



Our Aim: To support patients in First Year of Care, to achieve HbA1c <48mmol at 12m

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Improving HbA1c for first year of care

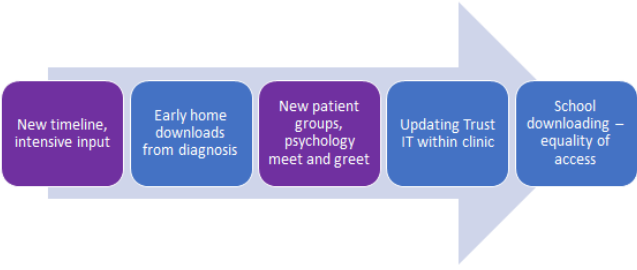
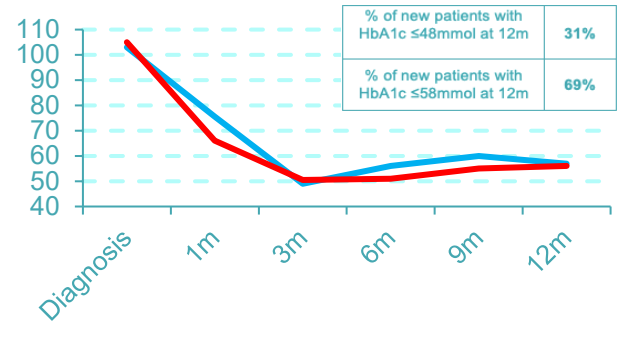
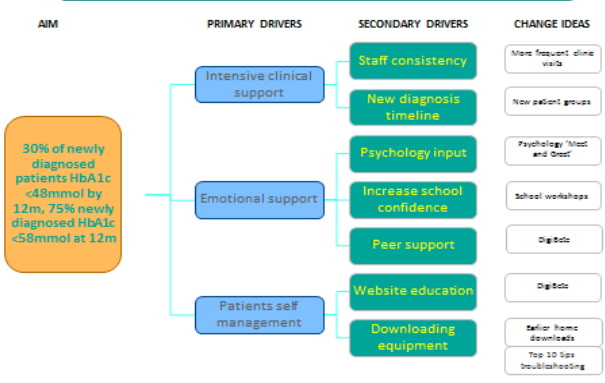


Figure 1. First Year of Care: Median HbA1c Levels 2016 vs 2018



Newly Diagnosed 1st Year of Care



Feedback from family tech survey:
Only 50% of families who can download review their own data
Low confidence in pattern recognition and insulin changes

Bright Spots:
Seen improvements by collecting data regularly
Better structure with focussed timeline
Team approach and collective responsibility
Trust IT representative within download group, to understand what is needed
First schools now successfully downloading

Our Interventions:
New first year timeline and focus
Download account set up at diagnosis
Written diaries as alternative
More support visits after diagnosis
Refreshed New Patient groups
Top 10 Tips at 3 months
'My Clinic' appointment leaflet
Language: Thankyou for sharing your data
Clinic computers and mobile WiFi device

Qualitative Feedback on New Patient Groups
"Great to meet other parents/carers with similar worries",
"Nice to meet other parents dealing with diabetes"

Further Actions:
More seamless integration with research
Future focus on 6m onwards
Data collection into second year
Virtual clinics - starting with University Students
Download interpretation training
On call laptops and smartphones for DSNs approved and awaited
Recruit more schools for downloading

"Let's focus on first year of care and keep going forward"