

Greater Manchester Joint Health Scrutiny Committee

Date: 17 June 2025

Subject: NHS Greater Manchester – Structured Diabetes Education Engagement

Report of: Claire Connor, Director of Communications and Engagement,
NHS Greater Manchester

Purpose of Report

To update the Joint Health Scrutiny Committee on the plans for Structured Diabetes Education services across Greater Manchester and the public involvement.

Recommendations:

The Committee is asked to review the report and highlight if further information is required about the proposed changes to Structured Diabetes Education delivery, from the Diabetes Programme Lead.

Contact Officers

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Equalities Impact, Carbon and Sustainability Assessment: Not applicable.

Risk Management

Structured Diabetes Education aims to provide timely, consistent, and high-quality to all adults living with Type 2 Diabetes (T2D) in Greater Manchester, ensuring equitable access, cultural relevance, and adherence to NICE guidelines.

SDE is a high impact intervention, designed to:

- Reduce risk, and subsequently incidence, of diabetes complications
- Reduce the number of hospital admissions for diabetes patients
- Reduce the need to refer people with T2D to specialist services.

Expected outcomes:

- Improved glycaemic control and psychosocial wellbeing
- Reduced risk of complications
- Improved quality of life.

Legal Considerations

NHS Greater Manchester and providers will meet the statutory duties relating to involvement on service redesigns.

Financial Consequences – Revenue Not applicable

Financial Consequences – Capital Not applicable

Number of attachments to the report: 1 – SDE Engagement Report

Comments/recommendations from Overview & Scrutiny Committee

To be gained from this report.

Background Papers Not applicable

Tracking/ Process: Does this report relate to a major strategic decision, as set out in the GMCA Constitution? No

Exemption from call in.

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency? No

GM Transport Committee Not applicable

Overview and Scrutiny Committee Not applicable

1. Introduction/Background

Greater Manchester and Eastern Cheshire Strategic Clinical Network's (SCN) [Tackling Diabetes Together Greater Manchester Diabetes Strategy](#) aims to improve the quality and consistency of diabetes services. The strategy aligns with the Greater Manchester's Integrated Care Strategy [Improving health and care in Greater Manchester 2023-2028](#).

The Tackling Diabetes Strategy identified the need to commission a Greater Manchester-wide (GM) Structured Type 2 Diabetes Education delivery model (digital/virtual/in-person).

Diabetes is a significant health concern in GM, with 180,000 people currently living with type 2 diabetes (T2D). Structured T2D Diabetes Education (SDE) is critical in empowering individuals to manage their condition effectively. However, current provisions across GM show considerable differences in access, attendance, and outcomes.

The strategic plan aims to redesign the current SDE pathway, ensuring equitable, high-quality education for all individuals diagnosed with T2D. A proposal is being developed to move from the current model which is made up of a number of different services and towards a new commissioning arrangement, and new GM-wide SDE service.

2. Service review

Undertaking a commissioning review requires a co-design approach working with people and communities to define the need, design the model and deliver the solution. It is critical that all decisions are made collaboratively, with our stakeholders including patients from our many communities, as well as those from the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector, so that we can understand the needs and impact on other organisations and system partners.

A Structured Diabetes Education (SDE) service review has been undertaken, which found that there is wide variation in the number of people accessing education across GM localities, with attendance rates sometimes really poor and capacity to deliver courses not meeting the number of patients newly diagnosed with type 2 diabetes. This means GM is not adhering to NICE guidance.

Several different options for improving the availability and uptake of SDE have been considered for further review, including the development of a single locality model, a single provider model and a central referral hub. A number of recommendations have been presented to the GM Diabetes Oversight Group which are currently being explored.

3. Public involvement and the process

NHS Greater Manchester is following a good practice engagement model for ensuring that the public and patients are able to be involved in the redesign of this service.

This includes:

January to March 2025: An eight-week period of engagement took place to seek the views from those patients who have been offered or have attended one of the Structured Diabetes Education across Greater Manchester and learn of their experience. We wanted to hear what was good about the service as well as any barriers to access and suggestions about how the service could be improved.

We were also keen to hear the views of clinicians who refer patients into the service.

During the engagement period, we heard the views of over 400 people. The main themes which came from the insight were:

- The sessions were acknowledged as a great resource, to help those with type 2 diabetes manage their condition more effectively
- An improvement in the referral pathway was needed with better communication about the course and the benefits to attending
- There should be a combination of face-2 face, digital and online packages available.
- More sessions should be made available, taking place in different community venues at different times of the day
- The sessions should reflect the different communities of Greater Manchester, and the content should reflect people's needs, cultures and practices, co-designed with the different audiences.
- Refresher courses should be available.

The detailed engagement report can be found in Appendix 1.

4. Next steps

The finding of this report will be used to influence the next steps of the change process.

This includes the following:

- Notifying Greater Manchester Joint Health Scrutiny Committee (this report) of the intention to redesign the GM Structured Diabetes Education service.

- Greater Manchester and Eastern Cheshire Strategic Clinical Network's (SCN) will develop a case for change which will proceed through GMICB governance process.

5. Recommendations

Greater Manchester Joint Health Scrutiny Committee is asked to acknowledge the report which will be used in the development of a new commissioning arrangement.