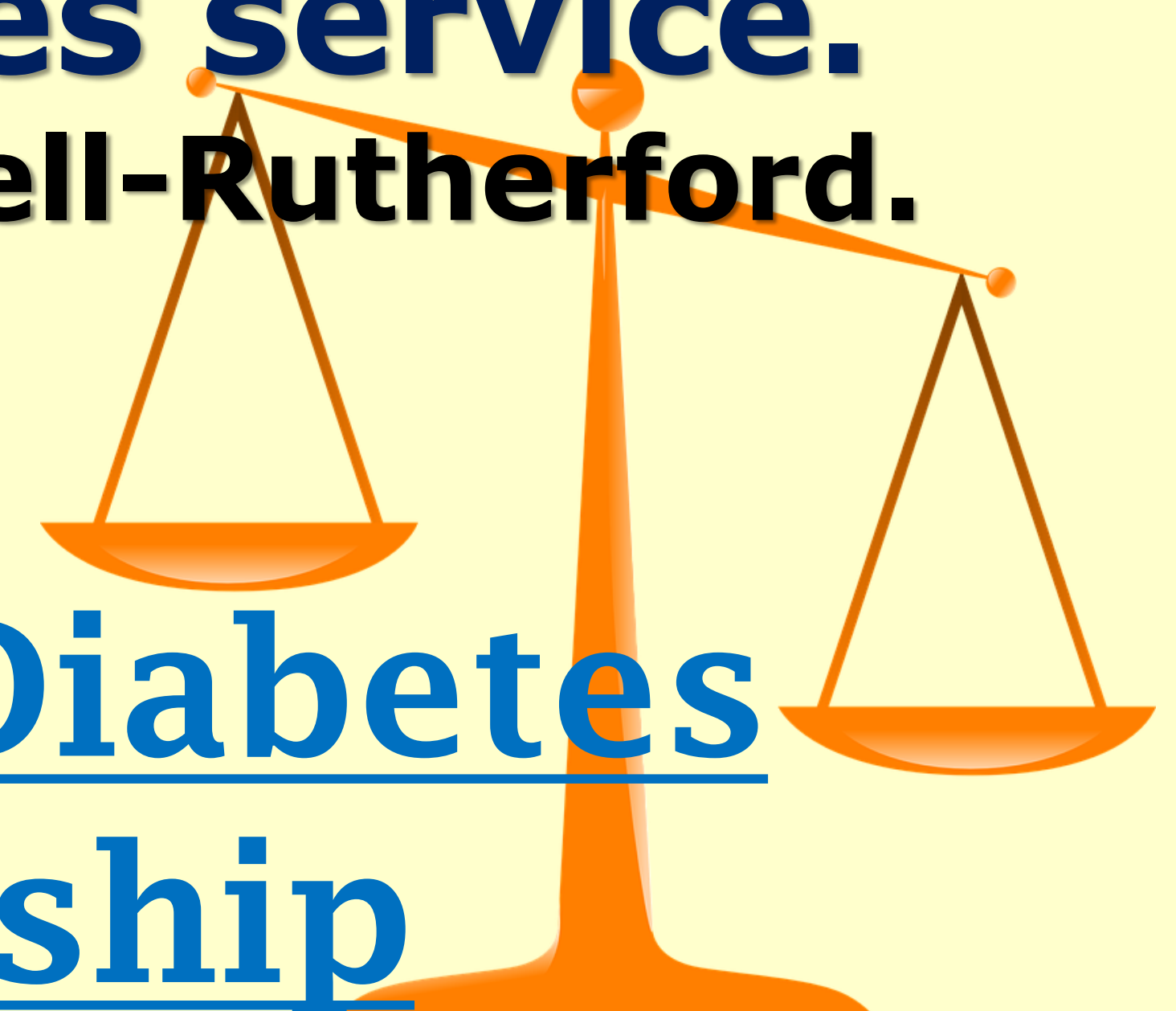


Evaluation of the recently-developed, integrated, consultant-led, community based diabetes service.

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Public Advisor - Faheen Yameen



Liverpool Diabetes Partnership

Service Overview

Liverpool Diabetes Partnership (LDP) is a recently developed multi-disciplinary service for people with diabetes in Liverpool. The service is underpinned by patient-centred, pro-active care principles aimed at eliminating avoidable variations in quality and improving access to services.

