



Faculty of Public Health

Of the Royal Colleges of Physicians of the United Kingdom

Working to improve the public's health

OSPHE 048

Developing Diabetes Services

QUESTION 4

Developing Diabetes Services

CANDIDATE PACK

Outline of situation

A local group for implementing diabetes care is likely to receive money from government funds designed to help regeneration in disadvantaged areas (Single Regeneration Budget or SRB), but the group have to write a successful bid to obtain the funds. You are the Public Health representative on the diabetes group, and have been assigned the responsibility of writing the bid to secure the funds.

Your first step was to produce the profile provided in the candidate briefing pack. Now you need to find out more about what local people think would have the most impact on diabetes in their area, and incorporate this in the bid.

Candidate task

You have arranged to meet a representative of the local Asian community (who is fully fluent in English)

- to discuss what developments are most needed to help local people who have, or are at risk of, diabetes.
- to explain how you are developing the bid.

The purpose of the discussion is to help inform a bid for regeneration funding for the WestEnd¹ locality.

You should identify what is important to the local community, and gaps in services.

The person you are meeting has received a copy of your initial profile of diabetes in WestEnd. A copy is provided in your briefing pack.

Candidate guidance

You are to discuss with a representative of the local Asian community what you will include in your bid. This should last 8 minutes.

You should focus on the following tasks to enable you to develop the proposal to secure regeneration funds for diabetes services.

- Briefly outline main facts on diabetes pertinent to the South Asian Community, referring as needed to the profile provided.
- Explain how you will be developing the bid eg other data sources you might use to strengthen your bid, and why these are needed.
- Explain why you need to show that you have worked with local partners and people, and say who these partners will include.
- Consult the person you are meeting with on what the most important needs are in WestEnd with respect to diabetes.

¹ WestEnd is a fictional place-name

- Agree next steps for taking his/her views to the next diabetes group meeting. Include any further work you will do to provide supporting evidence on the needs he/she has identified.

At the station

You will meet a marker examiner, who will ask for your name and candidate number. They will then say:

“Please can I introduce our representative from the Asian Community?”

The Actor will then start the station.

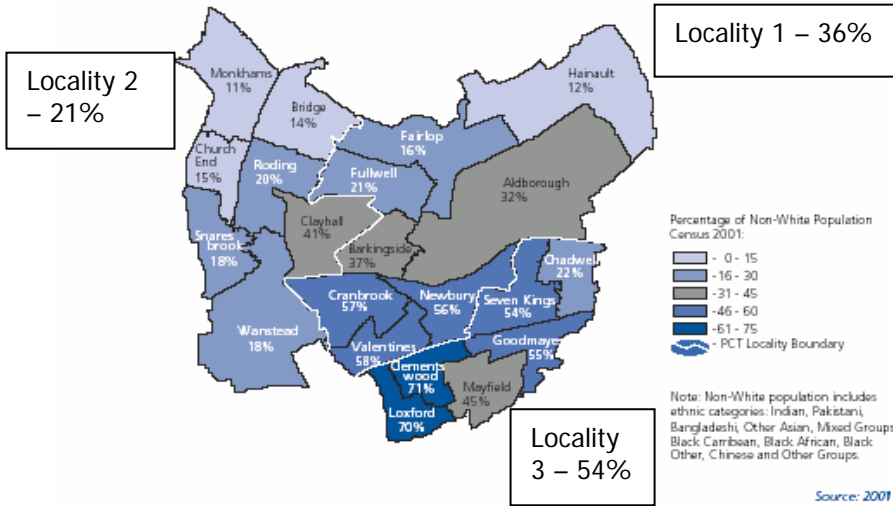
You will have been provided with a candidate briefing pack with the full set of 6 questions. Each question will be clearly marked. You should take this pack with you to all stations; preparation and examination rooms. You may make notes on it. You will be asked to return the full set as you leave the examination suite at the end of the exam. There will also be paper in the preparation room for you to make notes on. You can take these notes with you into the examination room but you should leave them there at the end of the station.

Candidate Briefing Pack

Profile of diabetes in WestEnd

Map of local area and electoral wards.

Map of WestEnd – ethnic minority (non-white population) by ward, census 2001



Information on Diabetes prevalence.

The Department of Health states that 1.3 million people in England suffer from diabetes, and that the number is increasing. People from black and ethnic minority communities, in particular those from South Asian (where Type 2 diabetes is six times more common compared to the white population), African and African-Caribbean (where Type 2 diabetes is three times more common compared to the white population) descent are particularly vulnerable to developing the condition, as are people from socially disadvantaged groups.

The current registered population of people with diabetes in WestEnd is 9,814. (Taken from the Local Delivery Plans (LDP) returns required by the strategic health authority). A breakdown by locality shows locality 1 has the highest number of diabetes patients, and locality 3 has the lowest.

Table 1: Registered patients with diabetes by locality in WestEnd.

