

# DESMOND 2023-24 HIGHLIGHTS REPORT

An update from the DESMOND Head Office on the work across the United Kingdom, British Overseas Territories and the Republic of Ireland, with reference to our international partners in Australia and other implementation related activities from the team at the Leicester Diabetes Centre.

Covering work from April 2023 – March 2024



## Foreword

The last 12 months has been a wonderful time to reflect and think back on 20 years of DESMOND, and how far the programme has come since its inception.

With the number of people attending a group or using our digital interventions growing year-on-year; we are proud to see the difference that the programmes, and all the local provider teams, are making in continuing to bang the drum for structured self-management education provision, which is evident throughout this report in our improved feedback scores and increasing numbers.

The Celebrating DESMOND Awards event back in October was a great chance to hear from provider teams and to showcase the fantastic work that continues throughout the UK and Ireland, as well as across the world. A huge congratulations from us to all the very worthy winners, make sure to read more about the winners later in this report. We hear plans are afoot for the 2024 Celebrating DESMOND Awards...watch this space!

It is great to continue to expand our range of programmes both group and digital, and we hope that 2024-25 will bring even more; with a keen focus on expanding services and provision for people with Early Onset Type 2 Diabetes, read on to find out about the research that we are already undertaking in this area.

We look forward to seeing what 2024-25 can bring for DESMOND and all its supporters.

**Professor Melanie Davies CBE and Professor Kamlesh Khunti CBE**

Co-Directors of the Leicester Diabetes Centre (LDC)

On behalf of the DESMOND Head Office part the LDC Implementation Team.

Keep in touch with all things DESMOND via:

✕ @desmond\_tweets #teamdesmond

🖱️ [desmond.nhs.uk](https://desmond.nhs.uk)

## Our Current Offer

Here at DESMOND, we currently offer a range of group and digital interventions in the field of diabetes prevention and management, here is an overview of these:

### Digital programmes (available on the MyDESMOND platform)

- **Type 2 Diabetes Management** – for anyone with a diagnosis of type 2 diabetes, regardless of how long someone has been diagnosed, either as a stand-alone or as ongoing support after attending a group programme.
- **Let's Prevent Diabetes** – for people identified at risk of developing type 2 diabetes either as a stand-alone or as ongoing support after attending a group programme.
- **LENA** – Two online Low-ENERgy Approach programmes to support weight loss either for type 2 diabetes remission or as part of a tier 3 weight management service, in conjunction with Lighter Life.
- **Steps4Health** – a personalised physical activity programme. This programme brings together the latest evidence with the physical activity expertise of the Leicester Diabetes Centre Lifestyle and Health Research Group in a programme designed for people with or at risk of long-term health conditions, or from the general population who are looking to get more active.

### Group programmes

- **Newly Diagnosed and Foundation** – six-hour evidence-based type 2 diabetes management programme delivered by trained Educators for up to 10 participants either virtually or in-person. Various adapted versions have been developed to meet specific needs including **cultural adaptation** (including delivery with Interpreters), adaptations for delivery to people from the **deaf community** with BSL interpreters, as well as in **Prison populations**, to people with **Intellectual Disabilities**, and to people with **severe mental illness**. And we will soon be exploring adaptations for people with **visual impairment**.
- **Let's Prevent Diabetes** – six-hour evidence-based type 2 diabetes prevention programme delivered by trained Educators for up to 10 participants either virtually or in-person: with a short annual follow-up session.
- **Walking Away from Diabetes** – three-hour evidence-based type 2 diabetes prevention programme focusing on increasing physical activity through walking, delivered by trained Educators for up to 10 participants either virtually or in-person.
- **Injectable Therapies** – four-session programme to support people living with type 2 diabetes on insulin or GLP-1 therapy. Delivered by trained Educators either virtually or in-person.

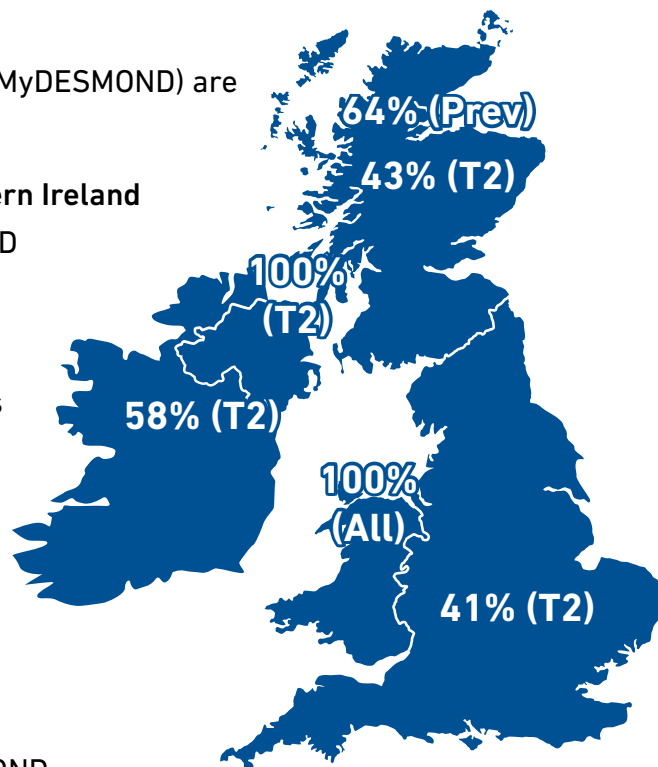
Additionally, take a read through this report for detail of other programmes that are in development or are currently being evaluated, as well as adaptation of the above programmes designed to ensure wide reach and applicability. If you are interested in finding out more about any of our programmes or those in development, please email us on ✉ [ldcimplementation@uhl-tr.nhs.uk](mailto:ldcimplementation@uhl-tr.nhs.uk)

## Where are our programmes available?

Our programmes, both group and digital, in the field of type 2 diabetes management and prevention continued to be offered widely across the world.

