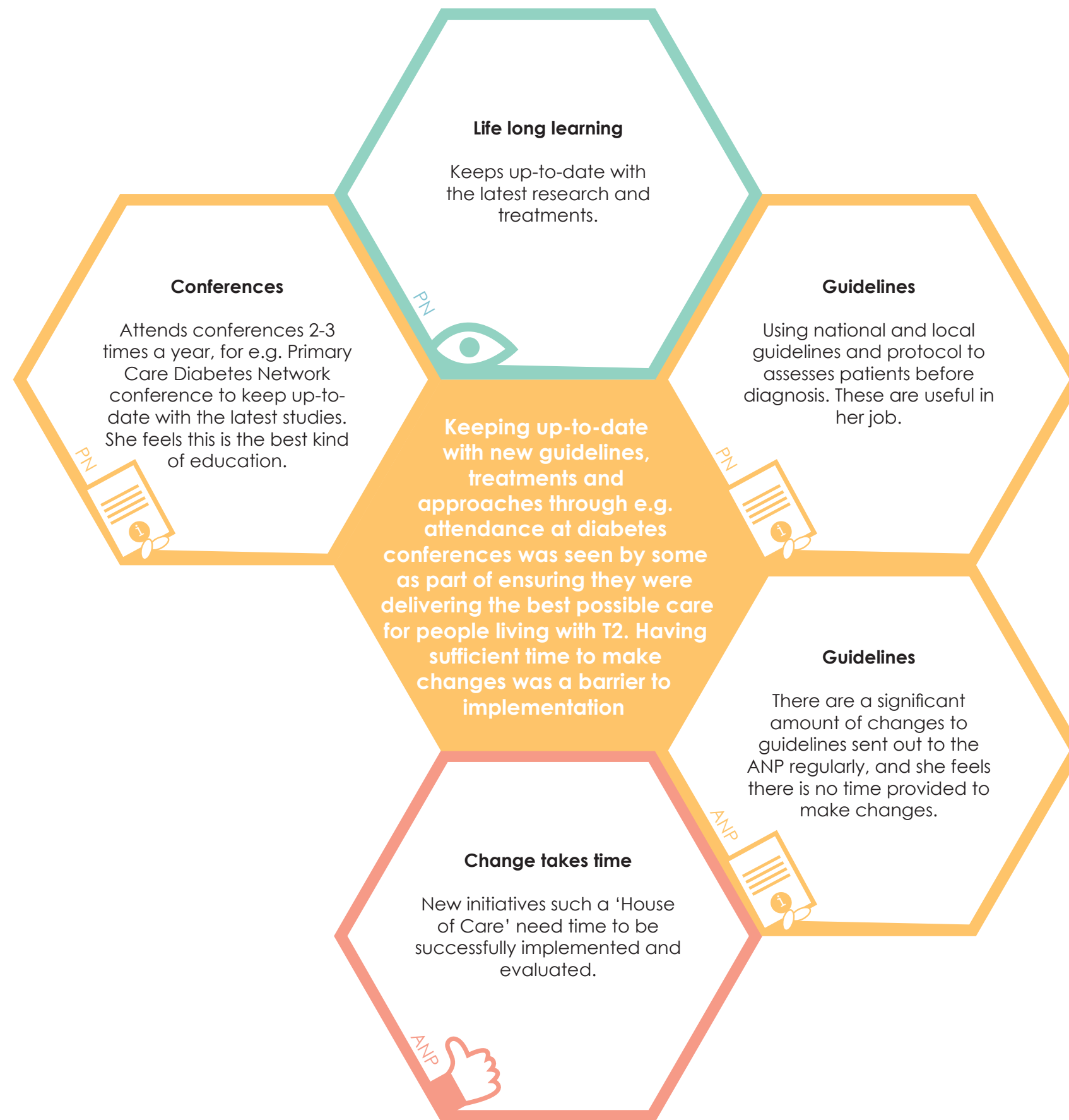
Attitudes and approaches to care



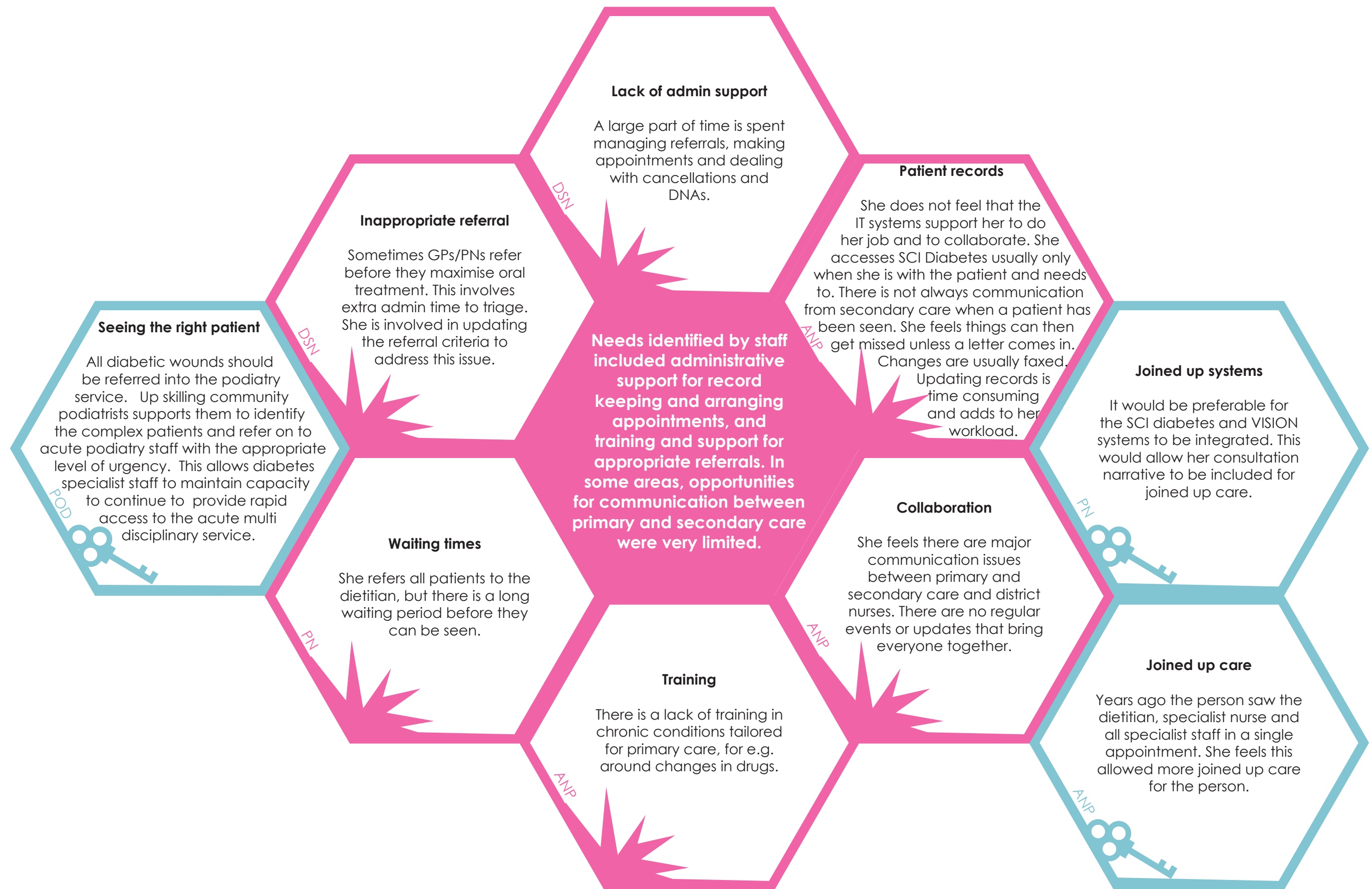
