RESULTS
PROGRAMME
2020

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Prevention, diagnosis and treatment of diabetes in the UK have never been more important: the 60% increase in the condition’s incidence over the last decade is a stark reminder of the need for good care.

Meanwhile, as financial constraints continue to impact on an already overstretched health service, there has never been a better time to recognise and share good practice that improves patient outcomes and drives efficiency.

Launched in 2011, Quality in Care (QiC) Diabetes exists to recognise, reward and share good clinical practice across the UK and highlight the vital contribution made by local teams and individuals.

The programme could not happen without the help and dedication of a large number of people and organisations – our thanks to you all.

Particular recognition is due to the Association of British Clinical Diabetologists (ABCD), Association of Children’s Diabetes Clinicians (ACDC), Diabetes Research & Wellness Foundation (DRWF), Diabetes Specialist Nurse Forum (DSN) UK, Diabetes UK, the Diabetes Inpatient Specialist Nurse (DISN) UK Group, JDRF the type 1 diabetes charity, The National Children and Young People’s Diabetes Network (CYPDN), Primary Care Diabetes Society (PCDS), Training Research and Education for Nurses in Diabetes (TREND-UK), the United Kingdom Clinical Pharmacy Association (UKCPA) and the Young Diabetologists and Endocrinologists’ Forum (YDEF) – and, of course, this evening’s hosts Sanofi.

Thanks also go to all of you who have entered this year’s programme. Congratulations to all our finalists and good luck!
Continuing to go beyond generalisation and the expected in Diabetes Management.
Sanofi is proud to be the sponsor of QiC Diabetes and support this programme to continue working hard with those who are dedicated to developing diabetes care. We are committed to helping improve the health and well-being of people with diabetes. Our goal is to not only develop innovative solutions which could help people with diabetes to live as people, not as patients but also relieve the burden on the NHS by helping with our medicines and solutions to prevent symptoms worsening or complications arising from chronic conditions such as diabetes.

“I am very pleased to welcome you all to the first virtual QiC awards. We are very proud to be supporting the QiC awards again this year which is an initiative we firmly believe is a vital way of highlighting and sharing some of the fantastic projects you and your colleagues have developed to benefit people with diabetes. It is important to take this opportunity to recognise your hard work, achievements and we hope you have a successful and enjoyable evening.”

“With the challenges that we have all been facing specially this year it has even become more important to share best practices across the NHS and we are honoured to facilitate the sharing of ideas and projects developed by you and your colleagues. People are the key element of any inspirational change in the organisations and therefore it is of huge importance to commend and recognise the achievements of those that work in the NHS and whose passion and drive make these projects live and breathe.”

Hugo Fry
Managing Director
Sanofi UK and Ireland

Jessamy Baird
General Manager
General Medicines GBU
Sanofi UK and Ireland

SANOFI
ABCD is pleased to continue to support the QiC Diabetes. ABCD believes that this is an excellent opportunity for diabetes teams to showcase and share innovations with wider membership of Diabetes community. It is important for awardees to be recognised and celebrate the efforts to improve the quality of care for people with diabetes. I was fortunate to previously be a judge for the award and have attended a previous ceremony. I recall it was a fantastic and enjoyable event.

**DR DIPESH C. PATEL**  
Diabetes Consultant & Chair, ABCD

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The Association of Children’s Diabetes Clinicians (ACDC) are clinicians in the UK involved in the care of children and young people with diabetes. The ACDC was set up to share good practice, to discuss clinical management and the organisation of diabetes services and to develop national guidelines.

The aims of ACDC are:

- To improve services for children and young people with diabetes
- To share good practice in terms of service organisation and national guidelines development
- To support clinicians and healthcare professionals in looking after children with diabetes
- To work with the National CYP Diabetes Network, BSPED and RCPCH on the training curriculum for consultants, trainees and specialty doctors with a special interest in diabetes, and to ensure that consultants when appointed have been appropriately trained in the care of diabetes in children
- To work with other recognised organisations in promoting the care for children with diabetes
- To promote involvement in research in diabetes
- To organise an annual conference focusing on education and improving the care of diabetes in children and young people.

www.a-c-d-c.org
The DRWF supports people living with both type 1 and type 2 diabetes. Our aim is to provide the information, education and support to empower individuals to take responsibility for their good health and wellbeing; providing the means to establish and maintain effective self-management methods and so reducing the risk of associated complications. ‘Staying well until a cure is found...’ states the fundamental principle behind all of our awareness, education, support and research funding activities.

Our hope is that through a collaborative environment, invested and interested parties across all sectors can come together to share information, expertise and innovation in care delivery; acknowledge the commitment of inspiring individuals working in the field of diabetes and related health; whilst harnessing the ‘power of the people’ living with diabetes who can be both experts and innovators in their own care and in the provision of peer support.

We are delighted to be asked to support the QiC Diabetes programme again this year and share in the recognition of achievement of inspiring and dedicated people.

SARAH TUTTON
DRWF Chief Executive

The DSN Forum UK aims to use social media to connect, share and grow with the diabetes specialist networks within the UK. The forum was created to enable easy and rapid sharing and learning between specialists. The forum regularly access and use varied and exciting social media platforms such as Facebook, Twitter, Instagram, YouTube, Wordpress and LinkedIn.

This has been shown to be providing support, reducing duplication, saving time and enabling knowledge to be shared quickly. The forum collaborates with specialists from all parts of the multidisciplinary team such as dietitians, nursing, podiatrists, primary care staff, and doctors, mental health allied healthcare professionals, inpatient teams, and community teams, from both adults and paediatric backgrounds. Together we all bring different experiences to the table. The forum is regularly engaged with those living with diabetes too. The hope is that by providing an area for support we could help to retain and recruit people into the diabetes speciality.

The forum is run by a team of nurses; Amanda Epps, Bethany Kelly, Susan Mason, Zoe Sherwood, Vicki Alabraba and Tamsin Fletcher-Salt, who were lucky enough to win the QiC Healthcare Professional of the Year Award in 2018. They do this voluntarily and in their own time.

AMANDA EPPS
DSN Forum UK Faculty staff
In light of the COVID-19 pandemic, there are obviously still huge ongoing challenges for healthcare delivery across the UK. But locally, once again, people across the country are taking action to change the way their services are delivered. They are developing innovative ways of tackling the issues to improve outcomes for people with diabetes and they are making a real difference.

There is a great deal of good work out there which needs to be highlighted and shared so that we can learn from the best and not continually reinvent wheels. QiC continues to be an important part of that. Thanks very much to all those who took time out of incredibly busy schedules to take part in the programme. All the entries are winners in the fact that they are achieving great things for people living with diabetes. May I wish you all the very best of luck and thank you for all you are doing to improve diabetes care!

SIMON O’NEILL
Director of Health Intelligence, Diabetes UK

The Diabetes Inpatient Specialist Nurse (DISN) UK Group, established in 2002 is a national organisation of DSNs whose role is improving inpatient care for people with diabetes, whether or not diabetes was the reason for hospital admission. Although unique to each Trust, we achieve this through individual review and support for patients experiencing difficulties, help and advice for medical/surgical teams, policy writing/review and formalised teaching programmes.

The DISN UK Group, which now has over 500 members from more than 200 hospitals, started with the aim of providing a forum for DISNs to share ideas, best practice and offer peer support, striving to effect change and influence practice. We hold regular conferences and have a web-based forum to provide a confidential, non-judgmental environment to discuss issues affecting inpatient care.

