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Service User Experience of the All Wales Diabetes Prevention Programme

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November 2024



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Gofal Sylfaenol a Chymunedol
Datblygu Gofal Sylfaenol yng Nghymru

Primary and Community Care
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Background

Over 200,000 people in Wales, an estimated 8% of the adult population, are living with diabetes, of which around 90% have type 2 diabetes (Financial Planning & Delivery, 2024). There has been a 40% increase in the number of people living with diabetes in Wales over the last 10 years, an increase of 60,000 people (Public Health Wales, 2023). Type 2 diabetes is a serious, sometimes lifelong condition and is a leading cause of sight loss and a contributor to kidney failure, heart attack and stroke. Evidence suggests that by supporting people to make lifestyle changes, including eating healthily and being physically active, over half of type 2 diabetes cases could be prevented (NICE, 2017).

The development of the All Wales Diabetes Prevention Programme (AWDPP)

Data from two successful pilots carried out and evaluated in the North Ceredigion and Afan Valley primary care clusters demonstrated promise of their effectiveness in reducing the progression to Type 2 diabetes (Thatcher & Gregory, 2022). The use of this type of intervention presented an opportunity to improve type 2 diabetes prevention nationally and subsequently in 2021, the Healthy Weight Healthy Wales programme in Welsh Government announced funding for a national rollout with embedded evaluation. Public Health Wales lead the development, implementation and evaluation of the All Wales Diabetes Prevention Programme (AWDPP).

What does the AWDPP intervention involve?

The AWDPP uses a blood test called HbA1c to identify people who are at high risk of developing type 2 diabetes (Public Health Wales, 2023). People who are eligible for the programme are offered an appointment with a specially trained healthcare support worker, supervised and quality assured by Dietitians. The consultation includes the individual's risk(s) of developing type 2 diabetes and what they can do to reduce it. Individuals may be referred to additional sources of support to help them make changes to their diet and to become more physically active. A follow-up appointment takes place a year later to review their progress.



The Quality Improvement Guide (1000 Lives Improvement, 2014) states that to achieve person centred care, the following are required:

- Shared decision making is enabled - individuals are able to take an active role in treatment decisions.
- Dignified care is provided - individuals can set their own goals.
- Communication is effective- medical jargon is avoided and communication tools are used effectively.
- Stories for improvement are developed- these provide insight and show that all experiences are equally valued.

The AWDPP dietetic leads endeavour to ensure that all the above are met during the delivery of the AWDPP consultations. The need for more in-depth insight into service users' experience of the AWDPP was recognised, to enable the analysis of the real-life experiences and to determine the needs of the individuals and if their expectations are being met by the programme. The use of a Patient Reported Experience Measure (PREM) will provide the user perspective.

The need to improve patient experience, and how this links to better health outcomes, is included in domain 4 'Ensuring that people have a positive experience of care' of the NHS Outcomes Framework (Department of Health, 2012). Staff need to be able to view services delivered through the eyes of their patients/service users.

Scope of the Service User Experience Analysis

Process and outcome evaluation of the AWDPP have been embedded into the rollout of the programme. However, whilst the outcome evaluation is ongoing at present, a first process evaluation took place at the initial stages of implementation of the AWDPP, and so a need remained to better understand the service user experience of the AWDPP intervention. Quantitative data in the form of Patient Reported Outcome Measures (PROMs) are being collected separately as part of the outcome evaluation.

This analysis provides a description of one component of the AWDPP involving a PREM Questionnaire. The use of the PREM offers a reliable, valid and practical way to gain service users' insights into their experience of the AWDPP.



Methodology

Approach Used and Rationale

This report covers responses received over the first 4 months of use of the AWDPP PREM.

Recruitment & Sampling

To recruit individuals a purposive sampling technique was implemented through the identification of all men and women who attended an AWDPP consultation across all 7 health boards in Wales between 1st December 2023 and 31st March 2024.