Locality	Number of patients with diabetes in March 04	Number of patients with diabetes in September 04
Locality 1	3531	3668
Locality 2	3050	3211
Locality 3	3058	2935
Total	9639	9814

In Britain there are approximately two million undiagnosed diabetes patients. The total estimated prevalence of type 1 and type 2 diabetes (diagnosed and undiagnosed) for WestEnd, using the PHO Brent diabetes population prevalence model and 2001 census data is 12,346 (Table 2).

Table 2: The PHO-Brent-SchARR (PBS) Diabetes Population Prevalence Model

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WestEnd	12,346	5.17%	5,380	4.64%	6,966	5.67%
SHA area	66,163	4.43%	27,851	3.83%	38,313	4.99%

What issues do local people raise?

WestEnd has a large ethnic minority population (mainly South Asian = 40%) with very high deprivation indices for most of the electoral wards.

Last year, a health survey conducted at WestEnd health fair found that diabetes was the most commonly mentioned health concern amongst 137 local residents. Frequently mentioned issues included:

- language and cultural barriers when attending GP surgeries;
- lack of understanding of the healthcare system.

Access to health services

- Difficulty is currently being experienced in recruiting and retaining primary care staff in WestEnd
- Waits for hospital diabetes clinic appointments are 6 months
- Community podiatry services have a 12 month waiting time
- The diabetic retinopathy screening service is short staffed, consequently the screening interval has slipped from 12 to 18 months.

Developing Diabetes Services

MAIN MARKER EXAMINER PACK

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You should identify what is important to the local community, and gaps in services.

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Examiner situation

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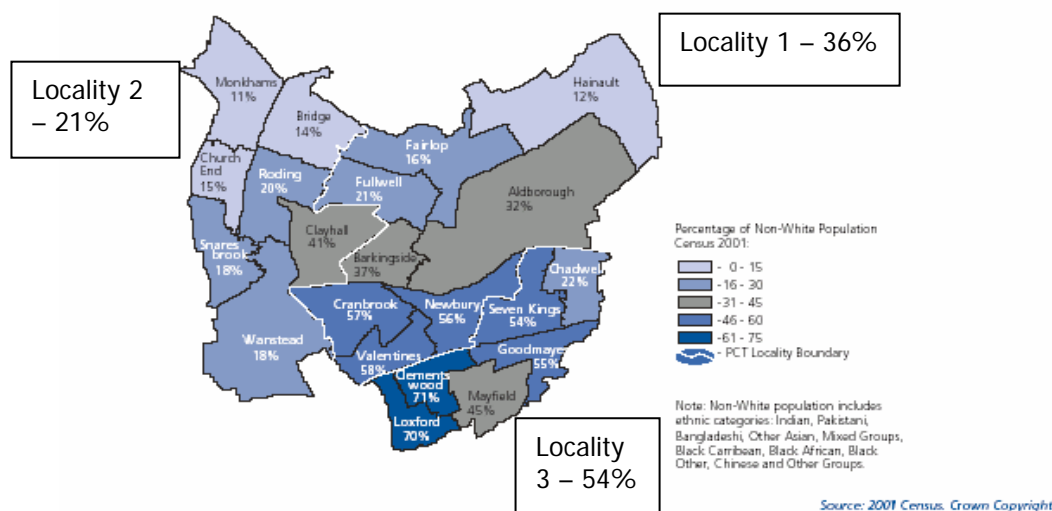
The role-player will then start the station.

Candidate Briefing Pack

Profile of diabetes in WestEnd

Map of local area and electoral wards.

Map of WestEnd – ethnic minority (non-white population) by ward, census 2001



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What issues do local people raise?

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Access to health services

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Marking Guide for Examiners

Key A=Excellent, B=Good, C=Adequate, D=Fail, F=Severe Fail

1. Has the candidate appropriately demonstrated presenting skills in a typical public health setting (presenting to a person or audience)?

Avoids jargon. Is clear. Appropriate language for the audience. Maintains eye contact. Appropriate manner for the situation. Shows empathy.

2. Has the candidate appropriately demonstrated listening skills in a typical public health setting (listening and responding appropriately)?

Ensures actor/role play questions are answered appropriately. Answers totality of the question. Clarifies if uncertain. Manner of response appropriate.

3. Has the candidate demonstrated ascertainment of key public health facts from the material provided and used it appropriately?

Diabetes as a growing problem, particularly for South Asians. Mention rising obesity, link between CVD and Diabetes (metabolic syndrome) is an additional concern, particularly in South Asians. Discuss the local context (high need), poor NHS staff levels, anecdotal evidence of poor services provision with long waits for relevant specialist care, plus perceptions of cultural and language barriers to NHS care.

4. Has the candidate given a balanced view and/or explained appropriately key public health concepts in a public health setting?

Key partners in South Asian community, including any voluntary sector and community elements. Also local council, religious groups, links with community venues. Local health service providers.

The candidate should identify how the gaps in service provision might be addressed through the additional funds. E.g. provision of interpreters / link workers from the communities (may mention peer educators, health trainers). Additional resources for services with long waiting times. Considers exploring engaging new providers eg voluntary sector. Resource packs in different languages.

