Hounslow CCG Diabetes Patient Reference Group Meeting
Thursday 3rd December 2015
Sovereign Court, 15-21 Staines Road, Hounslow, Middlesex, TW3 3HR

Present:
Adeola Adeleke    Diabetes Engagement Officer                                                                         AA
Daya Deegodamana  Local Diabetes Patient                                                                               DD
Julia Tyson              Local Diabetes Patient & Health Trainer                                                           JT
Asha Bawa              Health Trainer                                                                                     AB
Kaplana Lamichhane   Hounslow Health Champion                                                                            KL
Mohinder Batra        Local Diabetes Patient                                                                               MB
Mandy Batra           Local Diabetes Patient                                                                               MB

In attendance:
Prabha Vijayakumar Clinical Project Manager and Mobilisation Lead Service-CLCH       PV
Dr Raquel Delgado Diabetes GP Lead- Hounslow CCG                                RD

Apologies:
Ifrah Hassan
Amarjit Bahkshi
Nagaret Naidu
Calvin Archibald
Stella Oryang
Achla Thakore
Katrina Latovskis
Elaine Williams

ITEM    DISCUSSION

1    Introduction of all attendees

Adeola Adeleke welcomed group members and explained her role as Diabetes Engagement Officer - goes into the community specifically BME communities.

People introduced themselves and explained why they were interested.

Daya Deegodamana is Sri Lankan and has type2 diabetes. She is a former IT officer in the Sri Lankan High Commission for the United Kingdom (UK). She is the main carer for her partner and she was diagnosed in April 2015.

Kaplana Lamichhane is a Hounslow Health Champion also works for the Gurka Settlement Group and is a type 2 diabetic.

Asha Bawa is a Diabetes UK Community Champion and Health trainer.

Prabha Vijayakumar is the manager for the new intermediate diabetes service CLCH. The service manages type 2 diabetes services. They also do some work around prevention and type1 diabetes.

Dr Raquel Delgado is the Diabetes Lead for Hounslow CCG
Julia Tyson – Diabetes UK Community Champion, Health trainer and a Type 1 diabetic patient.
Mohinder Batra – is a type 2 diabetic patient
Mandy Batra – The founder and chair of the Goldy Goldy Asian Women’s group in Heston and is a type 2 diabetic patient.

2 Review last meetings minutes
AA went through the last meetings minutes
Hounslow CCG’s website has Improving Diabetes Care section on website which consists of resources from CLCH, Diabetes Patient Reference Group Meetings minutes, contact to join the group and links to other useful websites.
AA to correct roles of AB, JT and DD
Future groups for 2016 will be held at the Civic Centre in Hounslow.
PV highlights the Xpert Insulin programme and Holding Off programme is not available on a self-referral basis it is only available via GP referral for patients.
Last meeting minutes were agreed.
Actions:
• AA will email the Improving Diabetes Care section on Hounslow CCG’s Website to all members of the group
• AA to chase up Health trainers for healthy walks information for next meeting
• AA to invite Mental Health Lead

3 Update-New Intermediate Diabetes Service in Hounslow- CLCH
The new providers for Hounslow intermediate diabetes service (CLCH) gave a brief update about the services.
PV provided copies of the Self-referral form and Podiatry service leaflets for the group to review.
• There are three leaflets in a pack a General Service leaflet, Self-referral form and Podiatry Service leaflet.

The General Leaflet
Consists of information on:
• Who delivers the service,
• What the service offers
• Locations of services which is based in three areas within the Hounslow Borough. The three areas are; Holly Road, Feltham and Heart of Hounslow.

The Podiatry Service Leaflet
The leaflet consists of general information about the Podiatry Service they provide just diabetes podiatric care for patients and locations of the clinics they deliver in Hounslow.

The Self-referral Form
The form is for X-pert Patient Programme and the Conversation Maps for patients who want to self-refer themselves to educate and learn how to self-manage their diabetes. Patients can fill out the form provided or contact via telephone which are listed in the leaflet.
### Update on the number of people attending the Patient Education Programmes in the of August and September 2015

PV stated

- Total referral of 180 people have attended the X-pert Patient Programme in Hounslow
- 244 referrals to the Holding Off programme in Hounslow
- Invited 607 patients for the X-pert Patient Programme in August and September 2015
- Invited 326 patients for Holding Off Programme in August and September 2015
- 301 patients attended all six sessions of the X-pert Patient Programme
- 181 patients attended the one session of Holding Off Programme
- 94% of the patients completed the X-pert Patient Programme and 100% of patients completed the Holding Off Programme

PV states, if people are given more than one opportunity people are more willing to attend the six sessions of the X-pert Patient Programme. We encourage motivational talks and we remind patients of their appointments.