Currently in the UK and Ireland:

- Type 2 management programmes (DESMOND and MyDESMOND) are licensed for 41% of the population in **England**.
- 100% of the health and social care trusts in **Northern Ireland** license our type 2 diabetes programmes (DESMOND and MyDESMOND).
- A **Wales**-wide rollout of our digital programmes - MyDESMOND, Let's Prevent Diabetes and Babysteps – continued as the digital diabetes education programme of choice.
- Let's Prevent Diabetes (group and digital) is offered across 64% of **Scotland** and our type 2 management programmes (DESMOND and MyDESMOND) across 43%.
- 58% of counties in **Republic of Ireland** offer DESMOND.



The Crown Dependencies of the **Isle of Man** and **Jersey** both offer DESMOND groups for people with type 2 diabetes and MyDESMOND as digital alternative. Plus, Jersey offer Babysteps to anyone with a history of gestational diabetes.

DESMOND has been adapted to meet the needs of the local population and is being tested in areas of **Ghana**, **Kenya**, and **Mozambique** as a part of the CREATE research study. Additionally, DESMOND groups continue to be delivered in areas of **Malawi** as a result of the EXTEND research project.

**CREATE**  
**EXTEND**

The DESMOND **Australia** team continue to go from strength-to-strength with a recent move to QD'ing via live stream – take a read of their recent update in our international section of this report.

## How is diabetes education evolving?

In the UK, diabetes education provision continues to evolve quicker than ever, especially due to a stark rise in referral numbers across the nation. With this we continue to adapt and are seeing a move to a **Digital First** approach across healthcare provision in general. For diabetes education this means interventions like MyDESMOND are being offered as first options for people referred to diabetes education. This is then followed by a second line offer of virtual groups delivered by video conferencing and then thirdly face-to-face group options. This means that spaces on face-to-face groups can then be offered to those in greatest need.

Additionally, we are seeing more **lay personnel and non-registered healthcare professionals (HCPs)** training to deliver groups than ever before. Providing the opportunity to release registered HCPs to clinical work and the ability to offer more groups and provide out-of-hours options (evenings and weekends). All to meet the growing and diverse needs of our national population.

Also, with the recent spotlight on services for people developing **early on-set type 2 diabetes (EOT2D)** we are exploring ways that we can meet the different needs of this younger group. Read on for more about the M3 study and our adapted version of MyDESMOND for EOT2D.

# The MyDESMOND Digital Platform

MyDESMOND has had another fantastic 12 months with an additional 13,000 new registered users signing up for either MyDESMOND Type 2 Diabetes Management, Let's Prevent Diabetes, Babysteps, LENA or Steps4Health:



## Programmes in Development

In addition to the five live programmes listed earlier, we are pleased to have five more programmes in various stages of development or testing:

- **EOT2D MyDESMOND** – diabetes management specifically designed for 18–40-year-olds as part of the UK-wide research trial, M3, looking at revolutionising diabetes care services for 18–40-year-olds. (Please see 'Focus on' section below for further details).
- **MiFoot** – a programme under development as part of a UK-wide research study aimed at improving cardiovascular outcomes for adults with type 2 diabetes and previous/current diabetic foot ulcers.
- **My Kidneys & Me** – a programme to support people to live well with a non-dialysis chronic kidney disease. This has been tested as part of the Smile-K trial and early implementation work is underway. You can read more about its development by visiting [leicesterkidneylifestyle.team/smilek](https://leicesterkidneylifestyle.team/smilek)
- **MyHealthMapp** – is a tool designed to facilitate a conversation between a patient and their healthcare professionals around the patients 24-hour physical behaviours and their overall health. The conversation is informed by a red, amber or green (RAG) rating of the patients' physical activity (5S's) levels and health data, and their change over time.
- **GU1DE** – QISMET accredited online type 1 diabetes programme designed to provide "just-in-time" learning to bridge the gap between diagnosis and attendance at group-based type 1 diabetes education.

Additionally, we have been granted funding to explore the best way to enhance type 2 diabetes digital-based offers for South Asian and Black ethnic minority groups – this study will help to pave the way for future appropriate digital options. More information can be found here [dev.fundingawards.nihr.ac.uk/award/NIHR205180](https://dev.fundingawards.nihr.ac.uk/award/NIHR205180). If you are interested in finding out more about any of our new programmes or those in development, please email us on [ldcimplementation@uhl-tr.nhs.uk](mailto:ldcimplementation@uhl-tr.nhs.uk)

## Focus on MyDESMOND for Early On-set Type 2 Diabetes

Based on the MyDESMOND Type 2 Diabetes (T2D) management programme, MyDESMOND EOT2D has been tailored to the specific needs of people aged between 18 and 40 with a T2D diagnosis and is currently being tested as part of a large research trial, M3, with a view that it will become available to DESMOND licensed organisation in the coming months.



MyDESMOND EOT2D is the first-of-its-kind, digital self-management education focusing solely on the 18 to 40 age group. Building on the award-winning MyDESMOND T2D programme, our EOT2D version provides health education at the users' fingertips which can be accessed at a time that is convenient to them.