With improvement for people with diabetes at the heart of what we do, we are delighted to again be supporting the QiC Diabetes programme. It continues to bring together many organisations and healthcare professionals who feel passionately about diabetes care and celebrate the successes of those working hard. The awards provide a hugely positive boost for all involved and ultimately our patients.

ESTHER WALDEN
Chair, DISN UK Group
JDRF is the type 1 diabetes charity. We are committed to eradicating type 1 diabetes and its effects for everyone in the UK with the condition and at risk of developing it. To work towards a day when there is no more type 1 we:

- Fund world-class research approved and administered by our international research programme to cure, treat and prevent type 1 diabetes
- Make sure research moves forward and treatments are delivered as quickly as possible
- Give support and a voice to people with type 1 and their families.

We provide a wide range of free resources to healthcare professionals and people affected by type 1 they can be ordered at jdrf.org.uk/hcpresources.

We also hold community events to encourage peer to peer support and empowerment of people with type 1 diabetes. Read more about what we do at jdrf.org.uk.

**ABIGAIL BURRELL-RANN**
Senior Community Engagement Officer, JDRF

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The National Children & Young People’s Diabetes Network is delighted to support the well-established QiC Diabetes initiative that aims to improve the lives of children, young people, their families and adults with diabetes.

The Network was set up in 2009 by NHS Diabetes and consists of 11 regional Children and Young People’s Diabetes Networks across England and Wales. The purpose of the network is to engage with young people, parents and a wide range of relevant stakeholders to promote innovation and proactive approaches to the re-design of services to improve the quality and cost effectiveness of diabetes services. Working together will reduce variations in care and establish high quality standards that will result in the improved wellbeing and outcomes of our children and young people with diabetes.

Sharing innovation through the QiC programme will bring together our paediatric community to optimise care at every level and aim for a world class system of care.

**DR FIONA CAMPBELL**
Consultant Paediatric Diabetologist & Clinical Lead for the National Children & Young People’s Diabetes Network
The Primary Care Diabetes Society was formed in 2004 and, as it approaches its 12th year, has a membership of over 12,500 healthcare professionals, with representatives in each of the four nations of the NHS as well as the Republic of Ireland.

The society aims to support primary healthcare professionals to deliver high quality, clinically effective care, in order to improve the lives of people living with diabetes. Society members benefit from access to high quality education tailored to their individual needs, up-to-date evidence-based information to enhance care delivery and networking with other professionals at local, national and international events.

They also have access to the Diabetes and Primary Care Journal, as well as a variety of tailored online resources and an opportunity to participate in audit and research projects designed to improve outcomes for people living with diabetes. Membership of the society is free. Go to www.pcdsociety.org/join-for-free to join.

DR CLARE HAMBLING
MSC FRCP MRCGP
Chair, PCDS

TREND DIABETES

TREND-UK is an umbrella organisation founded in 2010. Recognising that increasing numbers of nurses and healthcare professionals registered within the organisation come from countries other than the UK, the organisation is now known as Trend Diabetes. Debbie Hicks (nurse consultant – diabetes, Medicus Health Partners, Enfield) and June James (nurse consultant – diabetes, Leicester Hospitals NHS Trust) are co-chairs of Trend Diabetes with associate member Erica Richardson (lead DSN, Shrewsbury & Telford NHS Trust) and other committee members include Nneka Agbasi (community Matron – Nursing Homes, Barnet, Enfield & Haringey Mental Health Trust) Debbie Voight (lead DSN, NHS Tayside, Scotland) Lisa King (lecturer in Nursing, Ulster University) Liz Houghton (community DSN, West Hampshire) and Sam Calder (Specialist Practice Nurse - Enfield).

Trend Diabetes has brought together all the separate groups representing nurses working in diabetes care to give a stronger voice to nursing issues within diabetes care in the wider NHS. Trend Diabetes has produced many consensus documents and patient information leaflets relating to diabetes care promoting awareness and best practice which can be accessed via www.trend-uk.org.

We collaborate closely with other organisations such as Diabetes UK, PCDS and ABCD. All the work undertaken is available on our website www.trend-uk.org - please register for access.

We are proud to support the QiC Diabetes programme as they encourage the sharing of novel and innovative work in diabetes care to a wide audience.

DEBBIE HICKS
Nurse Consultant – Diabetes
The UK Clinical Pharmacy Association (UKCPA) is delighted to support the QiC awards and join in celebrating the great work and true innovation that is undertaken by teams across the UK.

The UKCPA is passionate about supporting pharmacists to develop professionally and to improve the care and services they provide to patients. Awards such as the QiC Diabetes programme reflect our philosophy of celebrating innovative practice to enable shared learning amongst healthcare professionals in order to achieve the best for patients.

Pharmacists are now working in a multitude of care settings, taking a much greater role in the management of diabetes, as well as giving continual expertise in safety, governance and medicines management.

It is important that the UKCPA, in partnership with the QiC awards, shares good practice and new initiatives to facilitate learning across the profession and wider health economy, which can - and will - result in better care nationally for people with diabetes.

SARAH CARTER
Chief Executive Officer

UKCPA

I am delighted we are associated with QiC Diabetes, a programme that recognises innovation and aspiration for excellence in providing care for people with diabetes.

The Young Diabetologists and Endocrinologists’ Forum is the national organisation of trainee diabetologists and young consultants in the UK. Our mission is to enable high-quality care for people with diabetes by delivering excellence in specialist diabetes education.

With support from Diabetes UK and the Association of British Clinical Diabetologists, we offer a range of programmes to provide clinical and leadership training for tomorrow’s consultants.

Young consultants are often agents for change and catalysts for innovation in the NHS – the entries for QiC Diabetes 2020 confirm this.

Showcasing these initiatives to our specialist trainee members will no doubt inspire them to develop the skills needed to improve service provision and ultimately, outcomes for our patients.

QiC Diabetes has brought together a number of partners from the NHS, industry and voluntary sectors, which itself is a shining example of the kind of cross-sector collaboration required to enhance the quality of life for people with diabetes.

CLARE WHICHER
Chair, Young Diabetologists & Endocrinologists’ Forum
JUDGING LEADS

SIMON O'NEILL
Director of Health Intelligence and Professional Liaison

Simon qualified from St Thomas' Hospital, London as a registered nurse in 1989 and specialised in paediatrics at Guy's Hospital in 1991. Following several years working in both general and renal paediatrics, he moved to Diabetes UK in 1995 as a nurse care adviser. Twenty five years later he is still there, although now as Director of Health Intelligence and Professional Liaison. As Director he is responsible for ensuring Diabetes UK produces accurate and up-to-date information and advice on all aspects of diabetes care, based on the latest evidence. Working closely with healthcare professional colleagues, he also advises on the charity’s policies and positions.

He has had type 1 diabetes for 28 years.

DR PARU KING
Consultant Physician

Paru has been a Consultant in Diabetes and Endocrinology in Derby since 2000. Her clinical interests include diabetes and pregnancy and also integrated care. She is the physician lead for the diabetes and obstetrics service, and has clinically led and project managed the award winning PROCEED project, the first integrated service for preconception care. In 2018, her team was selected as one of 20 quality improvements sites, to further improve preconception care. She started the National Diabetes and Pregnancy Conference, and has supported its growth into a major annual conference. In addition, she has been the clinical lead for integrated care in Derby City since 2011, and Derby's service model has gained national recognition. Since 2017, Paru has led the spread of this innovation from Derby City to the whole of Southern Derbyshire. She was one of the first Diabetes UK Clinical Champions, and the role has helped her achieve service development locally as well as given her the opportunity to be involved in her areas of interest at a national level.

