



NATIONAL DIABETES PREVENTION PROGRAMME (NDPP) FREQUENTLY ASKED QUESTIONS

What does the programme deliver?

The overall “Healthier You” programme is a 9 month intervention which is split into 4 stages with ongoing 1:1 support. The programme is focussed around an evidence based curriculum (‘X-pert’ health curriculum, written by Dr Trudi Deakin, published 2003). It is referred to as ‘Discovery Learning’ which gives the patients an informed choice and empowers them to make decisions about their own health and wellbeing.

Stage 1: Initial Assessment

60 minute 1:1 appointment with trained Health Coach
Anthropometric measurements
Point of Care testing
Smoking status
Wellbeing measure
Goal setting
Signposting onto other services

Stage 2: Core: Healthy Foundations

7 x weekly group session (2 hours each)
Week 1 - What is pre-diabetes & diabetes
Week 2 - Physical Activity (chair based resistance exercises)
Week 3 - Carbohydrate awareness
Week 4 - Food labels
Week 5 - Long-term health complications related to impaired glucose regulation
Week 6 -- Energy balance and fat awareness
Week 7 - Physical Activity session and progress review

Stage 3: Maintenance: Prevention Plus

4 x monthly group sessions (2 hours each)
Session 1- Barriers to change, health values, habits and goals
Session 2- Stress, emotional eating and mindfulness
Session 3- Habitual thoughts, triggers, inner critic and self-compassion
Session 4- Gaining control of your health, willpower and review

Stage 4: 6 & 9 Month Reviews

1:1 reviews between the Health coach and patients are organised at 6 and 9 months during the programme

Signposting onto other local services

**Can patients with a diabetes Type 2 diagnosis be referred?**

No, only patients meeting the following eligibility criteria can be referred to the NDPP service:-

- 18 years old and over
- Registered with your GP Practice
- HbA1c between 42-47 mmol/mol (6.0%-6.4%) or Fasting Plasma Glucose between 5.5-6.9 mmols/l
- Not pregnant
- Able to take part in light to moderate physical activity

Do all referrals need to be sent from a specific practice email address?

No, it does not matter which email address the referral is made from only that it is a secure "@nhs.net" address. We would however recommend that a generic practice email address that is monitored regularly is used in case ICS need to clarify anything on the referral and the referrer is on annual leave or away from the practice for any reason.

Will I receive confirmation that a referral has been received?

Yes, Confirmation of receipt of referral will be emailed to the email address the referral was sent from.

Can a patient with previous gestational diabetes be referred to the service?

Patients with gestational diabetes usually return to normal glycaemia post-partum and are therefore not currently eligible (as they would not have a blood reading indicating non-diabetic hyperglycaemia (NDH)). NHS England are aware that these patients remain at a high risk of developing the condition and are currently piloting the suitability of the NHS DPP for these individuals in Newham (London). Once this study is completed they will consider if and how to widen access to this cohort of patients and what, if any, tailoring or separate support is required for these individuals.

Is there provision for housebound or people in residential/ nursing homes to take part either through pick up and drop off or 1 to 1 sessions.

As the programme is delivered in group sessions it would not be suitable for housebound patients. We ensure venues used for delivery have disabled facilities and access.

Am I able to refer non English speaking patients?

Yes, if the demand is there we will run a language specific programme. Otherwise they will be asked if they can bring a friend/family member that can speak English.

Is there a limit on the number of times a patient can be referred/number of courses attended?

Currently no, however this scenario is being monitored and may be reviewed at a later date.

How long will a patient have to wait from referral to commencing a course?

Demand led, the higher the number of quality referrals from practices received by the provider enables them to progress the patients to the next steps of initial assessment then behavioural intervention course. Generally 80 referrals are required within a local area to achieve 1 behavioural course. If sufficient quality referrals are received courses could be operational within 6-8 weeks.

What do I do if I have a query around a specific referral?

