



# Can your practice further improve the care of people with type 2 diabetes?

1<sup>st</sup> report May 2015

2<sup>nd</sup> report July 2015

3<sup>rd</sup> report October 2015 4<sup>th</sup> report January 2016 5<sup>th</sup> report April 2016

### **Dear Practice Manager and colleagues**

Practices across West Yorkshire are working to manage Type 2 diabetes effectively, helping patients to achieve their recommended blood pressure, glucose and serum cholesterol levels. The ASPIRE team is working with your practice to help achieve these goals for your patients. There are practical tools that you can access such as SystmOne searches and pharmacist support to identify relevant patients and review care. We have provided examples of how other practices have used these tools to improve their patient care (see page 4).

There are things you can do to make sure that your patients are reaching recommended targets. ASPIRE offers quarterly comparative feedback, practice educational meetings, computerised searches to identify patients, and additional pharmacist support to review patient notes. You can use any of these as you wish to improve your levels of evidence-based care.

Please share and discuss your practice data with your team. We will also send you ten copies of this report. If you require more copies of this or previous reports, or have any other queries about ASPIRE, please contact Dr Tom Willis (aspire@leeds.ac.uk; 0113 343 6731).

Yours sincerely

(Coppe la)

**Dr Robbie Foy** 

General Practitioner & Professor of Primary Care on behalf of the ASPIRE team

For more information on ASPIRE, please see http://medhealth.leeds.ac.uk/aspire

# Why review your care of patients with type 2 diabetes?

Improving the management of the three NICE recommended glucose, blood pressure and serum cholesterol levels can prevent the risk of complications including major cardiovascular events and death.

# What have other practices taken advantage of?

- Educational outreach meeting: a free, 30min, pharmacist-led meeting to review your data and identify plans for action. These meetings are only available for another five months. Contact Naila today (aspire.admin@nhs.net / 01274 299 536).
- SystmOne searches that allow you to identify patients who might be in need of review.
- Up to two days of pharmacist support to tailor these searches to your practice needs and review patient management.



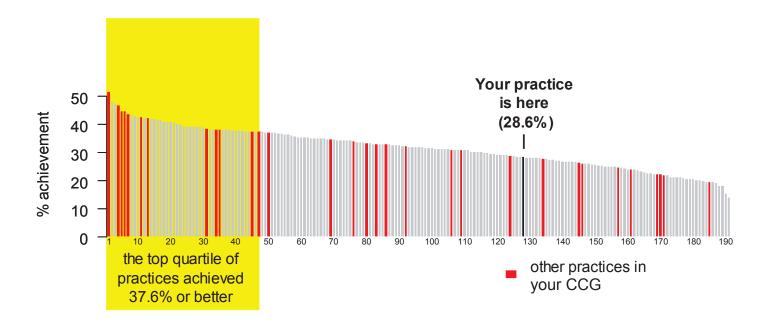


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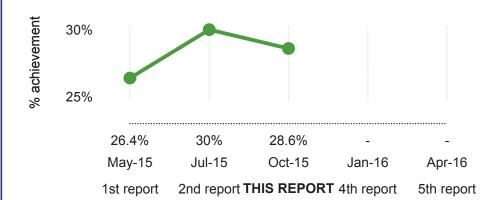
# How well is your practice doing?

### **Current achievement in participating practices across West Yorkshire**

- Your practice (black bar) and % achievement (28.6%)
- Achievement throughout West Yorkshire overall (range 14.3 to 51.9%)
- The top quartile of practices within West Yorkshire (yellow box achieving 37.6% or above)
- Other practices within your CCG (red bars, n=31)



### What has changed?



Your achievement rose by

2.2%

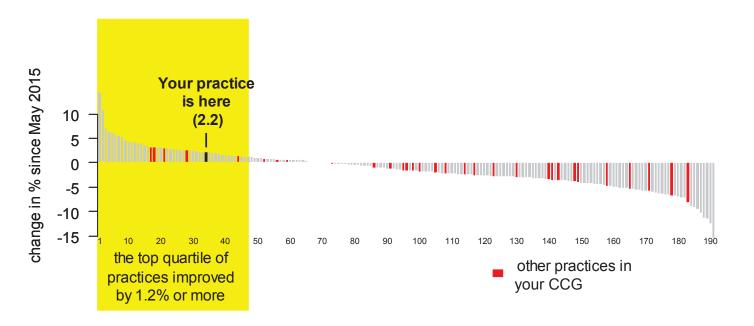
since May 2015. Now, 106 out of 371 patients are in line with evidence-based targets whilst 265 could benefit from further action.