DR MARC ATKIN
Consultant Diabetes & Endocrinology

Marc Atkin has been a Consultant in Diabetes, Endocrinology and Internal Medicine in Bath, UK since 2012, where he is now Clinical Lead. He trained on the south coast of England. Marc is also diabetic foot lead for the Royal United Hospital, Bath and has taken part in a SW Peer Review team that has successfully reduced amputation rates across the South West and recently won a QIC award. Marc is clinical lead for the development of an integrated diabetes care service which has now been running since 2015 and is being extended to cover 3 CCGs in the SW of England. Marc is the secondary care representative on 2 CCG Diabetes Steering Groups. Marc is also the clinical lead for 4 projects (Inpatient diabetes, inpatient podiatry, treatment targets and structured education) in BaNES funded by the NHS England transformation money.

Marc's interests include service development, quality improvement and innovation in service delivery. He has qualifications in Improvement Science from Haelo in Salford, UK. He is a committee member of the Type 1 Diabetes Clinical Collaborative (TICC) working to improve Type 1 diabetes care in the UK. He also has an interest in using digital platforms to improve care for people with diabetes and is currently involved in several digital initiatives.

Marc is Chair of NHS England’s South West Cardiovascular Clinical Network and is a member of NHS England’s Diabetes Expert Reference Group that put together the Right Care Pathway for Diabetes. Marc is also a member of DUK’s Inpatient group that is putting together Inpatient Diabetes Accreditation.
Nneka began her nursing career in 2007 at the Middlesex University where she obtained a BSc in Adult Nursing in 2010. She completed her post nursing qualification in Nurse Mentorship and Diabetes Care. She has completed Masters in Public Health focusing on improvement in diabetes and has completed a masters module in Top to Toe Physical health Assessment.

In 2013, she started her diabetes career through a secondment opportunity with the community diabetes team, which worked for a year. Over that year, she managed the caseload for house-bound patients and Hard to reach patients living with diabetes.

Following the successful completion of the secondment, she gained a full-time post as Diabetes Specialist Nurse. She currently works as a community matron for the Care Homes Assessment Team supporting residential and nursing homes in physical health assessment, end of life, frailty assessment, trusted assessor and managing complex diabetes care.

Sabrina is a GPwSI in Diabetes at the Gower Street Practice in London. She is also the clinical lead for Diabetes at her Surgery.

Sabrina completed her medical rotation in North-west England, at the Royal Blackburn Hospital. She continued working there as a Senior Clinical Fellow in Diabetes and Endocrinology until 2007 and then decided to move to Primary Care and completed her VTS training in Birmingham.

Sabrina passed her SCE in Endocrinology and Diabetes in 2016, as a way of ensuring her passion for maintaining her knowledge and standards in this speciality.

She is very keen about innovative ideas and developments in novel therapy in Diabetes, and is excited about being one of the judges in QIC Diabetes this year.

Jessamy is currently the General Manager, UK & Ireland for Sanofi’s General Medicines Global Business Unit, working alongside healthcare systems to deliver improved health for patients with chronic conditions, such as Diabetes and Cardiovascular disease.

Jessamy began her career in healthcare research/health economics following her BSc. (Hons) in Health Sciences/Health Economics from University of Aberdeen. Since then, she has worked in roles that span the pharmaceutical industry, academia and the NHS.

Jessamy’s most recent role was Director of Market Access, UKIE, supporting national and local healthcare access for patients to Sanofi medicines and vaccines. Prior to joining Sanofi in February 2015, she worked at Eli Lilly as Director, Real World Evidence (Australia, Canada, Europe).

Jessamy has held Non-Executive Director Board level roles in the NHS for more than ten years, the most recent being Non-Executive Adviser for Hampshire and Isle of Wight Partnership, North Hants Clinical Commissioning Group.

Alison is a Senior Research Associate (Dietitian) at Newcastle University on two studies investigating remission of type 2 diabetes: the Diabetes Remission Clinical Trial (DiRECT), and ReTUNE (Reversal of Type 2 diabetes Upon Normalisation of Energy intake), investigating the effect of weight loss upon type 2 diabetes remission at lower BMIs. Alison is an HCPC Registered Dietitian and has specialised in diabetes and weight management since 2009.

In addition to her research post Alison holds an honorary contract as a Diabetes Specialist Dietitian with Newcastle Hospitals NHS Trust, and is a graduate of the Diabetes UK Clinical Champions Programme. Alison has a personal insight into some of the challenges faced by people living with long-term conditions, having been diagnosed with Type 1 diabetes aged eight. Her experience has helped her develop an ethos of empowering patients to better understand and be able to manage their own health through effective dietary changes.
MIKE BAXTER

Mike has a background in Biochemistry (BSc and PhD), immunology (BMedSci) and medicine (BM,BS) and is a Fellow of the Royal College of Physicians (FRCP). He was a consultant diabetologist, endocrinologist and general physician at an acute trust for 30 years. During this time, Mike was also Clinical Director of Medicine for seven years, Medical Director of the Trust for ten years and Deputy CEO for five years.

Mike stepped down from his NHS clinical role in 2012, but is currently an NHS NED at ASPH and Frimley health where he makes an active contribution at board and committee level with a focus on patient and staff outcomes, safety and experience.

He has recently been appointed as an honorary Professor (medicine) at the University of Swansea where he has designed and delivered a course on aspects of diabetes.

Mike has also worked with Sanofi since 2012 and have been involved with data generation, publications and more recently a seconded post working with the Japanese affiliate in launching a new diabetes therapy.

ABIGAIL BURRELL-RANN

Abigail is a Senior Community Engagement Officer for JDRF UK, and was diagnosed with type 1 diabetes at the age of 4.

JDRF UK is committed to eradicating type 1 diabetes and its effects for everyone in the UK with type 1, and is at risk of developing it. JDRF funds world-class research, makes sure research moves forward and treatments are delivered as fast as possible, and gives support and a voice to people with type 1 and their families.

NICOLA BUTLER

Nicola is the Lead pharmacist for Diabetes and Endocrinology at Leeds Teaching Hospitals NHS Trust. She works as part of the diabetes team to help provide care to patients and improve patient safety.

She also works with Leeds Community Diabetes & GP confederation teams on a weekly basis. This work involves contributing to diabetes care, guideline production and strategic changes in the systemic management of diabetes.

DR WUI HANG CHEUNG

Jason’s clinical work focuses on inpatient diabetes care, avoidance of in-hospital diabetes complications, and the systemic models in delivering and modernising this healthcare service.

His academic interests include diabetes in severe complex obesity and its surgical management, having devoted time in this rapidly growing specialist field as a NIHR academic clinical fellow.

He serves as one of the core members of Joint British Diabetes Societies (JBDS) for Inpatient Care Group.

He is also a passionate advocate of NHS workforce well-being, co-founder of national online peer support network for NHS staff, and regularly work with stakeholders regarding workplace supports for doctors and nurses.
Anne is Nurse Consultant at Barts Health, which consists of The Royal London, St Bartholomew’s, Newham and Whips Cross hospitals. She is also a Lecturer Practitioner at City University, where she runs the diabetes care modules.

Anne is a committee member of the Diabetes Inpatient Specialist Nurse Group and a member of the National Diabetes Inpatient Audit group. She is also a member of the National Diabetes Partnership Board. Anne has participated in the writing of the J BDS guidelines for HHS and DKA.

Anne is particularly interested in diabetes inpatient care, and educating staff to provide better care for people with diabetes whilst they are in hospital.

