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Abstract title

What services do people with diabetes really want? Developing and commissioning non-traditional services to support self-management

Abstract text

Aims and Objectives: The Diabetes Year of Care Programme (YOC) identified that the biggest barrier to providing services to support self-management (SSM) in the context of care planning (CP), is failure to stimulate non-traditional community based providers to support lifestyle change. We describe what needs to be done to address this and provide a 'manual' for commissioning.

Methods: Funded by a NHS Northeast Innovation grant, a NHS North of Tyne sponsored project collaborated with YOC, a local emerging GP consortium, and an established third sector provider. We collated information from YOC pilot sites, other SSM and third sector umbrella projects nationwide, and from IT systems being developed to capture unmet need identified during CP consultations (micro-to-macro-commissioning). We used site visits, desk based research, telephone interviews, and workshops to identify barriers, opportunities and current best practice. The experience and skills of the partnership were used to develop a commissioning manual.

Results: We describe the process of identifying non-traditional services by these means, undertaking formal needs assessment, specifying how unmet need can be addressed in the new health environment, and the models, tools and potential tariff structure needed to support commissioning for SSM.

Conclusions and summary: There are currently no robust models for developing providers of SSM, which will be a critical requirement of the new health environment. This project provides a manual for taking forward this aspect of the care of people with long term conditions using diabetes as an exemplar.

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