MyDESMOND EOT2D allows the user easy access to the information, so that they can work through as much or as little of the content as they wish, on their own timeline. This helps to address current barriers to access of traditional type 2 diabetes group education. Additionally, this tailored programme provides users with the opportunity to gain access to support from their peers through the innovative chat forum.

Other features designed to accommodate varying user-specific needs and educational content include:

- **Step challenges**, where users can compete with others like them in weekly and weekend competitions or can set themselves individual step goals such as walking the Great Wall of China.
- An **ask the experts** feature, where users can communicate with the multidisciplinary team at the Leicester Diabetes Centre through the internal messaging service.
- The option for users to set themselves personalised action plans for other health outcomes that they may wish to work on, such as weight management, reducing smoking, or improving their emotional wellbeing.
- The **buddies initiative** which allows all users to add up to five family and friends to the programme for additional support, encouragement, and accountability.

MyDESMOND EOT2D also includes tailored educational content that has been adapted to meet the distinct needs of young people diagnosed with T2D. Additional topics that have been co-designed with patient involvement include:

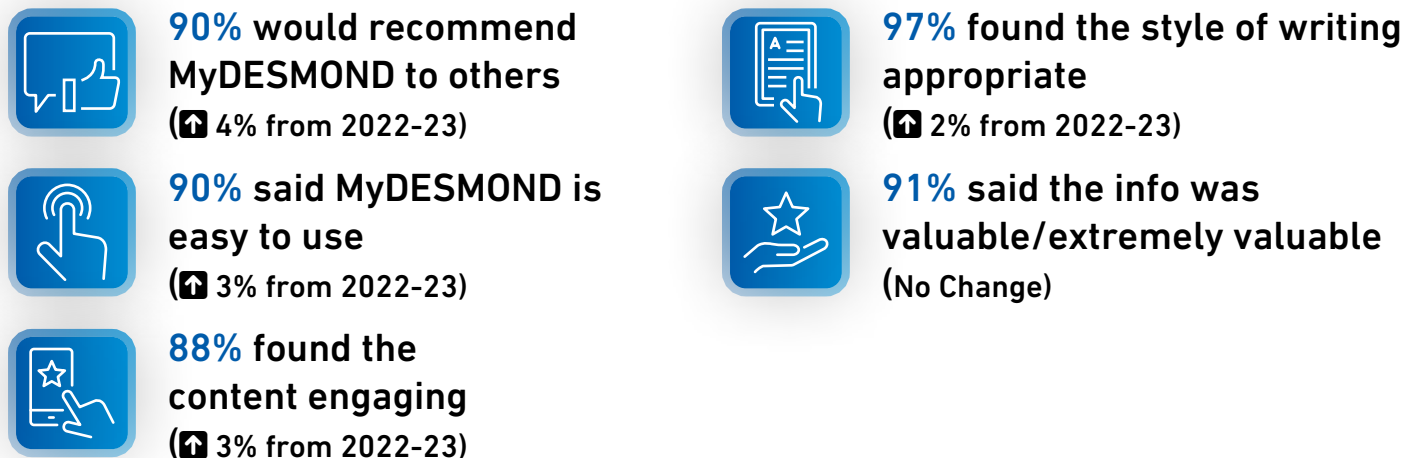
- Diabetes and stigma
- Loneliness and mental health
- Managing social/family life and relationships
- Men's health
- Being at university/college
- Women's health (including content about polycystic ovarian syndrome, fertility, and pregnancy)
- Videos of individuals with EOT2D sharing their experiences, offering valuable advice and insights to others facing the same condition.

To find out more about the M3 trial please visit [m3study.org.uk](https://m3study.org.uk)

For DESMOND licensed providers, please keep an eye on our quarterly newsletters for when this will become available.

## Annual User Survey

Every year all active users are given the chance to provide feedback in our annual user survey, the findings from the most recent survey were (n=1003):

