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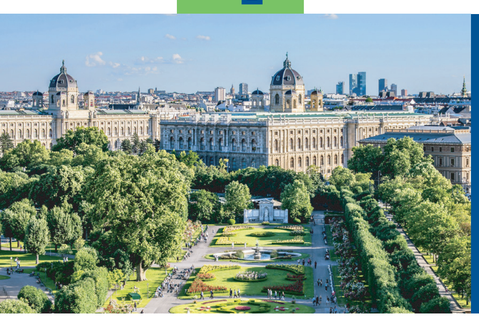

Patient experience of a novel CFRD education clinic

Laura Kinsey, Hannah Winterbottom, Francine Lewis, Joanna Pickles, Samantha Punt, Dr Khaled Tofeec, Dr Anjali Santhakumar, Dr Michelle Harvie and Dr Amanda Brennan

BACKGROUND

Historically, due to the high frequency of hospital appointments that patients with Cystic Fibrosis Related Diabetes (CFRD) have to attend, dietary education has mainly been delivered face to face within the CF multidisciplinary clinics. As these clinics are lengthy and busy, facilitating education and supporting behaviour change can be challenging.

Post-COVID new modes to deliver clinics remotely are available. To facilitate an environment more conducive to education and behavioural change, a stand-alone CFRD virtual clinic was pioneered to deliver bespoke education for people with CFRD.

It offered specialist dietetic and diabetes specialist nurse (DSN) support for those with a new diagnosis of impaired glucose tolerance or CFRD, and those with existing CFRD who needed further education and support virtually alongside new resources developed specifically for CFRD.

AIM

To evaluate patient experience of a novel CFRD education clinic

METHOD

A survey was sent to all patients who attended the CFRD education clinic between the dates 01/02/22 and 01/12/22.

The survey was sent via text, email and the "MyMFT"app (where applicable) in December 2022.

To aid response rate the survey was sent again after 2 weeks.

Likert scales was used to rate patient experience: 1-2 indicated a "negative outcome", 3 "neutral" and 4-5 "positive"

Data was collected from dietetic records on:
- mode of delivery (telephone or video),
- which professional saw them
- reason for referral

RESULTS

26 patients invited to participate in the survey
9 patients responded (RR: 35%)

Mode of delivery:
72% Video appointment
28% telephone (patient preference or if the video appointment failed)

Seen by:
80% Dietitian only
20% joint DSN + Dietitian

REASON FOR REFERRAL

Newly Diagnosed	24% (n:6)
Weight management	8% (n:2)
Nutrition support	4% (n:1)
Carbohydrate counting refresher	16% (n:4)
Adjusting ratios on insulin	4% (n:1)
Review/support/refresher	32% (n:8)
Carbohydrate awareness	16% (n:4)

RESULTS

1. **How would you rate the quality of the service that you received during our diabetes education clinic?**
   Negative: 0% (n:0) Neutral: 0% (n:0) Positive: 100% (n:9)

2. **This clinic is carried out virtually/remotely rather than in person. Did you prefer this format?**
   Negative: 0% (n:0) Neutral: 33% (n: 3) Positive: 67% (n: 6)

3. **Do you feel that your knowledge about diabetes has improved as a result of this clinic**
   Negative: 0% (n:0) Neutral:11% (n:1) Positive: 89 % (n:8)

4. **Did you find it beneficial having your diabetes education outside of your normal cystic fibrosis clinic?**
   Negative: 0% (n:0) Neutral: 11% (n:1) Positive: 89% (n:8)

5. **Do you feel that your confidence about your diabetes management has improved as a result of this clinic?**
   Negative: 0% (n:0) Neutral: 11 % (n:1) Positive: 89% (n: 8)

PATIENT COMMENTS

It gave me a new perspective, updated education and increased knowledge since using the libre

The team are fab and are always there to support me if it's virtual or in person.

It gave me time to focus just on my diabetes away from CF

Gives more focus on the CFRD side of CF. It's nice to explain about insulin control and carb counting in more detail and the mental health side that CFRD does too

I just wish doing virtual would be more set up. Whilst its a good cause I don't have to go to hospital to see them. It does have a few issues. Will say it's great for 1-1 appointments and help with my diabetes care.

CONCLUSIONS

- Patients reported a very positive experience of a stand alone CFRD education clinic
- Patients reported an improvement in confidence and knowledge
- Patients preferred education independent to MDT clinic and virtually
- All new diagnoses and Impaired Glucose Tolerance are now offered an appointment

Limitations
- Small sample size
- Potential Bias: those with positive experience replied
- More objective data to show improvements in outcomes required

Future plans
- Continue to offer this service
- Prospective data collection including evaluation using objective measures
- Evaluation of the role of webinars and social media as a mode of education

Contact details
Laura Kinsey, Lead Dietitian, Manchester Adults Cystic Fibrosis Centre, UK.
email: laura.kinsey@mft.nhs.uk