Attitudes and approaches to ways of working



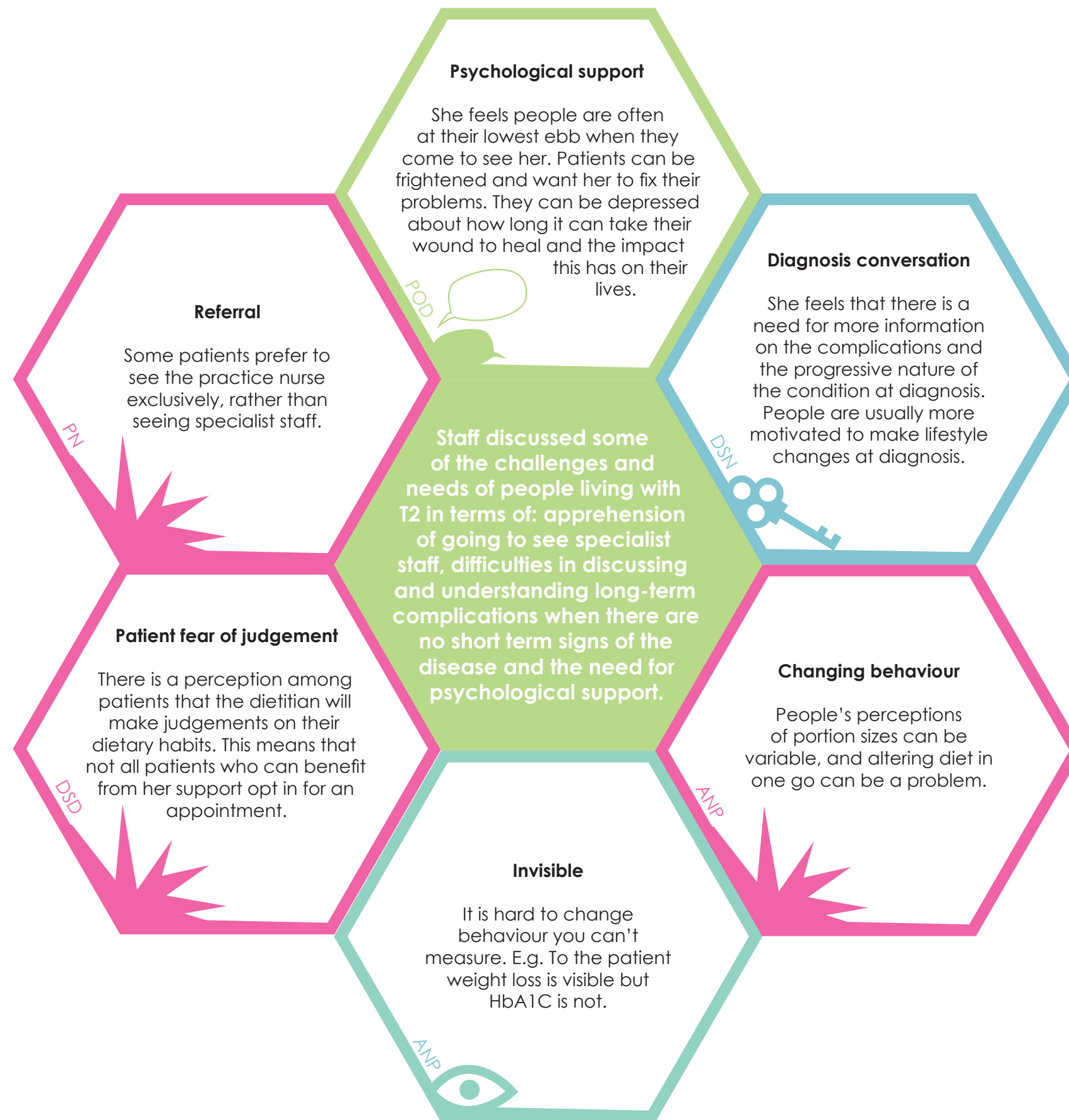
Attitudes and approaches to ways of working