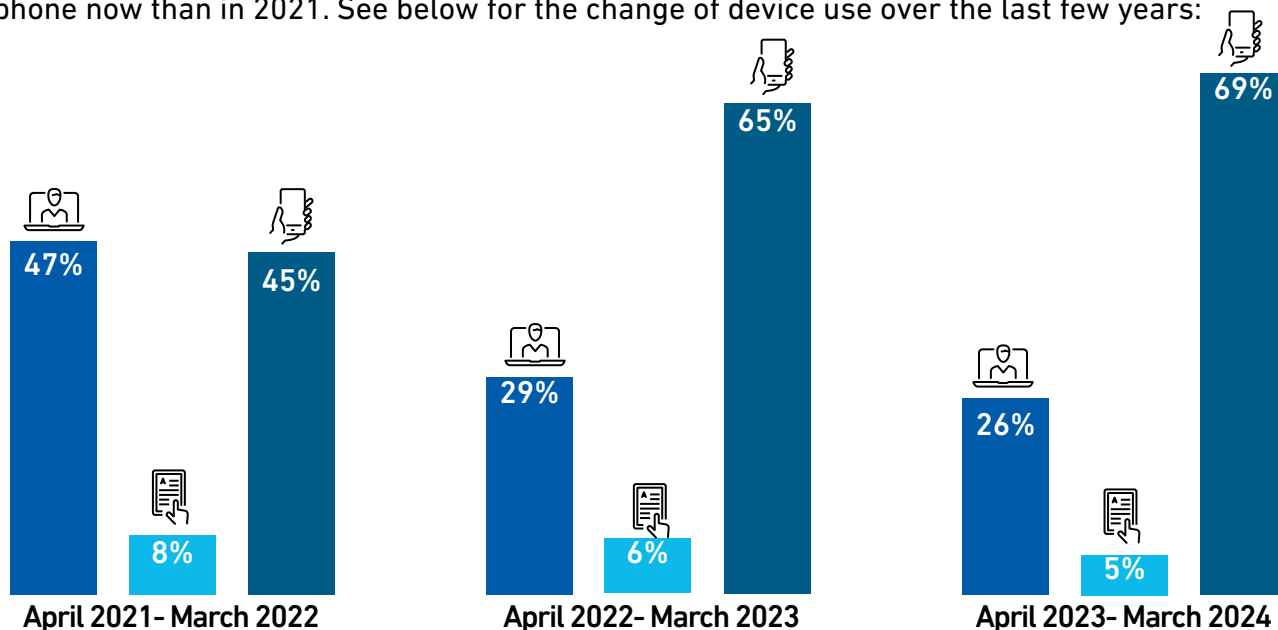


As a result of using MyDESMOND:



## MyDESMOND Google Analytics

A review of our latest Google Analytics highlighted that the increased use of mobile devices to view MyDESMOND continues to expand with over 23% more users opting to access MyDESMOND via a mobile phone now than in 2021. See below for the change of device use over the last few years:





## Focus on the MyDESMOND Retention Paper

**Background:** Digital health interventions have the potential to improve the physical and psychosocial health of people living with type 2 diabetes. However, research investigating the long-term ( $\geq 1$  year) retention and engagement of users within these programs is limited.

**Objective:** The aim of this study was to evaluate long-term user retention and engagement in the digital-based Diabetes Education and Self-Management for Ongoing and Newly Diagnosed (MyDESMOND) programme, using real-world data.

**Methods:** Anonymized data from all MyDESMOND users who registered with the program on or before November 16, 2020, were included in the analyses. User retention was defined as the period between the day a user registered with the MyDESMOND program and their last day of access. The primary engagement outcome was defined as the total number of logins to the program per user. The associations between retention, engagement, and sociodemographic factors (age, sex, and ethnicity) were tested using Cox regression models and Wilcoxon rank sum tests.

**Results:** A total of 9522 MyDESMOND users were included in this analysis. Of the 9522 users, 5360 (56.29%) remained on the program for at least a month, whereas 1676 (17.6%) remained on the program for at least 1 year. Retention was significantly higher among older users; the adjusted hazard ratio (representing the risk of users leaving the program within the first year) among users aged  $\geq 50$  years, compared with those aged  $< 50$  years, was 0.79 (95% CI 0.75-0.84;  $P < .001$ ). The median number of MyDESMOND logins per user was 8 (IQR 4-8); however, this was significantly lower among users aged  $< 50$  years ( $P < .001$ ).

Engagement metrics also differed according to sociodemographic characteristics; the estimated time spent per log-in was 5.35 (IQR 2.22-11.80) minutes among all users; however, this was significantly higher among female users ( $P < .001$ ), users aged  $\geq 50$  years ( $P < .001$ ), and users of White ethnicity ( $P = .02$ ).

**Conclusions:** Although retention and engagement of users within MyDESMOND were found to be high, these findings highlight the need for age- and culture-specific implementation strategies and content adaptations to improve retention and engagement among all users of self-management programs.

To read more detail on our retention publication visit [diabetes.jmir.org/2023/1/e44943](https://diabetes.jmir.org/2023/1/e44943)

# MyDESMOND Type 2 Diabetes Management Programme Engagement

Of all the current live programmes on the MyDESMOND platform, our Type 2 Diabetes Management programme has the biggest user group with 45,045 registered users. We thought we would delve into this further.



**19 mins 21 secs**  
average login time



Of the educational material on the programme our three most viewed sessions were:



**Average of 21.5 logins** per registered user

1. Treatment of Type 2 Diabetes  
(186,676 views)

2. Food & Weight  
(183,535 views)



**We surpassed the 1,000,000 logins!** An amazing achievement!

3. What is Type 2 Diabetes?  
(176,861 views)

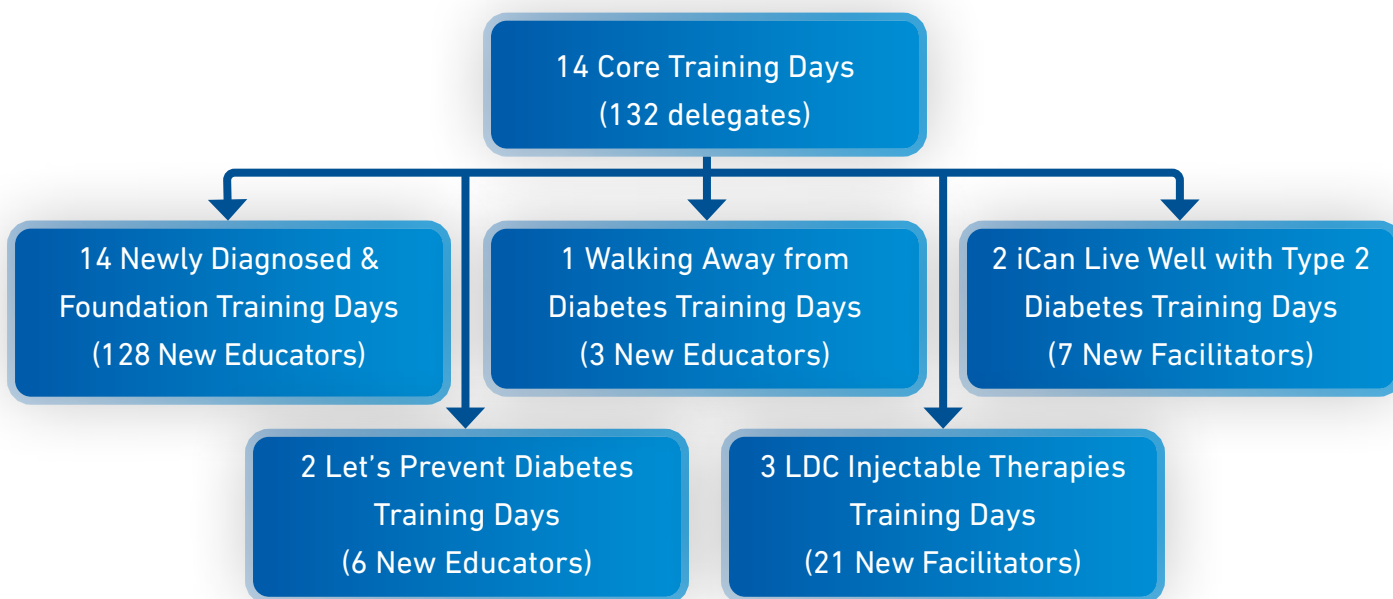


## Group Programmes

2024 has seen the return of face-to-face Educator training and later this year we will be carrying out the latest review of the DESMOND Newly Diagnosed and Foundation module which would see the release of the 7th version, and we are excited to see the changes this will bring. Let's look back over the last 12 months activities.

### Educator Training

Following overwhelming feedback from attendees, part of our Educator training has returned to face-to-face after almost four years of being completely remote. Day 1 (core training) continues to be delivered remotely and day 2 (module day) is now delivered face-to-face at the Leicester Diabetes Centre. Between April 2023 and March 2024, we have delivered:



Feedback from Attendees (n=108) showed:



**96% would recommend the training to others**



**94% agreed / strongly agreed they learnt new skills**

**Felt it was a great course, especially glad the second day is now back to face to face as other colleagues mentioned they felt it difficult... over Teams**

**Overall, it was a very enjoyable 2-day training. The Trainers were very knowledgeable and displayed confidence in their style of delivering the training sessions. Will recommend to others.**

## Quality Development

During 2023 and early 2024 we have continued to observe Educators across the UK and Ireland, and even further afield like Jersey, where we conducted the observations by live streaming a live face-to-face group via Microsoft Teams – make sure to read more about this in the section below about the Celebrating DESMOND Awards where the Jersey team won the Innovation award. As a result, we are now carrying out other observations via live streaming also; a great new addition to our portfolio of observation techniques that is both less intrusive to the group delivery and environmentally friendly!

Over the last four months we have been undertaking a pilot to see if we can adapt the Educator QD pathway; this will continue for the next few months and once all data is reviewed the pathway may (or may not) be amended permanently. If you are an Educator in any of our programmes, please keep an eye out for future newsletters as this develops.

Between April 2023 and March 2024, we carried out **120 observations** and **accredited/re-accredited 145 Educators**.

Feedback from Educators (n=26) showed:



**94% felt more confident to deliver after their observation and feedback**



**100% found the observation & feedback useful**

...the feedback from the Assessor was delivered in a non-judgemental way which made me at ease and able to express my feelings after the Desmond delivery.

My Assessor was amazing. She was professional, knowledgeable, friendly and gave such straightforward feedback it was easy to implement changes to improve my delivery.

The assessment was nerve racking however, after the assessment, I appreciated going through this as part of learning and bringing change to the delivery of the service. The assessor was also friendly, approachable and made the whole experience comfortable.

## The story so far...Quality Development for Nepali-speaking Educators

Over the last year the DESMOND Training and QD team have been working with several Educators and the Service Leads in Frimley Health NHS Foundation Trust around the development of several team members who are trained as Lay Educators to begin to deliver DESMOND sessions in their mother tongue, Nepali. The aim for this is to reduce the need and cost of interpreters and save clinical time. However, the introduction of sessions delivered in this way presented a problem in how to accredit two Educators delivering in their own language when the QD team cannot speak or understand Nepali.

Following various meetings between the DESMOND Training and QD team and staff from Frimley a revised pathway for these Educators was established and steps taken to begin the development of these Educators. This has involved training an HCP in the Frimley area who could speak Nepalese to support Head Office team in understanding what was being said within sections of the DESMOND curriculum when being delivered first hand in Nepalese by the Lay Educators. It has also involved a DESMOND Refresher workshop for the Educators working in this area to aid development and understanding of the accreditation pathway. This process is still on going and will next move to the recording of sessions so that the Lay Educators can be observed remotely with content transcribed for the start of observations.

## The DESMOND Academy

Our focus for the DESMOND Academy over the last year has been to continue to provide opportunities for existing Educators to get together share good practice, discuss anything they are struggling with and generally network with Educators from other areas through our Educator Refreshers. Between April 2023 and March 2024, we have delivered 11 Refreshers to 142 existing Educators.