Amanda qualified as a general nurse in 2010 and moved into Diabetes Care in 2014. Amanda initially started as a junior inpatient DSN, before going on to lead the diabetes nursing service at Medway NHS Foundation trust. Since 2019 she has taken on a two year project based across a Primary Care Network (PCN) with one day remaining in the hospital doing outpatient clinics and Peri-operative diabetes and four days a week working across ten GP surgeries in Rainham. Amanda is a non-medical prescriber and has done a PgDip in Advance Practice.

Amanda is the founder of the Diabetes Specialist Nurse Forum UK, an online group of healthcare professionals who specialise in diabetes. The DSN forum won QIC Diabetes Healthcare professionals of the year in 2019 and were also finalists for the Health Service Journal Value awards in the same year.

Amanda is also an editorial board member of guidelines for nurses and has recently become part of the steering committee for the Diabetes Professional Care Conference. Amanda also organised and co-chaired the first diabetes and mental health conference ‘Mind of Matter’ with NHS England.

Katie is a Research Fellow in psychology at the University of Southampton. She is currently involved in a project investigating pain management in children with life limiting conditions.

Katie was diagnosed with type 1 diabetes in 2001. She uses an insulin pump and continuous glucose monitor (CGM) and is particularly interested in diabetes technology and emotional support for people with diabetes.

Clare is a GP in Norfolk, where she is the GP Clinical Lead for Diabetes. Clare has a long standing interest in diabetes and is passionate about improving standards of care for people living with diabetes.

She is a professional member of Diabetes UK and a Diabetes UK Clinical Champion and is honoured to Chair the Primary Care Diabetes Society.
ADELE HOLCOMBE
Adele is a Specialist Diabetes Dietitian/Practitioner and Service Manager for North East Essex Diabetes Service. Qualified as a Registered Dietitian in 2007 from the University of Surrey, she gained a broad experience in all areas of dietetics, mainly oncology, stroke and artificial nutrition support; however following an interest in public health and obesity, she moved into diabetes in 2010.

Her clinical interests include diabetes in young people/transition, improving access to new technologies/virtual clinics and structured education for type 1 & 2 diabetes. Her current job role involves being the lead clinician for the insulin pump service and working to improve outcomes and empower pump users. This has included developing an insulin pump database to help track patient consumable ordering, quality of life and clinical progress - this was shortlisted as a QIC finalist in 2015. Also, she does regular teaching on the advanced management of diabetes course at the University of Essex, Antenatal clinics, delivering DAFNE, DESMOND, XPERT and regular local patient education programmes.

DR DAVID LIPSCOMB
David has been Clinical Lead for Diabetes for the Sussex Health and Care Partnership since 2019 and before this was Clinical lead for the South East Clinical Network from 2013.

He is Consultant in Diabetes at the award winning Diabetes Care for You service and Course Principal for the Diabetes in Primary Care course at Brighton and Sussex Medical School. David has a strong interest in value based care, Clinical Leadership and innovation within Healthcare.

ANUJA NATARJAN
Anuja is a Paediatric Endocrinologist, with CCT in Endocrinology in 2014. She runs a tertiary paediatric endocrine clinic at Doncaster and Bassetlaw Teaching Hospitals covering a population of approx. 70,000 Doncaster children besides taking referrals from Worksop and surrounding areas.

Anuja has been the lead for Diabetes at DRI since 2014, as well as research lead for the same period. She is the Diabetes network chair for the Yorkshire and Humber diabetes network.

Anuja and her team have actively participated in diabetes research and based on their success, they were successful in getting a designated research nurse for paediatrics for the last seven years at least. The team has taken part in commercial and non-commercial diabetes research projects.

Anuja has also been the Clinical Director for paediatrics at her trust since 2017 and leads a team of 15 consultants.
Charles is a Consultant Pharmacist in Primary Care and Diabetes employed by the Dacorum GP federation under DHPL. He holds two postgraduate masters degrees in clinical pharmacy and diabetes.

He completed his masters in diabetes at the Leicester diabetes centre (LDC), where he developed an interest in holistic integrated diabetes care delivery services. He also holds a postgraduate diploma in advanced urgent primary care with independent prescribing. Over the years he has gained clinical experiences as a hospital, community and primary care pharmacist.

He represents pharmacy on the diabetes UK conference organising committee and primary care course.

Julia graduated from the Medical School of St Bartholomew’s Hospital, London in 1989 and undertook speciality training in Wales and became a Consultant in Diabetes and Endocrinology in Glan Clwyd Hospital, North Wales, in 2002. In 2008 she moved to the University Hospital of Llandough, Cardiff.

She also works with Cardiff University, developing modules for the Diabetes Diploma.

Julia was appointed as the National Clinical Lead for Diabetes in Wales in 2014 to help deliver the Diabetes Delivery Plan.

She has a particular clinical interest in type 1 diabetes, technology and diabetes, young adult services, pregnancy and diabetes and a service development interest in education in diabetes, prevention and remission services in diabetes.

Jo works currently a Renal/ Diabetes Clinical Nurse Specialist and works at Imperial NHS Trust within the Imperial College Renal Transplant Centre at the Hammersmith Hospital in London.

This role encompasses both inpatient and outpatient responsibilities and predominately focusses on renal transplantation and dialysis diabetes services.

The role is very clinically based but she is also involved in a number of diabetes and renal national initiatives and teaches in a variety of settings both locally and nationally.

Jo was a member of the RCN Diabetes Nursing Forum Steering Committee for a number of years and also sits on the Diabetes Inpatient Nurse group as a committee member.

Becky graduated from Salford University in 1994 with an Economics degree and then undertook her Chartered Institute of Marketing Diploma at Nottingham Business School. She joined AstraZeneca, spending nine years there in a number of roles including sales, management and training.

Joining Aventis (now Sanofi), Becky has experienced a number of commercial and medical roles, providing valuable experience and forging a number of relationships across the company, the industry and amongst key stakeholders in diabetes and in the NHS.

In January 2011 Becky became the Head of Professional Relations for Sanofi Diabetes, and through this role has enabled Sanofi to support programmes such as Quality in Care Diabetes and develop free apps for children with diabetes such as Monster Manor and Mission T1D.
Fiona has been a paediatric diabetes consultant since 2006. In her first consultant post, she set up a paediatric diabetes service from scratch, including an insulin pump service. She initiated a local paediatric diabetes charity and used the monies raised to take the children and young people on local activities and also residential activity weekends.

Fiona was one of the founding members of the national Association for Children’s Diabetes Clinicians and became the treasurer, setting up the initial account. She continues to be an active member of the ACDC committee and is involved in the guidelines group. This year she is running the ACDC national trainees study day.

She is also currently involved in the BSPED special interest group looking at the national paediatric DKA guideline.

In 2012 Fiona moved to Wexham Park Hospital where she headed up the paediatric diabetes team. Her team is currently involved in the national Quality Improvement project.

Lynda is a type 1 diabetic since the age of 4 and is very keen to improve experiences of people living with diabetes and prevention of type 2. She has had many complications including kidney failure, (2 transplants including a kidney pancreas transplant), diabetic retinopathy, heart disease (2 stents) and peripheral neuropathy so has experience of a wide range of health care across many hospitals and specialisms.

She was a member of Diabetes UK Council of People Living with Diabetes for 6 years, is a Board Member for AHSN Project looking to assist people manage multiple medications and Trustee of an animal rescue charity. Lynda is a full time business consultant.

Clare is currently in her third year of taking a period out of programme to be involved with research looking at people with severe mental illness and obesity and type 2 diabetes.