Methods of Implementation

To provide a more comprehensive analysis of the experiences of AWDPP attendees a merging of both quantitative and qualitative data was needed. Both forms of data were collected simultaneously through the use of one questionnaire which contained both closed and open-ended questions i.e. the PREM questionnaire (see Appendix 1).

The qualitative aspect of the questionnaire allowed for more flexibility, with the aim to have a more holistic understanding of the area in question. Qualitative research methodology is rarely comparative in structure, however, if patterns emerge in the data, comparisons may be relevant.

Data collection

The data collection method used was a structured self-report instrument. This was in the form of a self-administered Patient Reported Experience Measure (PREM) questionnaire. The PREM questionnaire is a tool produced to measure the patient experience across the different health Boards within Wales, which incorporates a number of common themes. The Framework for Assuring Service User Experience was first issued in 2013 and updated in 2015. It recommended a number of core service user experience questions be included in national questionnaires (Welsh Government, 2018) and suggested that a variety of user feedback methods should be used to ensure a complete picture is gained.

The data collection period commenced 1st December 2023. The PREM questionnaire was produced using Microsoft Forms and these were provided to the service users via a number of options, either



at the end of the consultation or emailed after the consultation, to support equitable access, including; a printed version, or a digital version accessible via a QR code or HRL link (see appendix 1). All questionnaires were anonymous.

Anonymity and confidentiality

All electronic data was stored within a password protected computer and paper documents were locked within a cabinet in a UHB office, in line with the Data Protection Act 1998, throughout the duration of the project.



Results

Service User Characteristics

Table 1 details the characteristics of the participants who attended an AWDPP consultation delivered during December 2023 – March 2024 and completed the PREM questionnaire. A total of 367 responses were received during this timeframe. A question regarding method of collection was added towards the end of December to capture the data to inform future service evaluation. By the end of March n=166 were collected by paper (46%) and n=191 digitally via phone/mobile device (54%).

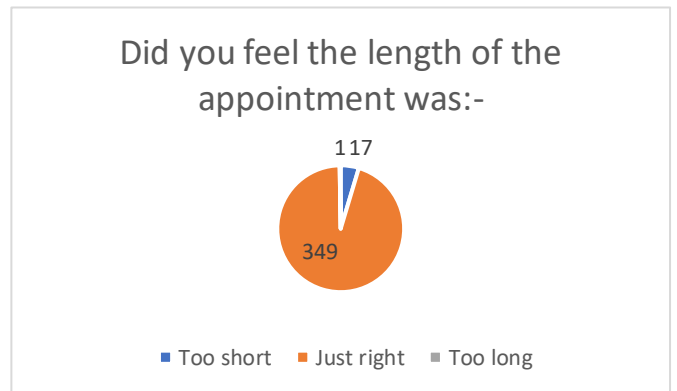
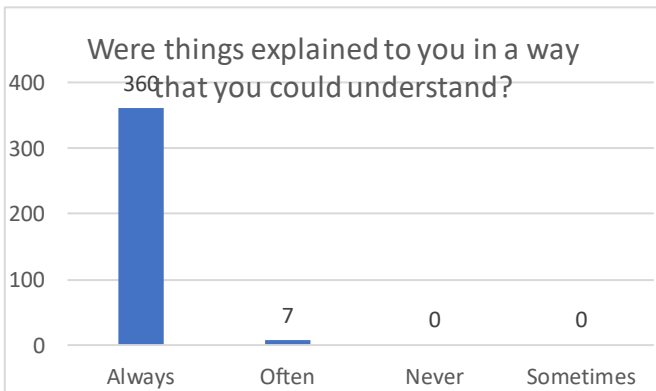
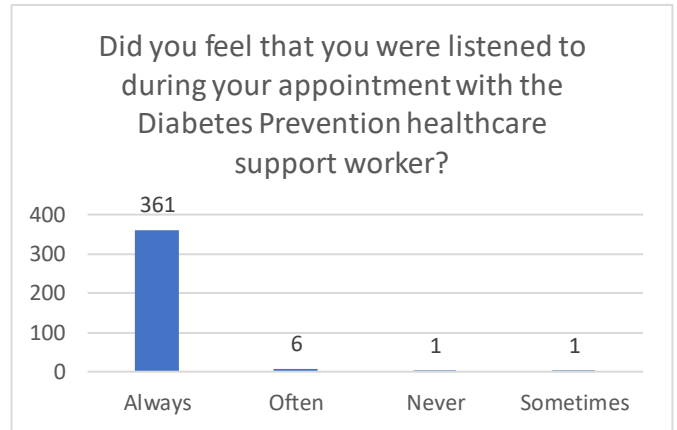
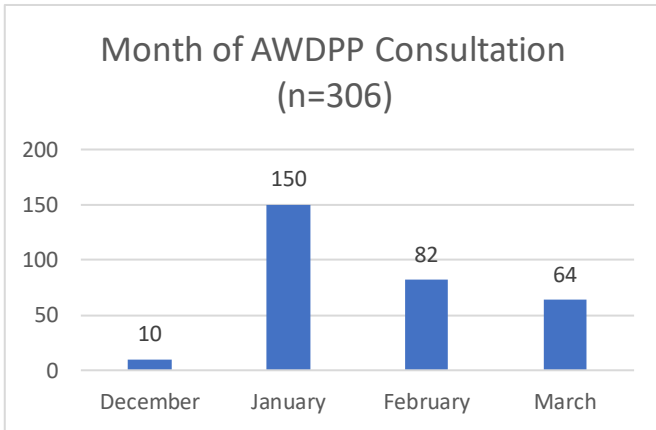
Table 1: characteristics of AWDPP Service Users.