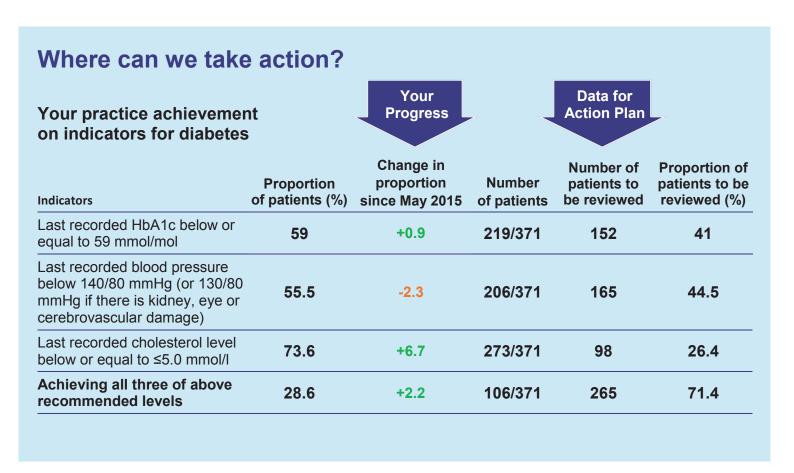
Congratulations! Please share these data with your colleagues. Your team are helping diabetic patients achieve recommended levels of glucose, blood pressure and serum cholesterol. Can you identify what has had the most impact? Please review your action plan to ensure this improvement continues.



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### What have other West Yorkshire practices achieved in six months?







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# What actions could we take to increase achievement of patient targets and lower the risk of avoidable adverse events?

Use your action plan template to identify what will work for your practice team. Consider who can do each task and make full use of the entire team's specialist skills. Here are some suggestions, including examples used by other practices in ASPIRE.

Patient at avoidable risk of diabetesrelated complications



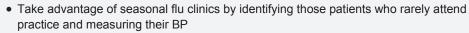
#### How can we identify who is at risk?

- Accept the ASPIRE organisational group request and run the SystmOne search to create a list of patients at risk.
- Use up to two days of pharmacist support to run and review the results of these searches (contact ASPIRE to arrange this).
- If the searches reveal large numbers of patients consider a proportion of them, e.g. those with uncontrolled BP and other risk factors, i.e. kidney, eye or cerebrovascular damage; those who already achieve two targets and need more focused help on the third. The pharmacist can help to tailor the searches.
- What is the simplest thing you can do now? What is the most manageable task you can do most consistently over time?



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#### How can we organise care within our practice to improve outcomes?



- Ensure there is a clear system for coordinating diagnosis and on-going treatment
- Review the team structure and allocated tasks;
  - Could staff be utilised more effectively; are there staff members with skills not utilised?
  - Could staff be trained to increase the skill mix?



#### How can we promote personal goals for patients?

Set achievable, individualised targets



- Reinforce healthy eating and physical activity advice at every appointment.
- Consider providing patients with printed action plans and agree with them how the plans will be monitored.



Patient at reduced risk of diabetes-related complications

## **Frequently Asked Questions**

Since earlier reports, you have raised some questions about the data and/or ASPIRE in general:

### What will happen in the educational outreach meeting?

During a 30 minute practice meeting we can review your achievement data, identify what works in your practice, identify realistic priorities for action and help you to create a manageable plan to improve the care of your patients. We can come back at a later date to review what's worked and help you improve further. Please contact aspire.admin@nhs.net to arrange a convenient time.

### We're already involved in the Year of Care; how does ASPIRE differ?

ASPIRE aims to provide practical, practice -level support to implement evidence-based recommendations from NICE and hence improve patient outcomes. Year of Care aims to drive improvement at a higher level by looking at the relationship between patients and the NHS, and encouraging self-management over time. We hope that ASPIRE is complementary to other such initiatives and there is no reason why your practice can't be involved in both at the same time.

### We are simply too busy – what can you do to help?

We can offer up to two days of pharmacist support to identify your patients and review their risk – please contact <code>aspire.admin@nhs.net</code> to arrange this. We offer our resources free of charge to practices. We also offer a modest 'Service Support Cost' sum for research activity. ASPIRE also targets clinical areas relevant to a number of QOF indicators.