She is passionate about diabetes care in vulnerable or often forgotten patient groups. This includes transitional care, people with co-existent mental health issues and preconception planning in women with type 2 diabetes. She is also the chair of the Young Diabetes and Endocrinologists (YDEF) committee which is committed to delivering training and support to other trainees across the country.

Clare was nominated for the Rising Star category at the Wessex Clinical Research Network awards in 2019 and secured a place on the DUK IDia fellowship programme which support young diabetes researchers in the UK.
QiC DIABETES JUDGING DAY GOES VIRTUAL FOR THE FIRST TIME EVER! - WE WOULD LIKE TO THANK ALL THE JUDGES FOR THEIR TIME AND COMMITMENT THIS YEAR

Read what our lead judges thought of the day

“As usual, judging the QiC awards was a very rewarding experience and we were impressed by the high standard of entries, especially as they had been submitted at a time when the NHS was under huge strain. Although we were not able to meet in person, technology enabled us to engage in lively debate and discussion about the merits of all the entries.”

SIMON O’NEILL

“This is always an inspiring experience and this year was no different. The submissions were a high standard despite challenging times which was particularly impressive. Our online discussions were rewarding but lacked the personal touch this year as we all get used to doing things virtually. It was great to work with such a talented group of judges!”

DR MARC ATKIN

“It was a new experience for me. I was quite nervous but ended up enjoying it. I felt we were more focussed than a face to face meeting as there were fewer distractions, and were able to reach a consensus decision easily. We had a good skill mix and turned round rankings on more than one occasion because of this. It was more challenging than a face to face meeting in terms of engagement with the whole group, but we managed to achieve a really positive and engaging judging day with input from all the judges. I look forward to the next new experience the virtual awards ceremony!”

DR PARU KING
| RESULTS 2020 |
|------------------|--------------------------------------------------|
| 20               | Dissemination and Sustainability Award |
| 21               | Mind and Body Healthy Together – Emotional Wellbeing Programmes for People with Diabetes |
| 22               | Diabetes Education Programmes – People with Diabetes |
| 23               | Diabetes Team of the Year |
| 24               | Type 1 Specialist Service |
| 26               | Diabetes Education Programmes – Healthcare Professionals |
| 28               | Patient Care Pathway, Secondary and Community |
| 30               | Prevention, Remission and Early Diagnosis |
| 31               | Insulin Safety Week 2020 Excellence Award |
| 32               | Hypo Awareness Week 2020 Excellence Award |
| 33               | NHS England Outstanding Contribution for Services in Diabetes |
| 34               | NHS Wales Outstanding Contribution for Services in Diabetes |
| 35               | Judges' Special Award |
| 36               | Unsung Hero Award |
| 37               | Spirit of the Time Award |
| 38               | Diabetes Professional of the Year |
| 41               | Outstanding Educator in Diabetes |
| 42               | The People’s Award |
Sustaining Improved Outcomes for Young Adults: The Liverpool Model
by Liverpool University Hospital NHS Foundation Trust (Royal Liverpool University Hospital)

In 2017, the Young Adult Service at the Royal Liverpool University Hospital won a QiC award for a significant reduction in non-attendance rates, increased numbers achieving glycaemic targets, reduced diabetes-related emergency admissions and substantial cost savings. This was achieved through restructuring the service pathway, improving communication and engagement with young adults, and establishing a peer-support platform. This submission highlights further changes that have resulted in continued improvements in service-related and clinical outcomes for young adults with diabetes. NICE has highlighted it as an example of best practice and NHS England has used it in defining standards of care for young adults.

JUDGES’ COMMENT:

The judges loved the Liverpool model. It had outstanding results, clear goals and was really ambitious with good outcomes. It had a fantastic level of challenge in dissemination, which was immense and this is why it has won.

Carbs & Cals Books, App & Teaching Resources
by Carbs & Cals / Chello Publishing Limited

Carbs & Cals specialises in books and apps for diabetes, weight loss, portion control and healthy eating. The method of using thousands of food photos to count carbs and calories is both revolutionary and simple. It has been nationally recognised as the leading carb counting resource for type 1 diabetes for 10 years. Since winning the QiC Award in 2014, Carbs & Cals has published 12 additional books, including resources for type 2, weight loss, gestational and BAME communities. The self-funding project works with partners and research projects to ensure more people can self-manage diabetes and other conditions.
MIND AND BODY HEALTHY TOGETHER – EMOTIONAL WELLBEING PROGRAMMES FOR PEOPLE WITH DIABETES

Collaboration with IAPT to Improve Diabetes Pathways - Simple Innovation!
by North East Essex Diabetes Service (NEEDS) / Suffolk GP Federation

The association between diabetes and mental health is well recognised, both widely referenced in the literature, and witnessed first-hand by clinicians in their day-to-day working. North East Essex (NEE) collaborated with the local ‘Health in Mind’/‘Improving Access to Psychological Therapies’ (IAPT) team to improve access, care and outcomes for those living with diabetes in the region. Initially IAPT therapists were invited to diabetes patient education events but this led to development of new clinics, a specific diabetes/well-being course and much more. The main outcomes were improved access, improved psychological well-being scores and better diabetes self-management.

**JUDGES’ COMMENT:**

The NEEDS entry is a fantastic idea and really needed. The judges could see that it could quite easily be transferred. It is a simple solution with huge benefits and is a great collaborative piece of work. A brilliant example of integrated care.

Talking Type 1 – Making Diabetes Psychology Accessible for Everyone
by Talking Type 1 (All Wales Diabetes Improvement Group)

Talking Type 1 Diabetes Burnout is the first guided self-help resource for people who live with type 1 diabetes and have diabetes-specific psychological issues. It was co-produced by a diabetes specialist clinical psychologist and people living with type 1 diabetes around the world. It is available free to patients in Wales with type 1 diabetes. Feedback from diabetes staff has been positive, and there has been significant interest and demand from both services and people living with type 1 diabetes outside Wales. Talking Type 1 Diabetes Burnout aims to meet significant unmet psychological need and lack of adequate staffing.
SEREN Connect: A Holistic Young Adult Diabetes Education
by NHS Collaborative, NHS Wales

SEREN Connect is a comprehensive education programme to address a long-standing gap in service provisions for Young Adults (YA) living with type 1 diabetes (T1D). It helps teams to support every child with diabetes in Wales. The transition from young person to young adult and the difficulties of trying to self-manage health is hard at this notoriously turbulent time. SEREN Connect provides tools for all healthcare professionals (HCPs) to deliver information on age-appropriate topics that directly or indirectly impact the lives of YA living with T1D. It aims to influence and improve services across Wales, via paediatric and adult colleagues.

JUDGES’ COMMENT:

The SEREN Connect project has identified that one of the big problems in paediatric and young people education is that there aren't any national programmes and lots of people have been trying to develop them without real success. This work has done just that and is also incredibly innovative, with spectacular outcomes.