Characteristic	Total (n=367)	N=	%
Gender	Male	185	52%
	Female	173	48%
Age (years)	18-24	0	0
	25-34	0	0
	35-44	13	3.5%
	45-54	30	8%
	55-64	104	28.6%
	65-74	151	41.5%
	75+	65	17.9%
	Prefer not to say	1	0.5%
Ethnic Group	White-British/English/Northern Irish/Scottish/Welsh	348	96%
	White-Irish	1	0.3%
	White- Other	6	1.7%
	Mixed/multiple ethnic group- White & Black African	1	0.3%
	Asian/Asian British-Chinese	1	0.3%
	Black/African/Caribbean/Black British - African	2	0.6%
	Black/African/Caribbean/Black British - Black British	1	0.3%
	Prefer not to say	3	0.8%
Questionnaire completion method	Digitally on your phone/mobile device	191	54%
	On paper	166	46%



PREM Questions & Responses

87% (n=321) of people attended a first diabetes prevention appointment and 12% (n= 46) attended a follow up/12-month appointment and 2 people were unsure.

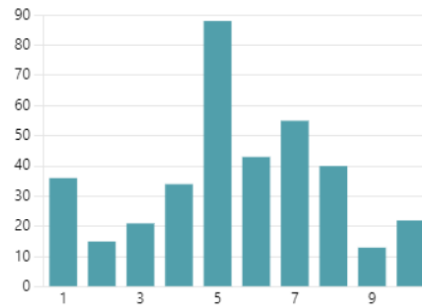


Service users were asked:

Before the appointment, how would you have rated your knowledge around the risk factors for developing Type 2 Diabetes?