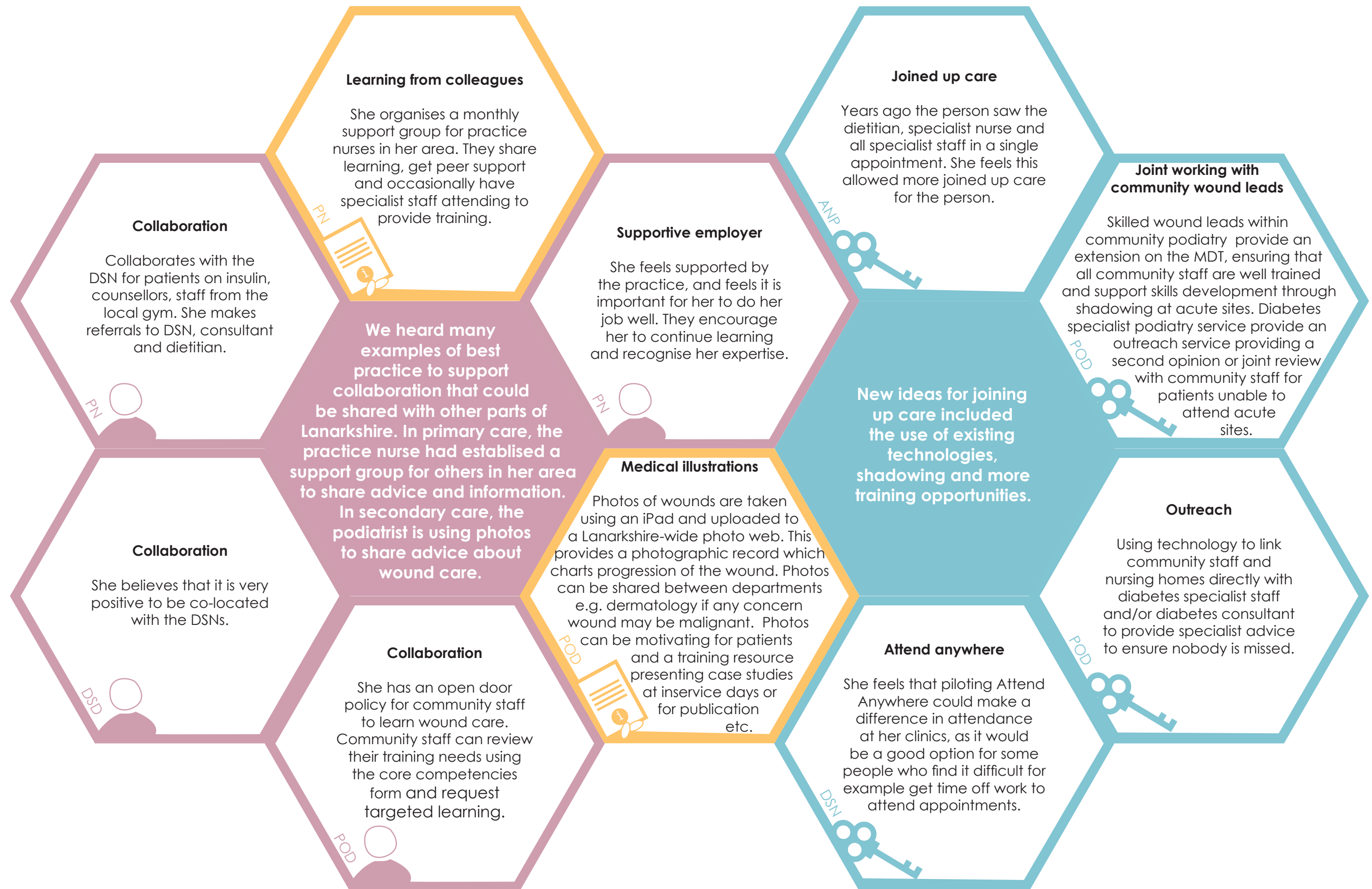
Needs



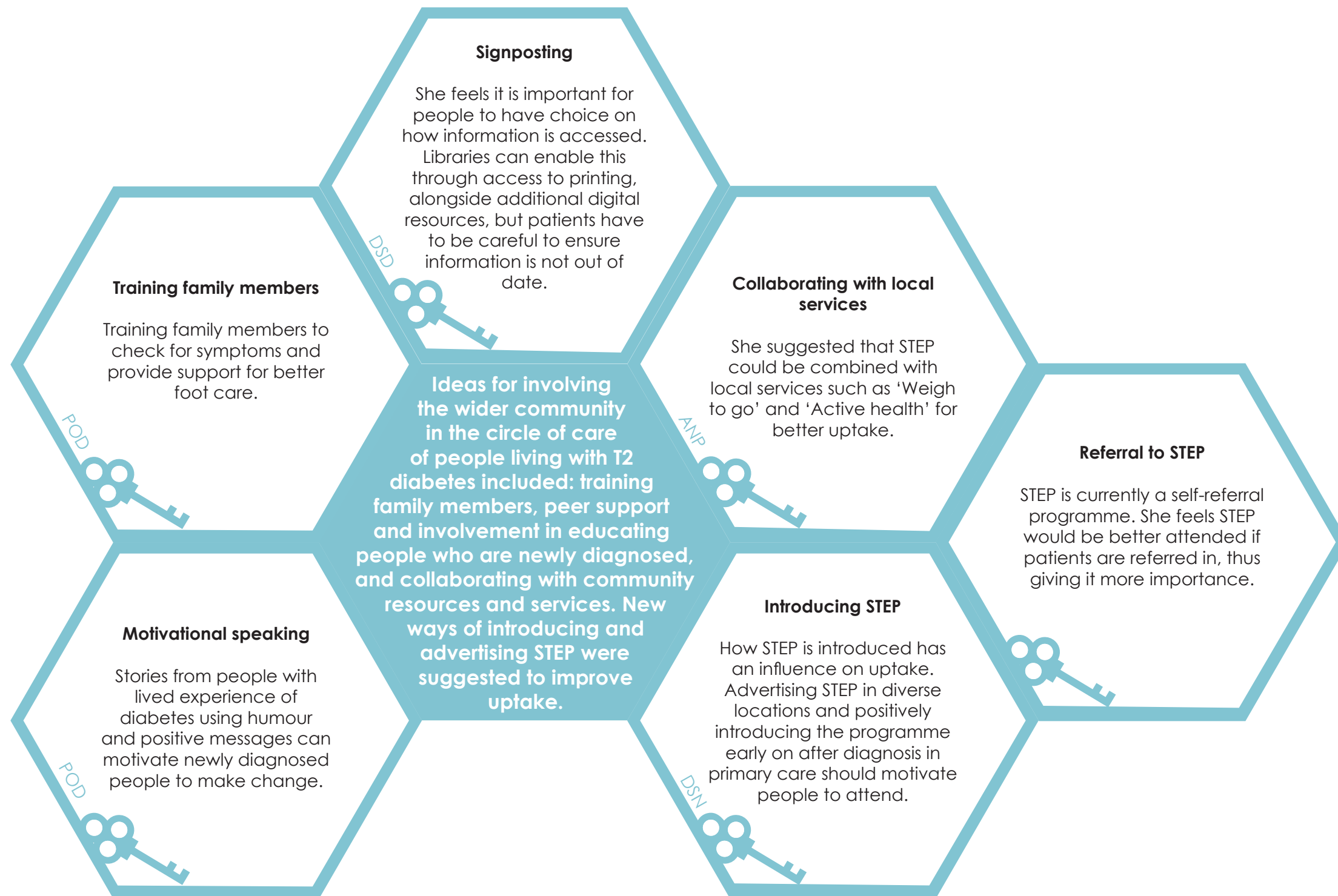
Needs



Best practice and ideas



Best practice and ideas

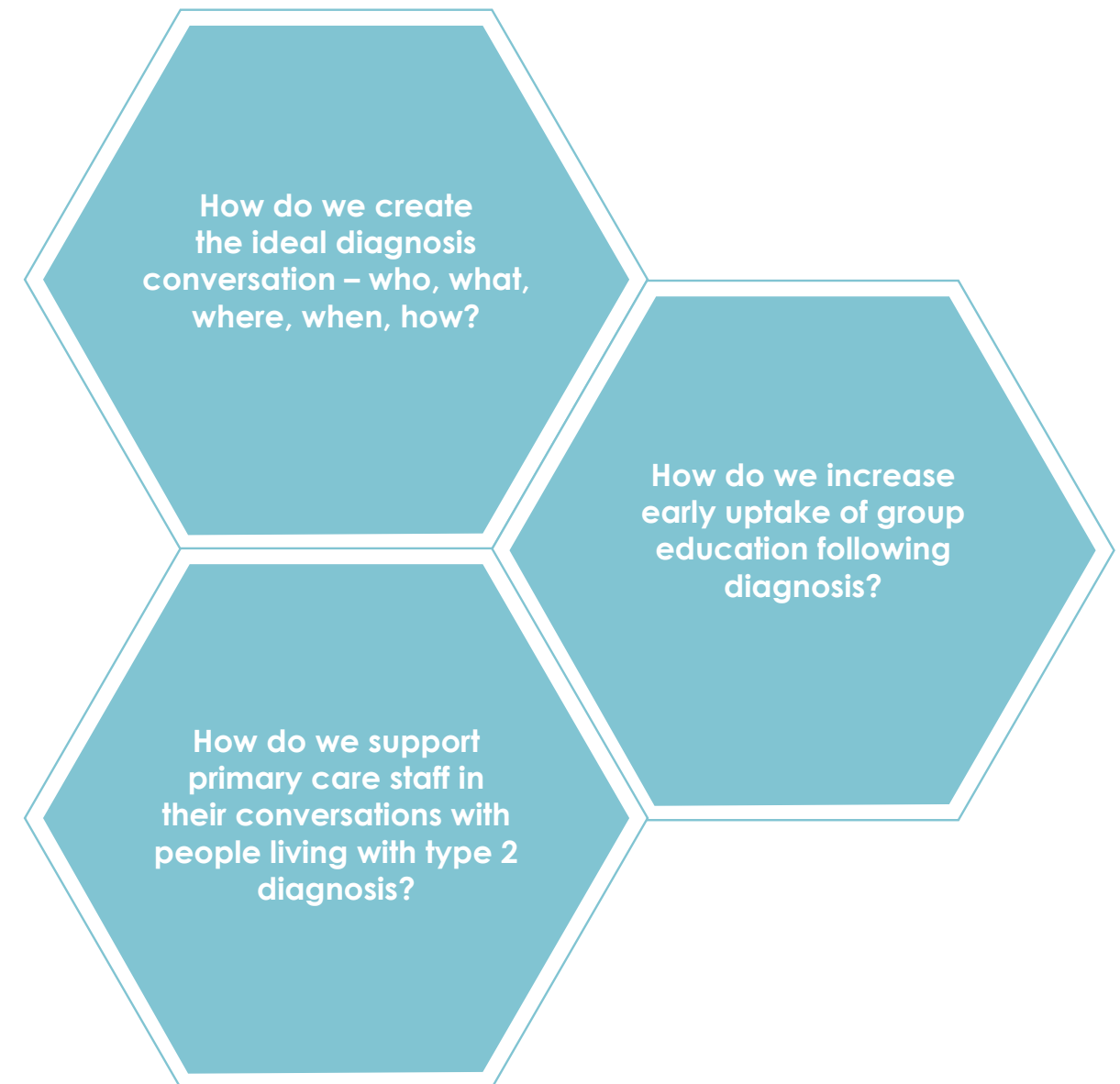


Questions for the co-design workshops

Designing future state of type 2 diabetes care