The Know Diabetes Service: Supporting Patients Through Innovation
by North West London Health and Care Partnership

The Know Diabetes website was created in 2015 to provide information about user group activities. Since 2017, MyWay Digital Health and Dynamic Health Systems have partnered to redesign and extend the Know Diabetes Service, to: support over 300,000 people with diabetes, previous gestational diabetes or non-diabetic hyperglycaemia; encourage sustained behavioural change using personalised proactive communications; promote public awareness of diabetes; provide information to high-risk ethnicity groups; increase access to formal education programmes with a single point of referral, and support self-management. The relaunched service had over 70,000 users in the last three months and positive feedback.
**Paediatric Diabetes Quality Improvement – Be Brave and Fail Fast**  
by Sheffield Children’s NHS FT

In the 2014-15 National Paediatric Diabetes Audit, the unit was one of the top 10 in the UK, with 38.4% of patients achieving an HbA1c <58 mmol/mol (national average = 22.0%) and a mean HbA1c for the clinic population of 62.8 mmol/mol (national average = 70.6 mmol/mol). However, benchmarking against 2016-17 data showed that outcomes were deteriorating when those nationally were improving. An application was made to join the Royal College of Paediatrics and Child Health National Diabetes Quality Improvement Initiative Pilot to bring about changes. Outcomes for newly diagnosed patients in the two years since compare favourably to preceding years and other paediatric units.

**JUDGES’ COMMENT:**

*The Sheffield Children’s NHS FT showed real innovation and resourcefulness in bringing the team together. They had a great team ethos and achieved really good, clear, measurable outcomes. The judges were impressed with the comprehensive quality improvement work and felt it was something that could be adapted by adult diabetes teams as well.*

**Diabetes In-Patient Nurse Team Integrated Quality Improvement Project**  
by Cornwall Foundation Partnership Trust & Royal Cornwall Hospital

The 2016 National Diabetes Inpatient Audit (NaDIA) identified a number of management, clinical and patient safety issues resulting in harm. A Diabetes Inpatient Nurse Team quality improvement project was initiated to improve quality and safety for adult diabetes inpatient care, focusing on key issues. The team worked across organisational boundaries, systems and teams, delivering significant improvements to diabetes inpatient care and safety. Substantial funding has been secured for the team to continue to improve and drive diabetes inpatient care and safety.
Growing Up, Moving On – Supporting Young People Leaving Paediatric Services
by Cwm Taf Morgannwg University Health Board

Prince Charles Hospital in Wales is in an area of marked social deprivation, but the paediatric unit has recorded some of the best outcomes on the National Paediatric Diabetes Audit for England and Wales for several years. Following critical feedback from young people moving to adult services, the paediatric team engaged their colleagues in adult services to address issues that led to disengagement and deterioration in outcomes. This process began in 2016 and, within a year, NHS Wales hailed the model as an example of good practice. Evaluation and changes were accomplished through reconfiguration of existing work patterns and without additional costs.

JUDGES’ COMMENT:

The judges thought this entry was the ideal of what should be happening within our industry. It started small and grew, improving and demonstrating positive impacts in the diagnosis and management of type 1 diabetes. There is no doubt that they have achieved this in spades!

Newham Diabetes Transformation Programme –
Supporting Young People (16-25 years) with Type 1 Diabetes
by WEL CCGs

Newham, east London, has a young population (>40% under 25 years) with significant deprivation and social inequality. Recent migration from Somalia, Eastern Europe and Africa has seen a rising prevalence of type 1 diabetes (T1D). NHS England funded a Diabetes Transformation Programme which has: determined the number of young people with T1D, including those ‘lost to follow-up’; identified and addressed gaps in service, particularly mental health needs, education and support for A&E attenders; developed a Youth Worker role; increased patient engagement through a Peer Support programme; redesigned referral pathways across primary and secondary care, and used online consultations for more flexible care.
Hypo Dino – Created by Children to Inspire Others
by Children and Young People’s Wales Diabetes Network

Hypo Dino is a picture book created by a girl of eight called Katie, who has type 1 diabetes. The hero of the story is Tim Dinosaur, a dinosaur with type 1 diabetes and a spy protecting the world from an evil villain. Tim experiences hypos and has to learn to manage his diabetes in order to save the world. Katie brought the book to a clinic appointment at Morriston Hospital (Swansea) and the Children and Young People’s Wales Diabetes Network worked with a graphic designer to recreate it as a printed resource that is distributed to families across Wales through paediatric diabetes units.

Supporting Positive Self-care Between Clinic Visits Using Inspirational Postcards
by Poole Diabetes Centre, Poole Hospital NHS Foundation Trust

It was felt that writing a ‘note to self’ on a postcard could help motivate the young adult diabetes clinic population (15-23-year-olds) to look after their own diabetes. The postcards used initially were replaced by more appropriate and cheaper cards designed by the Diabetes Specialist Nurse. The postcards were assessed for suitability in different settings. A questionnaire for service users and healthcare professionals found the postcards were well-liked by young people with diabetes: 83% would ‘recommend’ or ‘highly recommend’ using them and 87% felt more engaged with their diabetes team between clinic visits; 74% felt more motivated to manage their own diabetes.
Insulin Education for All: A Pop Up Online Resource  
by Faculty of Medicine, University of Southampton

The free online course ‘Understanding Insulin’ was developed to benefit insulin users worldwide. There was a need to improve insulin knowledge among healthcare professionals (HCPs), people with diabetes and their carers. Insulin-related errors are common both in the UK and internationally, increasing the risk of adverse complications and poor health outcomes. In the National Diabetes Audit, 49% of patients on insulin had experienced an insulin-related error. Many HCPs across the healthcare professions are not competent with using and managing insulin. There are also gaps in insulin knowledge for people with diabetes and their carers.

**JUDGES’ COMMENT:**

*This initiative is a truly innovative approach that both bridges a gap in insulin education and can be widely disseminated across the NHS. The fact that this is a free resource that can be used internationally demonstrates the far-reaching effect of this entry. Not only was it innovative, this entry was cost-effective, sustainable and flexible.*

Developing World-Class D&E Training: The Health Education West Midlands Model  
by Health Education West Midlands

Trainee representatives, training programme directors and the specialist training committee set out to establish a world-class diabetes and endocrinology training programme in the Health Education West Midlands Region. The methods are replicable nationally and internationally to facilitate high quality, cost-effective speciality training. Mechanisms used include: curriculum mapping of training days to ensure full content coverage; defining and standardising training representatives’ roles and responsibilities; digitising processes around training day and administration; innovative education approaches, including simulation; additional educational opportunities to promote holistic training and a COVID-19 responsive approach to training and learning, tracking trainee opportunity
Making Insulin Treatment Safer (MITS) Through Reflective Case-based Discussions
by Queen’s University Belfast

This project supports newly qualified doctors, final-year medical students on a pre-prescribing programme, and other insulin-prescribing professionals, to examine their insulin prescribing for inpatients via case-based discussions (CBDs). The CBDs are facilitated by a Making Insulin Treatment Safer (MITS) trained doctor, nurse, pharmacist or person with type 1 diabetes (patient advocate). The aims are to empower prescribers to: handle the inherent complexity and uncertainty of prescribing insulin; work well with different disciplines and levels of seniority; respect patients’ rights to be involved in their own care and consult other people and information.
Cardiometabolic Care: A Pharmacist Run Diabetes Clinic in General Practice
by The Paula Carr Diabetes Charitable Trust

Figures suggested that patients with diabetes in the Medway Clinical Commissioning Group area were 88.6% more likely to have a heart attack and 85.7% more likely to have a stroke than the general population. Also, targets for blood pressure and cholesterol were below the NHS England average. These findings prompted a service re-evaluation. Glycaemic support is inadequate to manage macrovascular complications, but a multifactorial management approach can reduce cardiovascular mortality by about 50%. A pharmacist prescriber ran a pilot service for eight months, using a cardiometabolic approach to review glycaemic control, blood pressure and chronic kidney disease in five practices.