Data sources that might help support bid: must mention GP diabetes registers / GP Quality and Outcomes Framework data. Could comment on hospital, community services and retinal screening data. Seek health equity audit work – vital to how data might be used to support the bid. Any published literature on good practice?

Does not dwell on this excessively but uses it to illustrate to the representative that there good sources on which to base further work and targeting. Also, acknowledges importance of narrative evidence from community groups, voluntary sector, any PALS evidence of access problems and language issues.

5. Has the candidate demonstrated sensitivity in handling uncertainty, the unexpected, conflict and/or responding to challenging questions?

Listens to what the representative has to say, ask questions about the needs of the minority ethnic community according to the representative, including the level of understanding of disease among minority ethnic patients. The candidate should be challenged by the representative, and should be able to show empathy, understanding and commitment to the needs expressed. May tackle issue attracting staff to work in the area and offer further discussion on possible enabling solutions through the bid such as targeting local people to train and work in local services. What level of support they would need from the Asian community, and get commitment of their involvement. How will they feel that they are involved and important?

Developing Diabetes Services

ACTOR BRIEFING PACK

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Actor Brief

You are an enthusiastic representative of the South Asian community locally. You understand a reasonable amount about diabetes – your mother has it – and you know that good NHS services can make a huge difference to life expectancy and quality of life. You have evidence of difficulty accessing some GP, hospital and community services for diabetes because of language problems, and some ‘cultural problems’ – such as lack of female clinical staff. These are problems that are particularly an issue to your community. In addition there are problems of long waiting times, which are not an exclusive problem for your community but a wider issue.

However, you also recognise that community understanding and awareness is not nearly as good as it should be and you have want to use this discussion to introduce the idea of community educators (people from the community who can act as educators for local people to improve awareness and identify any specific community needs). You have a particular example you want to mention – dietician-led sessions on healthier cooking - something your mother and sister have spoken to you about recently.

The candidate has been given a list of areas they are expected to cover briefly with you (see candidate guidance). You have a copy of the candidate’s profile of diabetes in WestEnd, sent to you in advance of this meeting.

Begin the station by saying:

“Many thanks for this meeting. What do you think we should say in this bid?”

and allow the station to develop. Prompt the candidate appropriately after 3-4 minutes if they are not beginning to move into the area of asking you what your specific concerns are and how you think that the bid should be targeted.

- "What is the extent of the problem of diabetes in my community?"
- "What other information do we need to develop this bid?"

Make sure that you are asked what your personal views are in relation to the needs of your community (translation, community awareness etc) but if there is time you could add...

- "Why cant you and me just sort all this out - do we need to speak to anyone else?"
- "Is there anything else that you need me to provide you with?"

The candidate may want to bolster community NHS services such as podiatry/chiropractic or even GP services. Be assertive that it is really important that community cultural issues such as appropriate language support and community awareness issues are uppermost in your mind.

Any "no go" areas

No detailed discussions on specific clinical matters related to diabetes.

Level of conflict

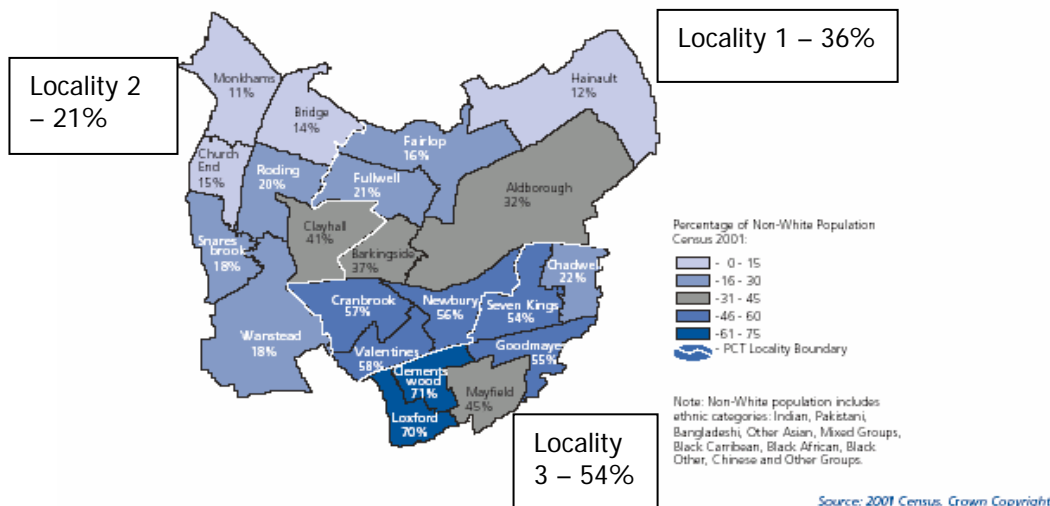
Medium. Test the candidates ability to remain sensitive to the concerns and expectations of the representative about what they want to communicate should be in the bid. Challenge suggestions that resources should be used on more NHS type podiatry or eye screening and push for targeting on awareness, language, community materials and possibly a campaign to focus such action.

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