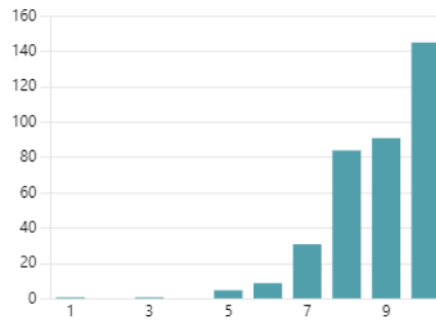
(On a scale of 1= Very little knowledge, 5=Some knowledge, 10= Very good knowledge)

5.46
Average Rating



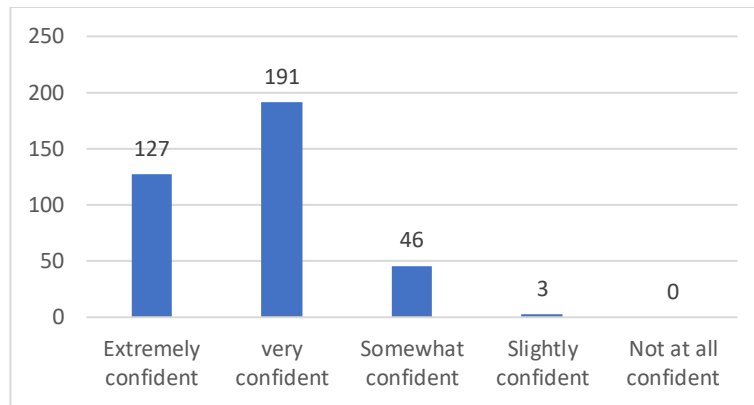
Following the appointment, how would you now rate your knowledge around the risk factors for developing Type 2 Diabetes?

8.83
Average Rating



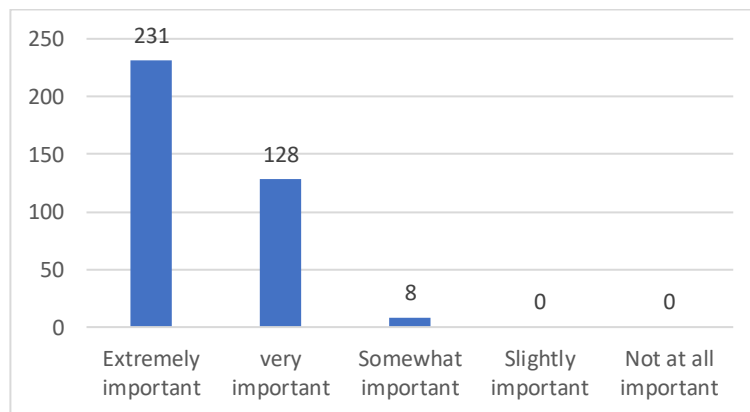
Following the appointment, how confident do you now feel about making lifestyle changes to reduce your risk of developing Type 2 Diabetes?

87% reported feeling ‘Extremely/really confident’



How important is it to you to make lifestyle changes to reduce your risk of developing Type 2 Diabetes?

98% reported as ‘Extremely/ very important’ to make lifestyle changes



Service users were asked if they were offered further support and to give details of which ones. 53% (n=151) reported they plan to take up the offers of further support provided, 29% (n=81) responded ‘maybe’ and 18% (n=52) responded no to taking up the offer of support. The table below shows the options they chose.



Type of Support	No. of responses
Exercise /Physical Activity/NERs	112
Foodwise for Life	23
Weight management	83
Slimming world	5
Diet/Food	19
Internet links	26
Dietitian	3
Let's Prevent Diabetes	12
Leaflets	2
GP	1
FU appt	5
HMQ	4
TOTAL	295

Service users were asked:

Thinking about your Diabetes Prevention appointment. Overall, how was your experience of our service?

86.5% (n=315) responded 'Very good', 13% (n=48) 'Good', n=1 'Neither good nor poor' and Zero responded 'Poor' or 'Very poor'



Service User Response Highlights

“I feel that it was a positive learning experience and not a you must do exercise.”

“Impressed by proactive nature of service ie. let’s not let this happen.”

“Very happy with the appointment where I was shown how to change but also listened to about my personal experiences and issues.”

“I am so glad it is available, my blood sugars have gone back to normal so I am extremely happy.”

“There was so much important information given to me that I had no knowledge of.”