JUDGES’ COMMENT:

The transformation achieved in this submission is almost unparalleled - it is a great example of the benefit that pharmacists can have in diabetes care. This is a fantastic idea that deserves to be championed, and a model that needs to be replicated elsewhere. The cost was small, but the difference made to patient care was enormous. A deserving winner!

WISDOM: West Hants Improving Shared Diabetes Outcome Measures. A Blueprint
by West Hants Community Diabetes Service

WISDOM (West Hampshire Improving Shared Diabetes Outcome Measures) was developed in September 2017 in response to below average CCG NDA outcomes for the three treatment targets for type 2 diabetes. The project evolved from a blueprint for Primary Care Network (PCN) management of diabetes to a sustainable component of the new community service contract (April 2020). It focuses on professional culture change, rapid clinical results and wider adoption across the locality. It illustrates how a large, population-level intervention can deliver measurable results within two years, change existing commissioned activity and influence neighbouring Dorset and Southampton CCGs to adopt it.
Norwich Inpatient Diabetes Service (NIPDS): Supporting Staff, Empowering Patients, Preventing Glycaemic Harms
by Norfolk & Norwich University Hospital NHS Foundation Trust

A multidisciplinary inpatient diabetes service (IPDS) model was developed to improve inpatient diabetes care. This comprised a succession of interventions in service delivery, systemic changes and staffing levels, implemented over 18 months. The aim was to amplify outcomes via the augmentative effects of each single intervention. Outcome data demonstrated significant success in supporting staff, protecting at-risk patient groups, empowering patients via education and preventing glycaemic harms. The qualitative improvement outcome, cost-effectiveness and sustainability were acknowledged by significant additional funding to expand the IPDS team. Data from this work supported the recent JBDS-IP national guideline on Diabetes Inpatient Specialist Nurses (DISN).

Developing a Community ‘Walk in’ Clinic for Diabetic Foot Disease
by Community / Cardiff and Vale UHB

Approximately 1% of the NHS budget is spent on active foot disease in diabetes. As up to 80% of these foot problems are largely preventable (Kerr et al, 2019) this is economically unviable and unsustainable, as well unacceptable for patients and healthcare professionals. Early intervention is the answer. The ‘walk-in’ clinic allows access to a member of the multidisciplinary foot team (MDFT) when care is needed, ensuring timely, effective care. Providing opportunities to support care closer to home, without the need for a primary care referral, enables patients to access the most appropriate service at times of crisis.

The Diabetes Care in Elderly, Frail, ENd-of-Life and Dementia (DEFEND) Project
by London Northwest University Healthcare NHS Trust

Project DEFEND was established to improve the quality of diabetes care and safety in Brent’s frail adult community. It aligns local pathways and resources to create a data-driven collaborative care model. The databases of five GP practices highlighted that, out of 1,000 patients with frailty, 695 had an HbA1c lower than 58 mmol/mol. Of these, 100 patient records were reviewed in a virtual clinic with primary care clinicians and grouped into high, medium or low risk of diabetes emergencies. More than 40% were in the medium or high-risk group, over 60% needed a medication change and nearly 20% needed referral to supported care.
All Wales Quality Assured Brief Intervention Pre-Diabetes Pilot
by Cardiff and Vale UHB/ Swansea Bay UHB on behalf of All Wales Diabetes Implementation Group

This innovative pilot project delivers a targeted approach to prevention of type 2 diabetes in Wales using the criteria of HbA1c, hypertension, obesity, age >45 years, followed by a brief intervention utilising unregistered practice-based staff trained by registered dietitians in a Nutrition Skills for Life course. An all-Wales diabetes prevention pathway was developed to enable scalability of this initial primary care cluster work. Evaluation showed this to be an effective model, with 62% of participants going from pre-diabetes to normal glycaemia. The health economic review predicted the cost per QALY gained to be -£5,300.

**JUDGES’ COMMENT:**

*This entry was a clear winner, demonstrating a targeted approach to identify the patients who needed required it the most. What made this entry stand out was its innovation and impressive cost-efficiency as well as its potential scalability. Not only did this programme deliver impressive outcomes for patients, but also empowered the healthcare assistants involved as well. A very compelling programme!*
Tonight, Orange Juice Communications – in partnership with Sanofi and Quality in Care Diabetes – is proud to present the **Insulin Safety Excellence Award**, celebrating, recognising and rewarding ‘above and beyond’ efforts made during the campaign and also promoting good practice.

**Winner**

**Gloucestershire Hospitals NHS Foundation Trust**

**Finalist**

**Central Cheshire Integrated Care Partnership**

**Finalist**

**East Sussex Healthcare NHS Foundation Trust**

**Finalist**

**University Hospitals Birmingham NHS Foundation Trust**

The national campaign raised awareness of insulin safety at a time when people with diabetes are particularly vulnerable to COVID-19. A total of 415 sites across the UK and Ireland took part in raising awareness in a bid to reduce insulin errors.

[www.insulinsafetyweek.com](http://www.insulinsafetyweek.com)
Tonight, Orange Juice Communications – in partnership with Sanofi and Quality in Care Diabetes – is proud to present the Hypo Awareness Week Excellence Award, celebrating innovative work in the education and management of hypoglycaemia.

**Winner**

Frimley Health NHS Foundation Trust

**Finalist**

Betsi Cadwaladr University Health Board

**Finalist**

Bolton NHS Foundation Trust

**Finalist**

Norfolk and Norwich University NHS Foundation Trust

The annual drive to raise awareness of hypoglycaemia in the UK, by educating healthcare professionals, was timely with people with diabetes particularly vulnerable to COVID-19. Almost 400 sites across the UK and Ireland took part in the campaign earlier this month.

www.hypoawarenessweek.com
This award recognises an individual for their sterling work to improve diabetes care. NHS England are always grateful for the efforts the whole diabetes community put forward to improve care and this award recognises one individual for their efforts during this year.
NHS Wales Outstanding Contribution Award for Services in Diabetes

This award recognises this individual for the substantial and exceptional contribution they have made to diabetes care in Wales. We have such wealth of talent in Wales and this award recognises one of our brightest stars.
JUDGES’ SPECIAL AWARD

SEREN Connect: A Holistic Young Adult Diabetes Education
by NHS Collaborative, NHS Wales

SEREN Connect is a comprehensive education programme to address a long-standing gap in service provisions for Young Adults (YA) living with type 1 diabetes (T1D). It helps teams to support every child with diabetes in Wales. The transition from young person to young adult and the difficulties of trying to self-manage health is hard at this notoriously turbulent time. SEREN Connect provides tools for all healthcare professionals (HCPs) to deliver information on age-appropriate topics that directly or indirectly impact the lives of YA living with T1D. It aims to influence and improve services across Wales, via paediatric and adult colleagues.

JUDGES’ COMMENT:

The SEREN Project is very impressive, with remarkable results. It is a most effective use of clinical time, money and resource, demonstrating notable involvement from a difficult to reach patient group. It is a carefully developed resource involving a wide range of stakeholders, including young people, that fills a gap in the service and is reducing variation in transition care. It is clearly well received by all, and the numbers of health professionals trained is a reflection of how widely it has spread.

‘Language Matters’
by Language Matters Working Group

A multi-stakeholder group, chaired by a person with diabetes, developed the ‘Language Matters’ document on the appropriate use of language in the care of people with diabetes. It has been published in India and Pakistan, and will be used in Wales, Brazil, Argentina, Chile and Spain. Another, focused on obesity, is in development. NHS England uses it in the national Diabetes Programme and junior doctors use it as part of the Young Diabetologists and Endocrinologists Forum (YDEF) development programme. A new document, focused on social media, aims to reduce anxiety for people with diabetes, who are more vulnerable to COVID-19.
The Unsung Hero Award award goes to an individual or team who the judges felt deserve recognition, for really championing the work in their area or a specific project.