Aims

The aims of the evaluation are to provide evidence of the impact of multi-disciplinary community-based care on the diabetes population of Liverpool and to identify where consistency has and has not been met for information received at each encounter.

Early Findings

Patient service impact questions focused on **Accessibility, Communication, LDP Team**
 Health Care professional questions focused on **Access, Communication, Impact**

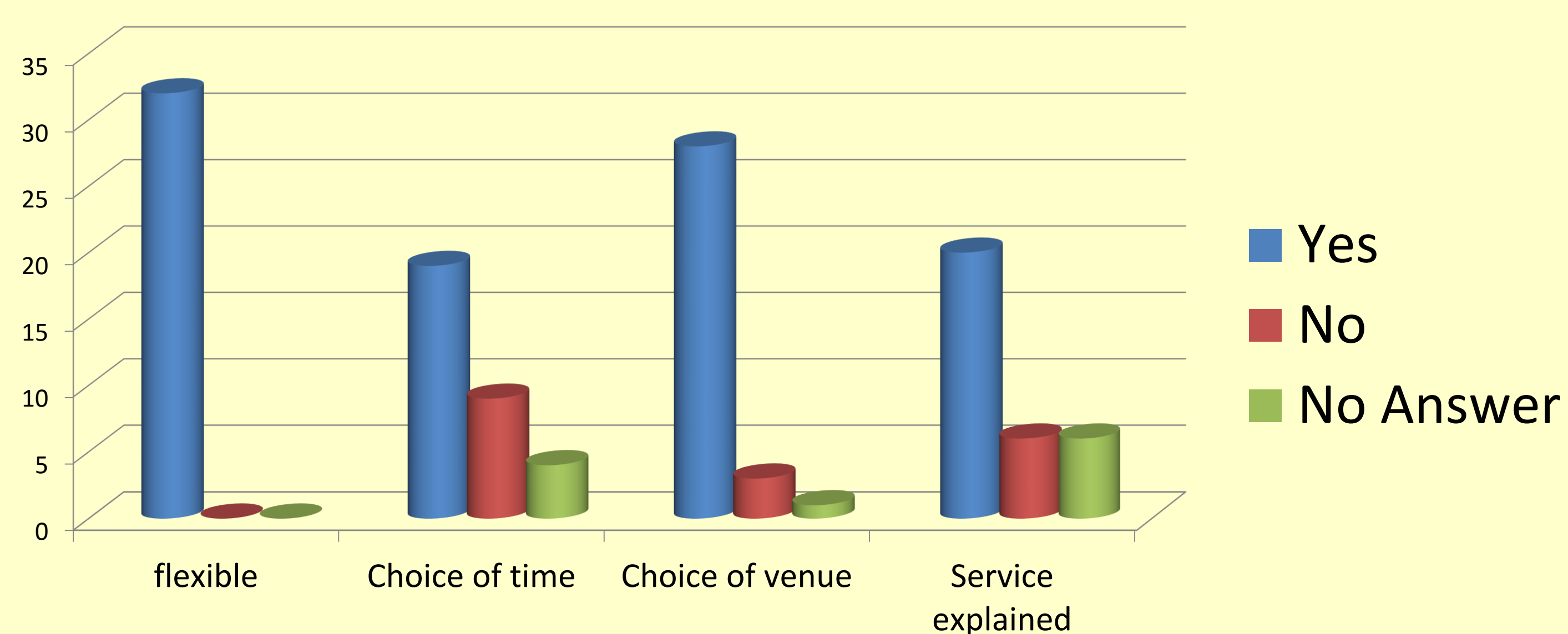
Objectives

The objectives are to identify areas for improvement and ultimately ensure that resources are directed at those in greatest need. This should result in a reduction in health inequalities across Liverpool.