**As a result of attending  
85% felt more confident and  
well-equipped to deliver**

**Very informative - good to  
network. Great opportunity to  
reflect and share practice**




**It was a really good update  
session, It really helps to get  
feedback from other areas and  
how they deliver their DESMOND  
sessions.**

**I found the  
breakout sessions very  
valuable. Sharing lots of tips  
from other educators has  
the potential to enhance  
my practice.**



## Group Programme Development Work

Throughout 2023 and 2024 we continued to adapt and develop group education programmes to meet the growing and differing needs of our population. The following provides a brief overview of the work in progress that are in some way linked to DESMOND:

- **Under 18s** – we have begun service evaluation with two teams of a four-session programme for anyone under the age of 18 with a diagnosis of type 2 diabetes called iCan Live Well with Diabetes. Plus, we have developed a six-session programme, called iCan Live Healthily, for under 18s with complications from excess weight (CEW) as part of local CEW clinics. Watch this space to find out how these progress, or if you are interested in finding out more, please get in touch.
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- **Prisons** - we continue to work with prison healthcare teams to evaluate DESMOND delivery within a prison setting.
  - **DESMOND for people from the deaf community** – following an adaptation project with Greater Manchester and Eastern Cheshire Strategic Clinical Networks and the Manchester Deaf Centre, we are pleased to now offer all DESMOND providers a set of guidance and resources to support them in delivering DESMOND to people from the deaf community with type 2 diabetes. If you are a DESMOND Educator/Provider, get in touch for access to these new resources. Or take a read below at the abstract to find out more about the work undertaken.
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- **DESMOND for people with intellectual disabilities** – DESMOND has been adapted for deliver to people with intellectual disabilities and type 2 diabetes as part of a large-scale trial called My Diabetes and Me. Watch this space for future publications and findings relating to this innovative research being headed up by Professor Taggart at Ulster University – [click here to find out more My Diabetes and Me Study - DESMOND-ID \(ulster.ac.uk\)](#)
  - **DESMOND for people with visual impairment** – following funding from the Greater Manchester and Eastern Cheshire Strategic Clinical Networks, we are beginning work with the Bury Society for the Blind to discover the adaptations needed for delivery of DESMOND to people with visual impairment and type 2 diabetes; with focus groups and training underway, it is envisaged Educator guidance and resource kit will be ready, alongside an Academy workshop to support delivery, towards the end of 2024.
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## Focus on Adapting DESMOND to Support People in the Deaf Community

**Background:** People in the D/deaf community can have limited access to health education due to the need for British Sign Language (BSL) interpretation. DESMOND self-management education programme (SMEP) is designed to support people living with type 2 diabetes (T2DM) to become more confident in the management of their condition. The DESMOND team collaborated with Greater Manchester (GM) Integrated Care to adapt the programme for the D/deaf population.

**Aims:** To identify what adaptations are needed to deliver the DESMOND programme for the D/deaf community.

**Methods:** An in-person discussion group with people from the D/deaf community living with T2DM was held with the support of the Manchester Deaf Centre (MDC).

**Results:** 10 participants, and 2 BSL interpreters all provided feedback. Key areas of discussion included the need for DESMOND groups to be held in-person within a local Deaf Centre and a toolkit to be created for accredited DESMOND educators, and for the BSL interpreters working in DESMOND groups to include top tips, such as the need to elongate the programme to account for additional interpretation time. Additionally, BSL interpreters require access to the general content of the sessions before programme delivery including a glossary of terms, to help with the BSL interpretation of some clinical information.

**Summary:** Following these discussions with key stakeholders, two toolkits have been developed to support future rollout of DESMOND groups for the D/deaf community with T2DM across GM and support the 105 other DESMOND providers to adapt their delivery. The toolkits are being piloted within the MDC to refine and implement in 2024.

## Evaluate – The Participant Experience

31 Providers from across the UK and Ireland feed into our online survey. Between April and December 2023, 1371 participants attending a group programme completed the survey providing vital feedback on their experience. This is what was found:

During the year our Evaluate data was analysed for submission to the Diabetes UK Annual Professional Conference 2024 – read below to find out what we found:



**95% rated their group 4 or 5 stars out of 5**

(↑ 1% from 2022-23)



**98% felt they had all their questions answered**

(↑ 8% from 2022-23)



**98% would recommend attending**

(↑ 8% from 2022-23)

### Measuring self-efficacy and motivation in a group-based type 2 diabetes self-management education programme (DESMOND)

**Aims:** DESMOND is a self-management education programme (SMEP) designed for people with type 2 diabetes (T2DM), aiming to improve their understanding, self-efficacy, and outcomes. This one-time, 6-hour group programme, attended by up to 10 individuals with T2DM, is delivered virtually or in-person. The objective is to evaluate the participants' self-reported intentions for health improvement and changes in self-efficacy.

**Methods:** From October 2022 to September 2023, at the end of each group programme, participants from 31 out of 105 licensed provider organisations provided feedback on their experience via an online survey. Various aspects of their DESMOND programme experiences were assessed. Each question's responses were analysed to determine the overall percentage of positive feedback.

**Results:** Regarding setting goals for lifestyle changes (n=3044), 96.78% confirmed they did set goals. The areas where lifestyle changes were indicated (n=3044):

Weight loss: 46.53%

Cholesterol: 8.73%

Mood: 0.95%

Increasing physical activity: 17.43%

Blood pressure: 3.16%

HbA1c: 18.49%

Food choices: 11.66%

Other: 10.84%

When asked about their understanding of diabetes before starting the programme, 15.29% (n=170) reported having a "Very good understanding" or "Good understanding." After completing the programme, 43.06% (n=353) stated they "Understand a lot more" or "Understand a little more", denoting a marked increase.

**Conclusion:** These self-reported surveys demonstrate the effectiveness of the DESMOND SEMP in enhancing self-efficacy, as evidenced by the pre- and post-programme understanding scores. This programme effectively motivates individuals to make lifestyle changes for better health, underscoring the continued relevance of DESMOND, 20 years after its inception.