If you have a query around a specific referral please email the contacts below rather than the general admin hub as they have local knowledge of the HCV area. ;

Janet Gould Martin
Ryan Morrow

Janet.GouldMartin@icshealth.co.uk
Ryan.Morrow@icshealth.co.uk

**What is the venue for the course?**

Venues are not booked until sufficient numbers of patient referrals have been achieved, however the provider is working to pair postcodes with appropriate, local venues so that practices can advise their patients of the likelihood of a course being run in a particular venue (depending upon demand)

What days/times will the courses be available?

Demand led, courses can be made available Monday-Saturday, daytime or evening but will be determined by what the majority of patients require.

Can a patient attend with a friend/relative/carer to support them?

ICS will accommodate requests wherever possible; however this is not guaranteed or advertised as is dependent on the capacity of the venue chosen. Support requirements to be identified/discussed at the patient's initial assessment clinic.

Can a patient join a course part-way?

No, the courses operate on a 'closed' group basis

Do patients have to attend all of the sessions to remain on the course?

Patients do have to be committed to attend all of the sessions of the course which includes an initial assessment, 7 weekly 2 hour education sessions, 4 monthly maintenance sessions, 6 month review, and then a final 9 month review, however in exceptional circumstances, the patient can discuss any attendance issues with the health and wellbeing advisors and a decision can be made as to the most appropriate action to be taken.

If a patient leaves a course can they re-join it at a later date?

If a patient leaves a course part-way it is unlikely that they would be able to re-join the same course, however this is dependent on how many sessions have been missed and the circumstances for non-attendance.

However a patient who does leave a course part-way can be re-referred back to the service provider to attend a new course at a later date.

How much do ICS (NDPP service provider) pay for room hire?

ICS would wish to conduct the initial assessment in a practice if possible and some practices choose to provide this room free of charge. ICS have a budget of £10 per hour for a clinical / consultation room to carry out one-to-one initial assessments and £15 per hour for a group delivery room such as a class room or meeting room, which needs to accommodate 15-20 people.

When are blood tests taken?

A patient can be referred with a HbA1c reading between 42-47 mmol/mol (6.0%-6.4%) or Fasting Plasma Glucose reading between 5.5-6.9mmols/l within the last 12 months. However, if at referral the blood test result is older than 3 months another blood test will be taken at the initial assessment stage to confirm the patient is still within the eligible range. Tests are repeated, by the provider, at the 6 and 9 month 1-1 review sessions to track progress.

What type of blood tests will the provider carry out?

Point of Care testing (POCT) will be carried out by the provider using finger prick sample collection & NHSE approved Siemens DCA Vantage Point-of-Care Analyser. Result will be feed back to the referring practice as part of the Quarterly GP update report.

**What are the qualifications/training of the Health & Wellbeing Coaches delivering the programme?**

- Undergraduate degree e.g. Sport and exercise science, nutrition, public health
- Additional training e.g. CBT, coaching, multiple health behaviour change topics
- REPS 2/3 (if delivering physical activity lessons)

Initial training is a 13 day face-to face and online programme with assessment which covers the following competencies:

- Information Governance
- Incidents and Complaints
- Health and Safety
- Equality and Diversity
- Type 2 Diabetes Management: risk factors and prevention
- Health Behaviour Change
- Smoking Cessation
- Motivational Interviewing
- Goal Setting
- Blood Tests
- Communicating Results
- Delivering Healthy Foundations (X-PERT Health)
- Delivering Prevention PLUS
- Physical Activity & Promotion

Service quality is continually monitored thereafter.

What are the messages being provided in relation to diet?

The dietary messages are focussed on providing the patients with an awareness of different dietary approaches and allows the patient to create their own dietary strategy. They are offered information on a variety of diets such as low fat, Mediterranean, intermittent fasting, low carb diet and the essentials for any dietary approach. The aim is to enable the patient to make an informed decision on a diet that best suits their lifestyle, budget, preference etc.

Who can I contact if I need more information?

If you require any further information please contact:

Scott Walker Project Officer (Diabetes)
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