The DNA (Didn’t Not Attend) percentage is less compared to the national statistics in Hounslow.

We constantly give patients choice by providing them with options to attend the session at different locations, holding the sessions at different times. We also provide X-pert Patient Programme in three different languages **Urdu, Punjabi** and **Hindi**. For those who may speak another language we will provide an interpreter who can translate the sessions. Depending on the number of patients who speak the same language we would provide sessions in that language however if the number of patients who speak the same language is low then we would just arrange an interpreter.

**Actions:**

- PV to contact KL to discuss Nepalese Gurkha Settlement Group

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<th>Review on diabetes stigma article</th>
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<td><strong>The article discusses the stigma people living with diabetes experience.</strong> It explains the differences between people living with type1 diabetes face and how it differs with people living with type2 diabetes and what are the misconceptions and who contributes to the unspoken stigma.</td>
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<td><strong>Question asked to the group</strong></td>
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<td>1. <strong>What are your views?</strong></td>
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<td><strong>The group discussed and felt</strong> – The article is excellent because it really shows the truth about the problems that most diabetics are confronted with. The stigma often is the misconception that the person had too much sugar in their diet or they are overweight that’s why they have diabetes. This is not necessarily the case for all diabetes patients.</td>
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<td>The main problem is most people’s misconception is most diabetics don’t self-care manage their condition properly and this is not the case for all diabetes. People need to stop generalising because all diabetes patients experience differently. Some diabetics often find it very difficult to admit and come to terms that they have diabetes were as other people are more open about their diabetes.</td>
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<td>Stigma of diabetes is viewed differently in different communities cultural foods is a topic that BME communities often struggle with.</td>
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<td>The role of the family has a big impact on people living with diabetes in some cases relatives do not understand, relative’s pass judgement and in some cases lack of support is given.</td>
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Some people are not bothered or do not experience stigma but for those who do experience it we as a community we need to support, encourage these types of individuals and signpost them to the right services.

### 5 Discussion around next steps for DPRG meetings for 2016

AA discussed with group to elect a Chair Vice Chair and Minute taker for upcoming meetings. Group agreed to have a Chair and Vice Chair for the year rather than a rotating Chair. JT volunteered to be Chair and AB volunteered to be Vice Chair for 2016 meetings. KL volunteered to be the minute taker for the 2016 meetings. JT and AB will be the Chair and Vice Chair for the first two meetings in 2016 and update will follow after. PV to continue to attend meetings to give updates regarding the Diabetes Intermediate Service in Hounslow.

All minutes completed will be fed back to the Patient Public Engagement Committee and then posted on the diabetes section on the Hounslow CCG website.

RD it is important for the group to understand the aim of the group and how it can work with the CCG on making recommendations on how to improve diabetes services. The role of group is to reach different communities to create more awareness and develop ways to communicate the right information to patients about diabetes.

RD the group should have a virtual forum to communicate with each other and to store information. The information stored should be sent to other patients. Facebook could be a platform to have a private group and have an administrator to manage who joins and it enables members to send messages to one another. This is another way to engage with other patients who have diabetes living in Hounslow.

**Actions:**
- AA to book meeting rooms for the group at the Civic Centre for a year
- AA to contact the Mental Lead to attend next meeting in March 2016
- AA to book time to meet with Chair and Vice chair to discuss their roles
- AA to send contact details for all members of the group to JT and AB

### 6 Closing comments, agenda items and action points

Next meeting will be held in March and invites will be emailed/ sent to all members of the group. New location will be the Civic Centre, Lampton Road, Hounslow, Middlesex, TW3 4DN

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<th>Date of Next Meeting</th>
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<td><strong>10</strong></td>
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<td>All 12.30 – 14.00</td>
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<td>Civic Centre</td>
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<td>1st March 2016</td>
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