KATIE COURTNEY AND AVA MORGAN
CREATORS OF HYPO DINO

JUDGES’ COMMENT:
These two young girls covered an important area and showed a remarkable achievement in creating the Hypo Dino book on their own initiative. Their story is very powerful and these two young people are extraordinary.

DR ROSE STEWART

JUDGES’ COMMENT:
Rose demonstrated that individuals can really drive change. The Talking Type 1 project was a great programme with impressive outcomes and Rose was the leader on this making a real difference to patients’ lives.
SPIRIT OF THE TIME AWARD

This award is to recognise the outstanding work taking place, against enormous focus on COVID 19, to support people with diabetes during the pandemic.

ArT1st: Celebrating Talents of T1 Diabetes Community During COVID-19 Pandemic
by ArT1st Team

‘ArT1st’ was created in November 2019 by Professor Partha Kar to develop artistic peer support within the type 1 diabetes community, with a live event planned for June 2020. The COVID-19 pandemic put the event on hold. The lockdown adversely affected mental health so, to help lift the mood and reduce social isolation, the ArT1st team launched an online project for the community to send in art contributions. More than 150 were received from countries worldwide over eight weeks. There was much interaction on social media and many positive comments. Friendships developed and artistic collaborative projects resulted. The live event is still planned.

JUDGES’ COMMENT:

ArT1st created something quite special and different in a very challenging environment. The work was started in 2019 to prepare a conference and then they showed true adaptability and commitment by reacting to the COVID-19 situation, changing to an inspiring virtual platform which provided people with diabetes much needed support during lockdown. The judges thought this entry should be recognised with “the Spirit of the Time” award.
Nominees were selected by their peers and the winner decided by an open online vote.

**VICKI ALABRABA**

Vicki is a DSN at Liverpool Diabetes Partnership. Liverpool's diverse population means we have to think of innovative ways to provide support and information to our patients. Vicki has embraced the world of social media through twitter, Facebook, Instagram, webpages and recently Tik Tok using her expertise and enthusiasm to keep patients and carers motivated in self-management. Using opportunities such as VE day to remind service users we are still there to support and promoting diabetes related calendar events such as Insulin safety week. She has been inspirational.

**DR CHIZO AGWU**

Dr Agwu has been an excellent leader of our team since I have worked with her back in 2002. She is focussed on a child and family centred approach that puts the needs of the young people first. She has a compassionate and caring approach along with excellent leadership skills to help the rest of the team. She encourages the team to have an active involvement as to how we move forward.

**DR MANIR ASLAM & DR ANU BASU**

I am nominating two people Dr Manir Aslam (Broadway Health Centre) and Dr Ansu Basu (Consultant Diabetologist Sandwell and West Birmingham Hospital) for their outstanding work on Diabetes in Primary care. I am nominating two people Dr Manir Aslam (GP Partner Broadway Health Centre) and Dr Ansu Basu (Consultant Diabetologist Sandwell and West Birmingham Hospital) for their outstanding work on Diabetes in Primary care. Both Dr Aslam and Dr Basu are very proactive in delivering diabetes care in an innovative patient centred approach together, the Trust and Primary Care.
I nominate Tamsin Fletcher-Salt who is my mentor. She has helped me settle into our team and has been an example to follow. Tamsin has launched our Libre starts, webinars, virtual starts making it possible for many of our patients to have it on prescription. She has also become an administrator at the DSN UK Forum and is part of the Diabetes 101 group. An amazing diabetes support group that has inspired people to learn more about diabetes and has helped people with diabetes during COVID. She is also doing a masters. Definitely an example to follow and Tamsin has won employee of the month too.

Sr Harkins has been a well established member of the Clyde Diabetes team for a number of years. There are a number of reasons I feel she deserves this nomination, and specifically for work over the last year. Over her long time working with the RAH (Royal Alexandra Hospital, Paisley) she has developed into a knowledgeable and experienced nurse specialist (currently a band 7 DSN). She is a DAFNE educator and regularly leads courses for our local type 1 population. She is very experienced with all types of diabetes, and in particular specialises in type 1 care, leading her own nurse led clinic.

Patients with diabetes who become pregnant and have raised fasting blood glucose, face a number of issues including high birthweight and poor pregnancy outcomes. Traditional treatment has been led by professional input, however, the outcomes have remained poor. Dr McGovern led a quality improvement project to improve fasting glucose in gestational diabetes by implementing a patient led, insulin dose titration algorithm.
Dr Syed has led a number of initiatives leading to improvement of the diabetic foot service and a reduction in the number of amputations. He has also led projects working within the community by going to schools to improve the public health perspective of prevention of diabetes.

Andrea has worked as a type 1 diabetes nurse specialist and Educator for more than two decades. She is the DAFNE educator and her commitment and care towards the patients is highly appreciated. She is a dedicated nurse who puts the patient first. She is also actively involved in research, contributing to evidence based care.
OUTSTANDING EDUCATOR IN DIABETES

Nominees were selected by their peers and the winner decided by an open online vote.

LIZBETH HUDSON

I have worked with Liz since 2006 and she has always gone the extra mile to help children, young people and parents to understand the information around diabetes care. She is kind and caring and always has time for people - even when she is so very busy. I have a lot of time and respect for Liz (and her team of PDSNs) and I am proud of what they have achieved.

GILLIAN PURCELL

Gillian is instrumental in bringing positive change to the RUH Bath NHSFT patients. Due to the imminent withdrawal of their current meters, she has introduced an insulin adviser app and devised a virtual teaching package to allow education despite the covid restrictions. Her proactive response and comprehensive work has been recognised and shared with the SWPDN. Gillian teaches ‘treat to target’ principles and organises a rich education programme including bitesized education for clinic, teenage events, cooking groups and pizza day. She has written and delivered a download masterclass for families.
Nominees were selected by their peers and the winner decided by an open online vote.

**LIS WARREN**

Lis, has lived with Type 1 Diabetes for over five decades and now retired seems to have a full-time ‘job’ dedicated to helping others with diabetes. Much of what Lis does is in the background, she doesn’t seek the limelight but yet is happy to present and talk, at courses/events for health care professionals. But it is the tireless work she does within the charities, trusts & CCGs for which Lis deserves recognition, making sure patients are represented wherever possible, especially where policies are being set. She also chairs meetings, runs charity stands & everything is done with positivity.

**SALLY BUSSEY**

She looked after and controlled my diabetes from newborn until I was old enough to do it myself, has always supported me through everything. She uses her knowledge of diabetes and her care for me to now help young children within the primary school she works to look after their diabetes and frequently coaches other parents of type 1 diabetic children to help them manage their childs diabetes. She was highly spoken of by many diabetes consultants and nurses throughout my childhood. Her school was specifically told to employ her as a ‘diabetes helper’ due to her commitment with my diabetes.

**WENDY GANE MBE**

Wendy has lived with spina bifida since birth as well as living with T1 diabetes plus other underlying health conditions for most of her life. Having spent decades supporting people living with diabetes and campaigning for improved services and quality of life, in every way imaginable, contributing to numerous committees, service advisory groups, review panels, collaborating with government to empower and educate numerous individuals over many years. Conducting very many roles professionally tirelessly and compassionately, a rock for others to turn to in times of difficulty no one deserves this more than Wendy Gane.
COMING SOON!

Download and share the case studies recognised in 2020

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