Based on the key themes, insights and ideas emerging from the engagements, we have identified three focus areas for the co-design sessions. These are opportunities to innovate the experience of diagnosis and ways of working across the primary and secondary care interface.

Within these findings are the key ingredients to respond to these questions, and these will be used to inform and inspire participant in the co-design workshops.



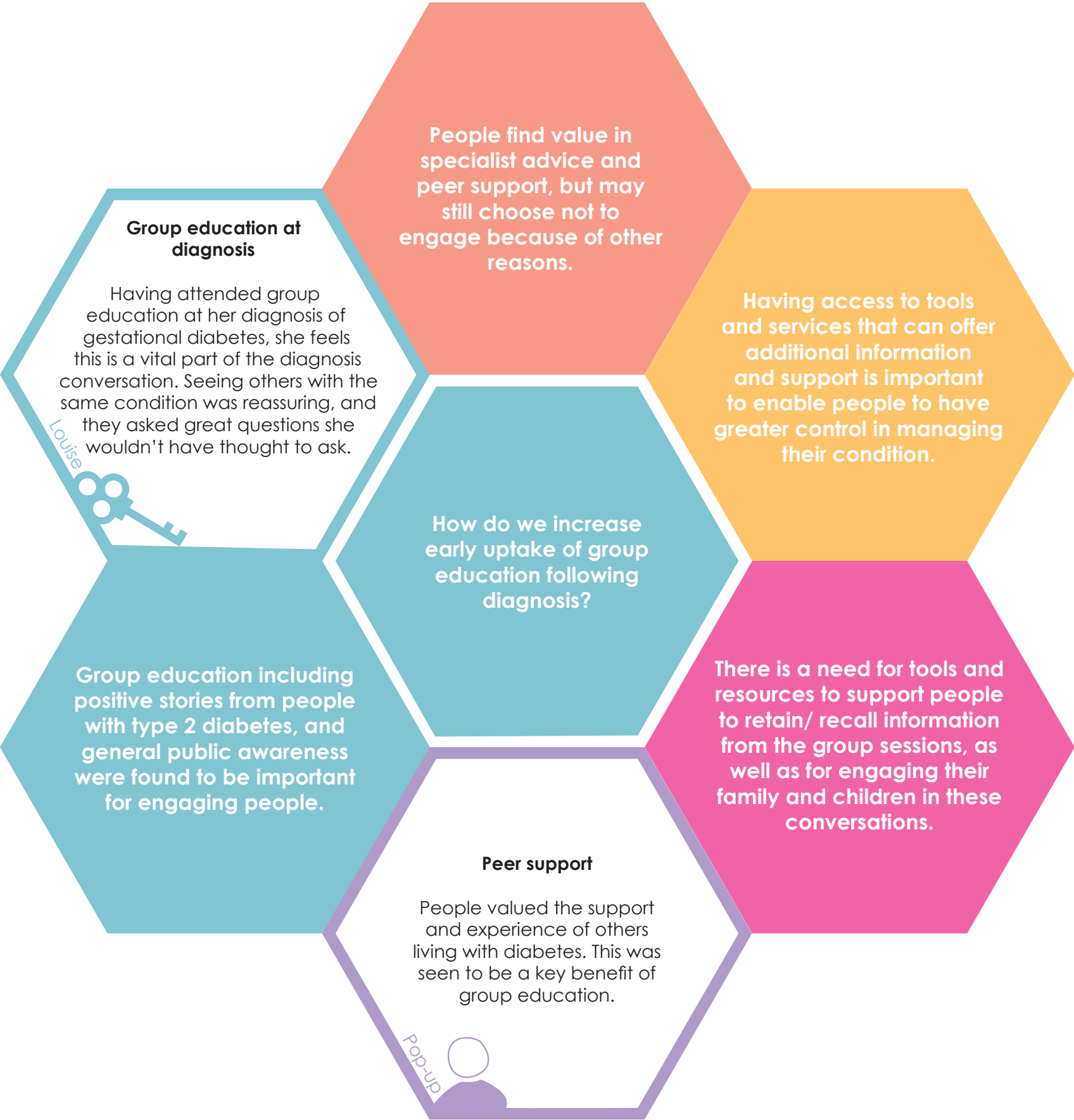
Summary of the key ingredients: from the perspective of people living with T2 diabetes