“Keep up the good work, with NHS pressures it is obvious prevention is better than cure.”

“Before I came to the appointment I was so afraid of getting diabetes. [HCSW] helped me work through some of my misconceptions, after a lot of tears I was able to move on and think about what I could do to get my blood sugars down”

“I was dreading this appointment, I have come away with the knowledge that I can make small changes to make a difference to my health. I did not feel judged about any part of my life and have felt listened to.”

“I would suggest that a follow up appointment is available after 6 months to support with lifestyle changes and check blood sugar levels to see if progress has been made.”



Limitations

As with all surveys, these insights are limited to those who responded and does not capture the views of those who did not. As a consequence, we cannot exclude the risk of responder bias, in terms of both demographic and other characteristics that may have driven those who responded to respond in the way that they did. We also do not have access to the data on the total number of PREM surveys provided to know what percentage of responses were received, or how the demographics of those who responded differs to those invited to respond. The insights from this exercise therefore need to be understood in the context of these limitations.

Conclusions

This analysis of service user experience of the AWDPP has shown that service users who responded to the PREM questionnaire value the support the AWDPP consultations provide. The appointments are 30-45 minutes in duration and 95% of service users reported this as 'just right', with only one person feeling that this was too long. Service users appreciated the timeliness of the consultation and many recognised the '*proactive nature of the service*' and that '*prevention is better than cure*'.

98% acknowledged the importance of making changes to their health behaviours, and that the information provided and signposting to other services will be helpful to support these changes. The non-judgemental attitude of the HCSW they spoke to was acknowledged and appreciated '*I did not feel judged about any part of my life and have felt listened to*'. This feedback hopefully reflects that Motivational Interviewing (MI) has been successfully embedded within the AWDPP, as this was highlighted during the development phase as an essential component of the HCSW training programme. MI is built upon four foundational values: Quality, Openness, Generosity & Respect (Rollnick, Miller, & Butler, 20013). However, there is recognition of the need to repeat this exercise with a better data collection system, that can provide understanding of the response rate as well as any insights to help understand who has not responded and why not.



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Appendices

Appendix 1: AWDPP Patient Experience Questionnaire

The AWDPP team and Public Health Wales would really like to hear about your experience of attending the All Wales Diabetes Prevention Programme. This programme has been developed to help people make changes which might prevent or delay the onset of Type 2 Diabetes. The programme is new and we want to know how well it works and how it can be improved to help other people at risk. Your views will help health professionals design more effective programmes in the future.

Before you complete the questionnaire, it is important for you to understand what is involved, and why it is being done. Please take time to read and understand this information.

What is the purpose of the patient questionnaire?

To provide you with the opportunity to share your experience of the programme. Please be assured that there are no right or wrong answers to the questions. Every answer is invaluable!

Why have you been asked to complete this questionnaire?

You have attended a Diabetes Prevention appointment with a Health Care support worker. **We would really like to understand your experience of attending this appointment.**

Do you have to take part?

No, everyone has the right to opt out.

What are the benefits of your participation?

The information you submit will be used to help improve services and help to gain a better understanding of what works well and where things can be improved.

We may from time to time share statistical information with external organisations for the purposes of enabling research, development and improving health and health care.

Will your taking part be kept confidential?

Yes, all data obtained is kept confidential. The information you provide will be saved in a secure NHS Wales file, where responses from other service users from other areas will also be collected.

Is it anonymous?

Yes, completely. We collect no personally-identifying data at all, and we ask you not to identify yourself or anyone else in your written responses.