# Audit – Provider Services

Throughout we have continued to collect referral and uptake figures from as many teams as possible providing at least one of our programmes.

From the 74 provider teams that have shared data in at least one quarter between April and December 2023 51,728 referrals were received, of which:



**48.0% of referrals took part in structured education**  
(↑ 4.5% from 2022-23)



**43.0% attending a face-to-face group**  
(↑ 4.4% from 2022-23)



**11.6% attending a virtual group**  
(↓ 8% from 2022-23)



**45.4% registering for digital education**  
(↓ 3.6% from 2022-23)

The above highlights a move back to provider services offering more face-to-face groups when last year these groups were still being impacted by covid-19 and staffing issues.

Of the remaining referrals;



**34.1% declined education after being referred**  
(↑ 6.8% from 2022-23)



**8.7% did not attend after booking**  
(↓ 0.5% from 2022-23)



**9.2% remain on waiting lists**  
(↓ 11.6% from 2022-23)

Suggesting that attention is needed to ensure the quality of referrals are strengthened to reduce the number of people declining after they have been referred; this can be addressed by referrers making it clearer to patients what they are being referred for, introducing self-referral systems to support self-management from the outset. This will help to reduce any burden those declining or not attending is putting on administrative and coordination personnel.

The importance of administrative support should not be underestimated. This reduces resource burden on Healthcare Professionals who already have busy clinical roles, ensures timely bookings and reminders are implemented to encourage greater uptake from receive of referral to attendance.



**20% of all teams reported having no administrative support at all.**

Plus, administration personnel can be trained as lay educators to deliver group programmes and as such can reduce the cost for delivery and increase provision with the ability offer more groups and out-of-hours services.

# Celebrating DESMOND 2023 Awards

On Wednesday 11 October, healthcare teams from all over the UK came together at the Leicester Diabetes Centre (LDC) to celebrate the DESMOND Awards.

Alison Northern, Implementation Lead for LDC, explains: “The DESMOND Awards provide an opportunity to shine a spotlight on the individuals and teams who go above and beyond to provide the best education for people living with and at risk of type 2 diabetes in their communities.

“This year was extra special for us as we are celebrating 20 years of DESMOND. It was fantastic to be able to share a birthday cake with all our award nominees, nominators, and winners.”

Individuals and teams were nominated by their colleagues. The award categories and winners were:

## The Deirdre McGowan Educator of the Year

This award is given to someone who has made a difference to the lives of people with or at risk of type 2 diabetes. This person has shown an outstanding commitment to the DESMOND philosophy and principles. Not only have they supported participants, but they have also supported and mentored fellow educators.

**Winner:** Christopher Henry (South Eastern Health and Social Care Trust)

Christopher Henry is a Diabetes Assistant at the South Eastern Health and Social Care Trust. Christopher has gone above and beyond in his work as an Accredited DESMOND Educator, in the last year he delivered 37 DESMOND courses, rearranging his hours and leave to run evening

and weekend courses to improve accessibility for participants. His humour, compassion and kind manner have been commented on by both participants and colleagues, along with his commitment and dedication to DESMOND and the empowerment of people with type 2 diabetes. He has also been instrumental in supporting the whole team to learn how to deliver virtual DESMOND courses, something some team members found challenging.

Christopher also goes the extra mile when mentoring others. Not only does he mentor all the new DESMOND Educators he also welcomes other colleagues including dietetic and nursing students, and pharmacists to come and shadow sessions. Christopher is also key to the administration and promotion of the DESMOND service across the South Eastern Health and Social Care Trust in Northern Ireland, including presenting at local diabetes support groups.

**Highly commended:** Nicky Higgins, North Cumbria Integrated Care NHS Foundation Trust



## Team of the Year

This award goes to a team that has been exceptional at delivering high-quality education to people with or at risk of type 2 diabetes. This team always strives to be the best at what they do.

**Winner:** South Eastern Health and Social Care Trust

South Eastern Health and Social Care Trust have spent a lot of time remodelling and improving all elements of their DESMOND service. This includes the introduction of lay and non-registered staff as Educators to ensure a service that could fully meet the needs of the local population group by doubling the number of courses that could be offered, as well as the time/days of these. Based on participant feedback, the team has adjusted their course schedule to run evening and weekend courses to make it easier for participants to attend.



The team has worked tirelessly to adapt their whole booking process from a spoke-type design to a centralised set-up. This has had a significant impact on reducing waiting lists and has enabled more streamlined reporting; that now provides the opportunity to target promotion in those areas where uptake is low.

During the pandemic, the team transitioned to virtual courses, and they have used this experience to continue to provide virtual group options while also bringing back in-person training for those who are less confident with technology. They plan to provide a 60:40 face-to-face and virtual split going forward which improves accessibility, especially as they cover a wide geographical area.

The dedication to ensuring participants are at the heart of all decision making was apparent throughout the application.

**Highly commended:** Lancashire and South Cumbria NHS Foundation Trust

**Highly commended:** Northern Health and Social Care Trust

## Innovation

This award goes to the person or team who has contributed to developing and testing new innovative ideas in their DESMOND service.

**Winner:** Government of Jersey: Health and Community Services

To be accredited as a DESMOND educator the prospective educator must deliver the DESMOND



programme to participants while a Quality Development Assessor monitors their session. The Jersey team, Angela Buesnel and Gemma Ibberson became the first team to use live streaming for this purpose. By using live streaming, the Quality Development Assessor was able to watch the Educators delivering the face-to-face sessions with participants remotely instead of needing to travel to the site. This innovation has laid the way for remote observation of face-to-face sessions, allowing DESMOND sites to receive more support from the DESMOND head office without the need for travel.