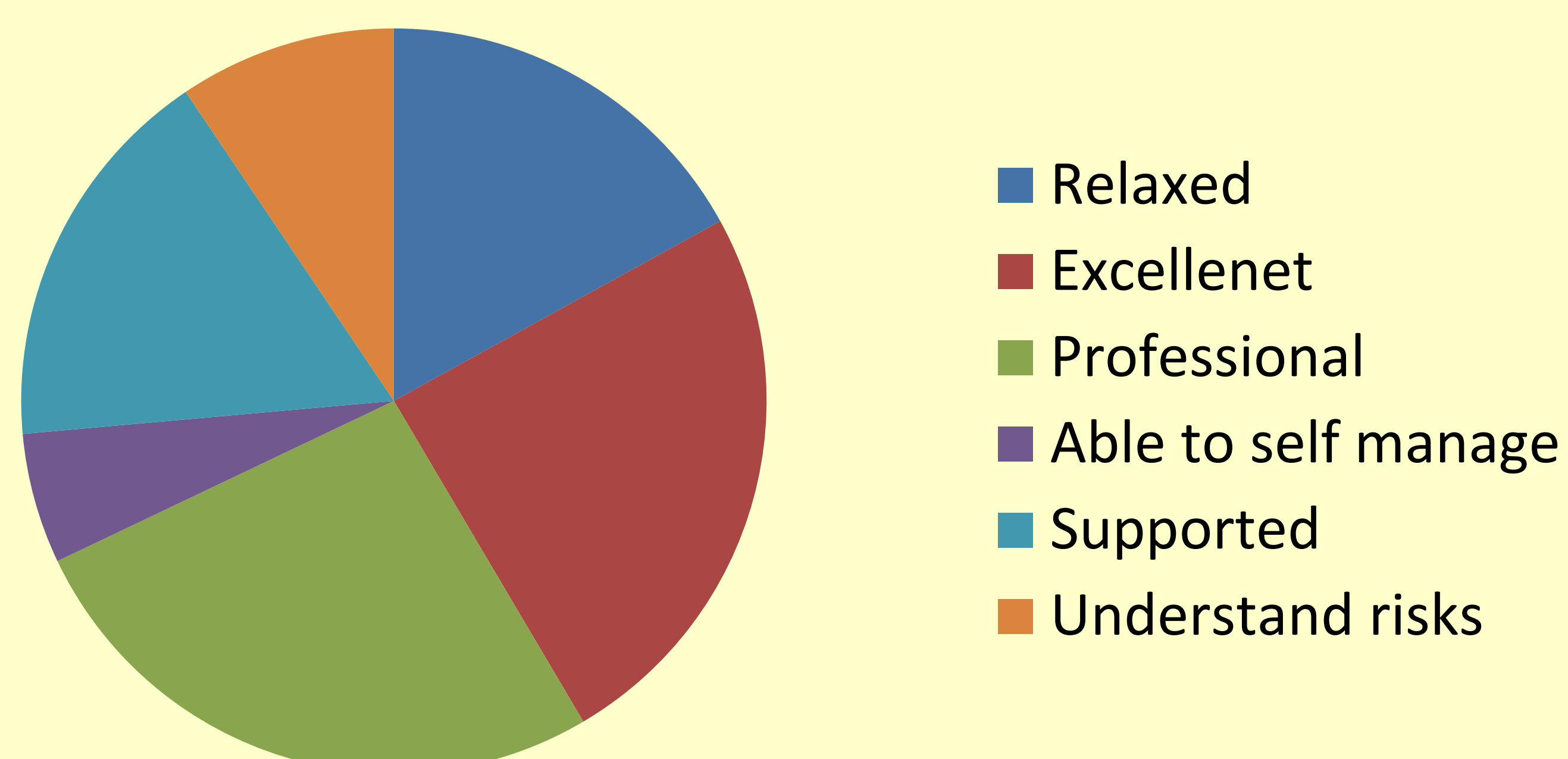
Structure of Evaluation

The evaluation methods will be a combination of :

- **Patient service impact questionnaires** – Completed by patients attending clinic for follow up appointments
- **Health care professionals service impact questionnaires** – Completed by GPs, Practice Nurses & Community Nurses
- **Patient activation measures data** - PAM questionnaires
- **Patient engagement data**- Secondary care business intelligence data collection.



Overall feedback statement



Projected Action

We plan to use the outcomes of the evaluation to inform service development. This will aim to improve equity of access and health outcomes for all people with diabetes across Liverpool, including hard to reach groups.

Health Inequalities

As a result of literature and service reviews, we are now liaising with third sector partners to work with the homeless and social inclusion teams on future projects.