Summary of the key ingredients: from the perspective of staff



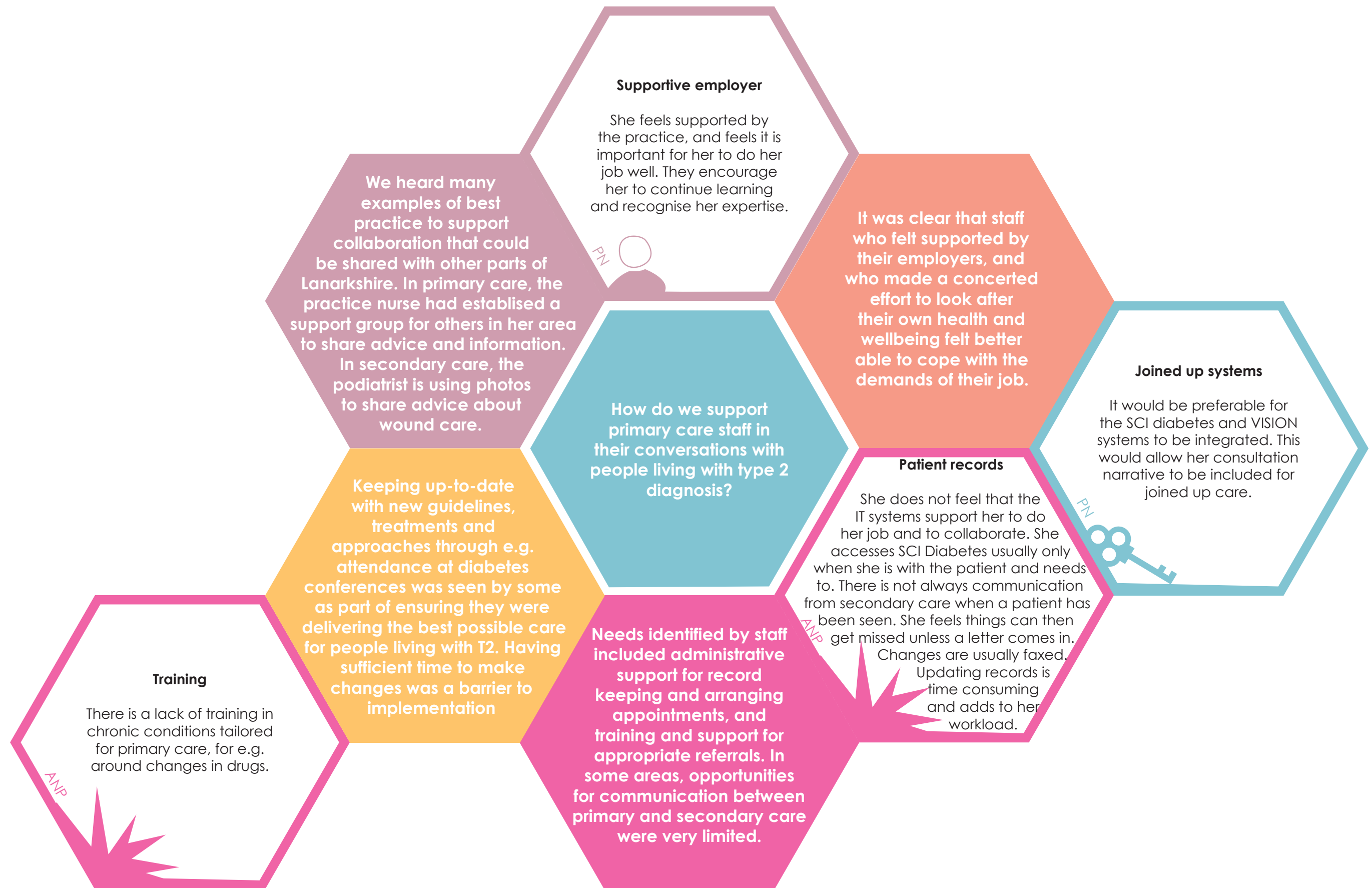
Summary of the key ingredients: from the perspective of people living with T2 diabetes



Summary of the key ingredients: from the perspective of staff



Summary of the key ingredients: from the perspective of staff



Thank you!

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ACKNOWLEDGEMENTS

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We would also like to thank staff from NHS Lanarkshire diabetes team for attending the scoping workshop which identified the focus for this research, and for enabling our pop-up public engagement sessions outside their busy clinics, and to all the citizens and staff who engaged with us to share their views.

Finally, many thanks to June Currie for her fantastic support and encouragement!

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Graphic design: Sneha Raman

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DHI is a collaboration between The Glasgow School of Art and the University of Strathclyde

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Transforming Conversations about Type 2 Diabetes

NHS Lanarkshire

Appendices

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Introduction

This document provides a full summary of the insights from each interview as an appendix to the Interim Report. These have been organised into two sections:

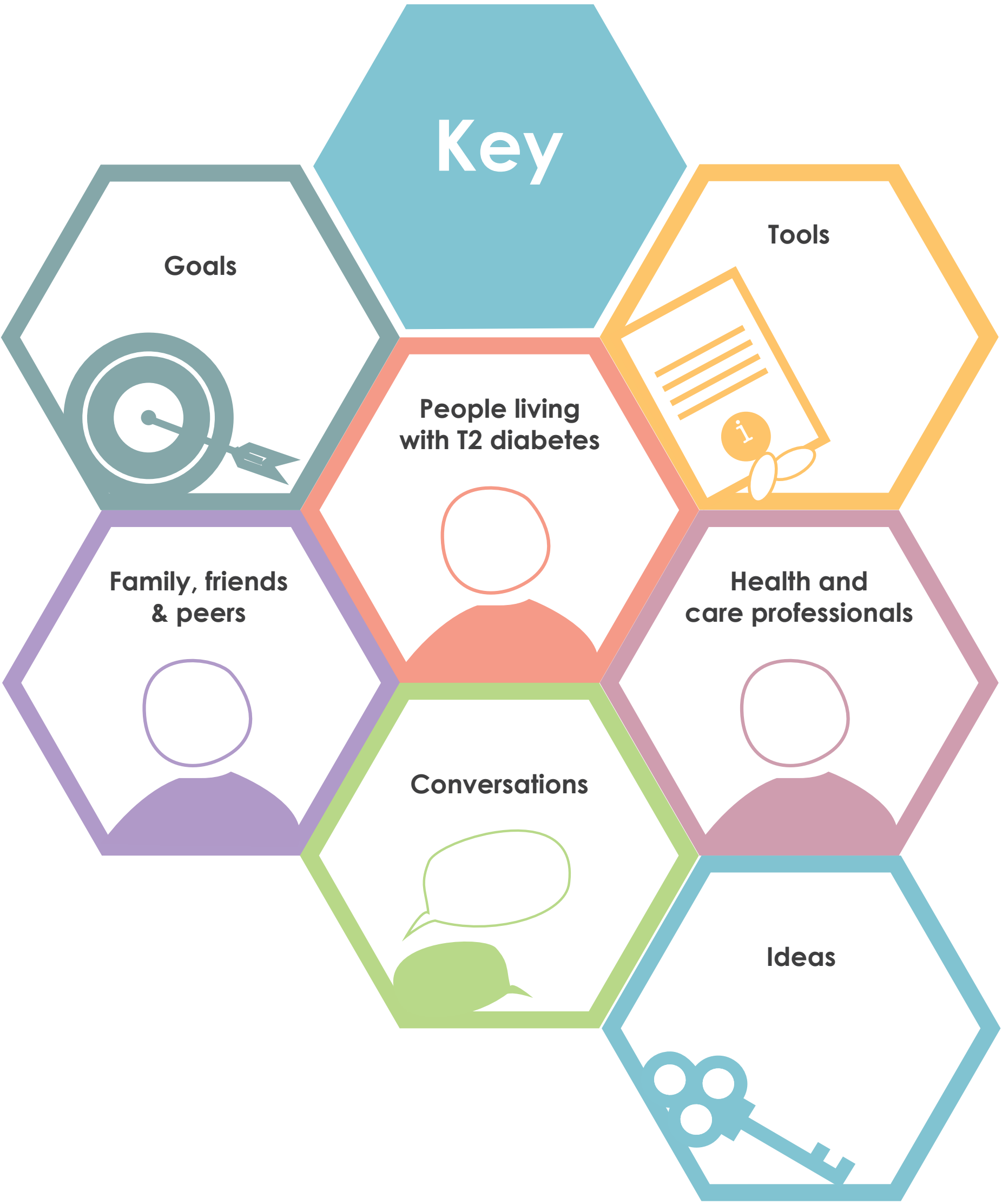
Appendix 1: Engagements with people with type 2 diabetes in Lanarkshire

- 1a. Mike (Interview)
- 1b. Louise (Interview)
- 1c. Jane (Interview)
- 1d. Gary (Interview)
- 1e. People with T2 diabetes attending specialist clinics (Pop-up engagement)

Appendix 2: Engagements with primary and secondary care staff in Lanarkshire

- 2a. Advanced Nurse Practitioner (Interview)
- 2b. Practice Nurse (Interview)
- 2c. Community Diabetes Specialist Dietitian (Interview)
- 2d. Podiatrist (Interview)
- 2e. Community Diabetes Specialist Nurse (Interview)

*Pseudonyms have been used to protect identity.