**Highly commended:** Lambeth Diabetes Intermediate Care Team

## Impact

This award goes to the person or team who can show, both qualitatively and quantitatively, that they have had a meaningful impact on the lives of people with or at risk of type 2 diabetes.

**Winner:** Northamptonshire Diabetes Multi-Disciplinary Team, NHFT

Throughout the last few years, the Northamptonshire team has been working on a number of key projects to ultimately increase the impact their service has on people with type 2 diabetes. The Northampton team worked with the Clinical Pathway Lead in Integrated Care Northamptonshire to create a bespoke DESMOND e-referral form which has now been implemented with all GP practices in Northamptonshire. This



has increased both the accuracy and speed of referrals to DESMOND reducing the delays in the administration process by automatically merging clinical details which makes information about diabetes risk more readily available to participants. Referrals have increased since implementation with over 200 per month. This helps participants to be more informed about their progress, improving motivation to continue with medication and long-term lifestyle changes.

Reporting back to referrers has been improved to ensure GP records contain more accurate data regarding the outcome of the referral, helping the GP/Practice staff to have more meaningful conversations with patients after they have attended DESMOND.

Plus, additional funding was secured to revise the telephony and messaging systems that supported their administration, ensuring high quality end-to-end service. This has all had a positive impact – participants were asked to score how confident they felt about managing their type 2 diabetes before and after DESMOND. The average score before DESMOND was 5 and after participating in the course, the average score was 8.3, which highlights the great impact the Northamptonshire team is having for people with type 2 diabetes across their local area.

**Highly commended:** Wythenshawe Diabetes Specialist Nurse Service (MFT)

## Excellence

This award is given to the person or team who has gone above and beyond and been exemplary in what they have achieved.

**Winner:** North Cumbria Integrated Care NHS Foundation Trust

Zoe Whitfield and Julie Wright, the Structured Education Coordinators for the North Cumbria Hospitals Trust went above and beyond in their work this year. Post-covid the Cumbria DESMOND courses were struggling with attendance as participants were concerned about attending face-to-face. To add to the challenge there were seven new DESMOND educators and two new Injectible Therapies Toolkit educators joining the team. Zoe and Julie made a fantastic team



despite working over 40 miles apart! Through their hard work and never-ending enthusiasm, the courses are now fully attended again, and they have launched virtual, evening and Saturday courses to make it easier for participants to attend. They have also created monthly educator meetings to support the new educators and promote DESMOND at both public and primary care staff events across North Cumbria. The new team members said their support has been great and that Zoe and Julie resolve any issues straight away. One was quoted as saying 'we could not be without them!'

**Highly commended:** Diabetes Education Team, Bedfordshire Hospitals NHS Foundation Trust



# International DESMOND

## An Update from Malawi

We are really proud that DESMOND groups continue to be delivered at St. Johns Hospital in Mzuzu, Malawi. Dr Peter Harrington, based in Gorey Co. Wexford and Dr Ray O'Connor, based in Limerick, funded the original training visited the team in Mzuzu back in October and said:



**“We witnessed a DESMOND educational session being delivered to a group of 10 patients and their carers today. It was inspirational!! The programme is definitely making a huge difference to the lives of the most disadvantaged. What we saw was indeed transformative for the lives of the people we met.”**

## An Update from our partners in Australia

I love a sunburnt country,  
A land of sweeping plains,  
Of ragged mountain ranges,  
Of droughts and flooding rains.  
I love her far horizons,  
I love her jewel-sea,  
Her beauty and her terror –  
The wide brown land for me!

“I LOVE A  
SUNBURNT COUNTRY”  
Dorothea Mackellar (1911)

An appropriate poetic introduction indeed to an update from the DESMOND Australia team!

Over the last 12 months the DESMOND Australia Training & QD team have travelled far and wide delivering Core Training and NDF (Newly Diagnosed and Foundation) Module Training along with DESMOND Refreshers...online!

Despite the challenges of up to 4 potential time zone differences from 30 minutes to 3 hours, the use of technology and all its potential pitfalls multiple training programs have been delivered. Online Educator training has enabled health professionals from all corners of the country to participate and go on to provide NDF programs to people with type 2 diabetes nationwide.

Integral to the delivery of the program is the Quality Development component with regular DESMOND Refreshers conducted online providing DESMOND Educators with the opportunity to reflect and share experiences with colleagues from across the country and meet their requirements for ongoing accreditation.

The Quality Development Pathway for Educators seeking accreditation continues to be supported by the DESMOND Australia QD team and given our “wide brown land” mentoring and final QD assessments are conducted face to face in the Perth metro area, via a video recording submitted, but now are more frequently conducted in ‘real time’.

The increased use and confidence with IT platforms such as Zoom and MS Teams has enabled a QD Assessor to ‘join’ a program which is underway “live” and conduct the assessment just as they would if they were physically at the venue. The advantages of this speak for themselves! At any given time, a QD Assessor may be sitting in our office in Subiaco (Perth) and yet also ‘attending’ a program currently underway in Cairns in far north Queensland ... a 55-hour drive, a distance of 4,816.4 km and a 2-hour time difference yet still able to conduct a QD assessment.

The DESMOND Australia team continues to feel privileged to be able to support health professionals to deliver a program of demonstrated high quality and potential for positive health outcomes for people living with type 2 diabetes. A truly international collaboration.

- ★ Areas where Educators recently trained are based
- ★ 4,816.4 km the distance we would have had to travel if it wasn't for live streaming!





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