1. Please select your Health Board *

- Aneurin Bevan University Health Board
- Betsi Cadwaladr University Health Board
- Cardiff and Vale University Health Board
- Cwm Taf Morgannwg Health Board
- Hywel Dda University Health Board
- Powys Teaching Health Board
- Swansea Bay University Health Board

2. Please enter your GP Surgery *

3. Before you were contacted about the All Wales Diabetes Prevention Programme, did you know you were at risk of developing Type 2 Diabetes? *

- Yes
- No
- Other

Your All Wales Diabetes Prevention appointment

4. Month your appointment took place: *

5. Which diabetes prevention appointment are you attending?

- First diabetes prevention appointment
- Follow up diabetes prevention appointment
- Not sure

6. What type of appointment did you attend? *

- Face to face at your GP surgery
- Face to face at another venue
- Video via a computer/tablet/smartphone
- Telephone



7. Did you feel that you were listened to during your appointment with the Diabetes Prevention healthcare support worker? *

- Always
- Often
- Sometimes
- Never

8. Were things explained to you in a way that you could understand? *

- Always
- Often
- Sometimes
- Never

9. Did you feel the length of the appointment was:- *

- Too short
- Just right
- Too long

Your awareness of the risks of type 2 diabetes

10. **Before** the appointment, how would you have rated your knowledge around the risk factors for developing Type 2 Diabetes?

(On a scale of 1= Very little knowledge, 5=Some knowledge, 10= Very good knowledge) *

1	2	3	4	5	6	7	8	9	10
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11. **Following** the appointment, how would you now rate your knowledge around the risk factors for developing Type 2 Diabetes?

(On a scale of 1 = very little knowledge, 5= Some knowledge, 10= Very good knowledge) *

1	2	3	4	5	6	7	8	9	10
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12. **Following** the appointment, how confident do you now feel about making lifestyle changes to reduce your risk of developing Type 2 Diabetes? *

- Extremely confident
- Very confident
- Somewhat confident
- Slightly confident
- Not at all confident

13. How important is it to you to make lifestyle changes to reduce your risk of developing Type 2 Diabetes? *

- Extremely important
- Very important
- Somewhat important
- Slightly important
- Not at all important



Additional support to help you reduce your risks of developing type 2 diabetes

14. Were you offered further support at the appointment? (e.g. referral to another service such as a weight management programme, physical activity programme or signposting to internet links?) *

- Yes
- No
- Can't remember

15. If you were offered further support, please can you give details of which ones

16. Do you plan to take up any of these offers of further support? *

- Yes
- Maybe
- No

17. Were you provided with any written leaflets during your Diabetes Prevention appointment?

- Yes
- No
- Can't remember

18. If you were provided with written leaflets did you find these helpful/informative?

- Yes
- No
- Other

19. Are there any ways in which you feel the appointment can be improved? *

20. Thinking about your Diabetes Prevention appointment. Overall, how was your experience of our service? *

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

21. Is there anything else you would like to tell us about your experience of the All Wales Diabetes Prevention Programme?

Equality Monitoring

Finally some questions about you to help us ensure that we treat everyone fairly and with equal respect.

22. What is your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say



23. What is your gender?

- Male
- Female
- Prefer not to say

24. At birth, were you described as:

- Male
- Female
- Other
- Prefer not to say

25. Which of the following options best describe how you think of yourself?

- Heterosexual or straight
- Bisexual
- Gay or Lesbian
- Other
- Prefer not to say

26. What is your ethnic group?

- White- British/English/Northern Irish/Scottish/Welsh
- White- Gypsy or Irish Traveller
- White - Irish
- White - Other
- Mixed / multiple ethnic group - White and Black Caribbean
- Mixed / multiple ethnic group - White and Black African
- Mixed / multiple ethnic group - White and Asian
- Mixed / multiple ethnic group - Other
- Asian/Asian British - Indian
- Asian/Asian British - Pakistani
- Asian/Asian British - Bangladeshi
- Asian/Asian British - Chinese
- Asian/Asian British - Other
- Black/African/Caribbean/Black British - African
- Black/African/Caribbean/Black British - Caribbean
- Black/African/Caribbean/Black British - Black British
- Black/African/Caribbean/Black - Other

27. Have you completed this question:

- Digitally on your phone/mobile device
 - On paper
- 