

What do I need to do?

The first thing to do is to think about how you could be ready and prepared for your first personalised care and support planning appointment

- What you would like to ask about?
- What matters to you?
- What do you want to get out of your appointment?

Some of the things you could discuss:

<i>Sleep</i>	<i>Feeling down or stressed</i>
<i>Medication</i>	<i>Eating the right amount</i>
<i>Memory</i>	<i>Giving up smoking</i>
<i>Food choices</i>	<i>Coping with my day to day health</i>
<i>Pregnancy and contraception</i>	<i>Alcohol</i>
<i>Driving/travel</i>	<i>Keeping active and getting around</i>
<i>Work/benefits/ money</i>	<i>Relationships/ sex life</i>
<i>Pain/discomfort</i>	<i>My future health</i>
<i>Managing my symptoms</i>	<i>Feeling lonely</i>

Local contact details:

Do you have
DIABETES?

Have you heard about
Personalised Care and
Support Planning or
Year of Care?



What is Personalised Care and Support Planning?

Personalised care and support planning is a term used to describe the way care is organised and delivered.

It involves people with diabetes working with those delivering their care to make joint decisions and agree how their diabetes will be managed.

This creates an opportunity for you to feel more in control of your diabetes.

So what does this mean for me?

Before your appointment:

You will be asked to attend the surgery or clinic about two weeks before your yearly diabetes appointment to have all your checks and measurements done. This may be with a healthcare assistant.

These results will be sent to you before your yearly diabetes appointment. This will give you the chance to be able to think about what the results mean to you and what you might like to discuss.

At your yearly appointment:

You will be able to discuss your results and talk about what is important to you. You will both have an opportunity to raise concerns, talk about any risks and explore what options may be available for you to help you to manage and cope with your diabetes.

It is fine for you to ask questions, it is also okay to say if there is anything you are not sure about.

By the end of the appointment you will have a plan that has been agreed jointly. You might hear this being called your 'care plan' or 'action plan'.

Why change things?

It is important that you know how to manage your diabetes and that you get the right amount of support to help you to do this.

This is more likely to happen if you have the best possible experience when you attend for your diabetes appointment.

What if I don't like this way of receiving my care?

We hope that this way of delivering your care will allow you the opportunity to be more involved in making decisions and more able to have a say in what support you need. For some people this might feel difficult at first.

Personalised care and support planning is not about making you do something that you don't feel comfortable with – it recognises that some people will want more control over their care than others.

If you have any concerns or feel unsure about the way your appointment is happening it is important that you discuss this with someone where you get your diabetes care.

They may be able to help you with the things that you are finding difficult so that you can talk about how you can work together to make things easier or find an alternative way of receiving your care.