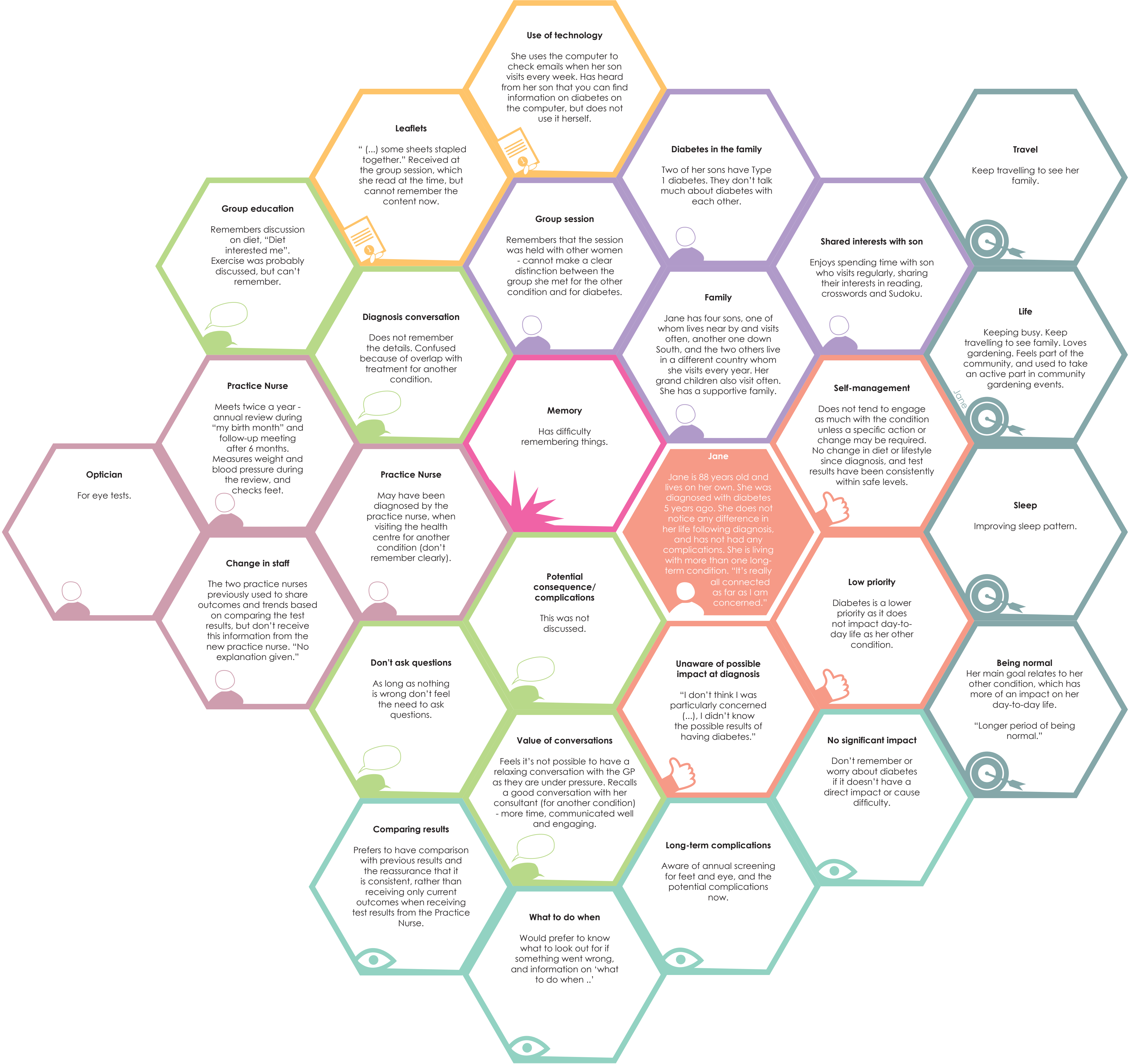
Appendix 1a: Mike



Appendix 1b: Louise



Appendix 1c: Jane



Appendix 1d: Gary



Appendix 1e: People with T2 Diabetes attending specialist clinics



Appendix 2a: Advanced Nurse Practitioner



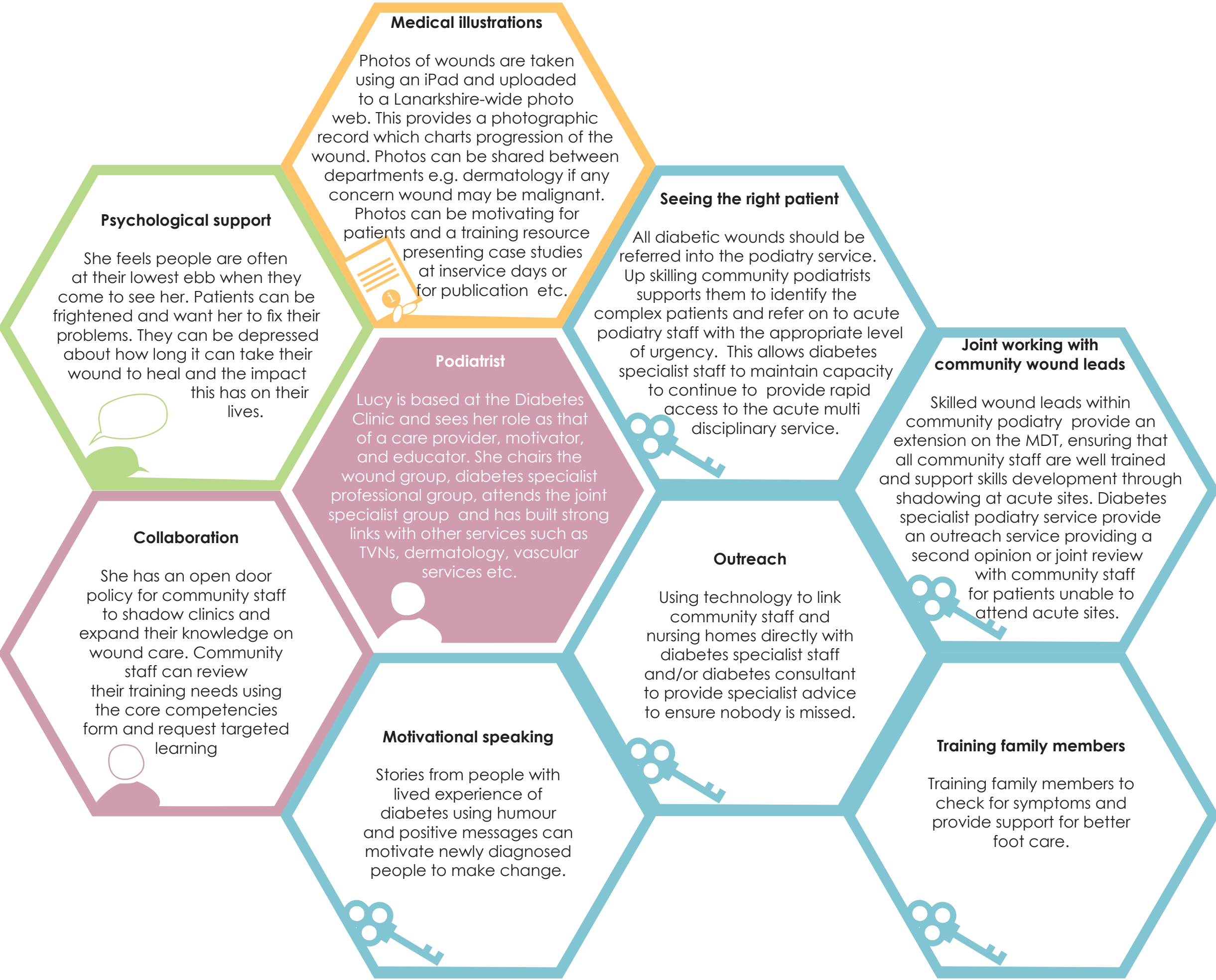
Appendix 2b: Practice Nurse



Appendix 2c: Community Diabetes Specialist Dietitian



Appendix 2d: Podiatrist



Appendix 2e: Community Diabetes Specialist Nurse

