

**From:** [Robyn Barnes \(South Western Sydney LHD\)](#)  
**To:** [Committee, Health \(REPS\)](#)  
**Subject:** RE: [SEC=OFFICIAL] Inquiry into Diabetes - Public hearing tomorrow Monday 18 September - necessary information  
**Date:** Tuesday, 26 September 2023 4:55:35 PM

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To whom it may concern,

Below are further details to answer a specific question asked during the public hearing on September 18th ***'is there evidence to show that that has helped reduce waiting times to get into one of the outpatient specialist clinics?'***

From January 2021 to May 2023 a total of 584 referrals have been redirected away from hospital services, ED and wards to individual case conferencing.

Since Diabetes Day Case conferencing (Face to face clinic with Endocrinologists, GP and Diabetes Educator in their practice) commenced in December 2022, a total of 221 patients have been seen, again redirecting patients away from hospital diabetes services. In addition to reducing hospital diabetes service referrals, GPs have been upskilled in diabetes management.

With greater capacity, case conferencing has the potential to redirect many more referrals away from hospital diabetes services, and so can assist with reducing waiting times. Although case conferencing has not specifically been assessed in terms of impact on hospital diabetes services waiting times, future evaluation can include this as a key performance Indicator.

Attached is the evaluation of South West Sydney Case Conferencing from the GP and patient perspectives.

Regards,

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Report

# Type 2 Diabetes Case Conference Day Clinics 2022-23

Diabetes Case Conference Day Clinics focus on upskilling GPs to provide education and personalised treatment for patients. SWSPHN and South Western Sydney Local Health District (SWSLHD) have partnered to deliver tailored case conferencing for patients with type 2 diabetes.

An endocrinologist and diabetes educator attends a general practice for the day to run a clinic for type 2 diabetes patients. Eight eligible patients each receive a 40-minute case conference, followed by a review six months later.

Day clinics held  
Dec 2022 - Aug 2023: **29**

Consultations held  
Jul 2022 - Aug 2023: **221**

A further 34 day clinics are booked between September 2023 and March 2024.

## Patient experience surveys

(37 respondents):

**94.6%** reported they were ready to start making changes now to improve their diabetes care

### Percentage of patients who reported learning something new:

**40.5%** blood glucose readings

**86.5%** diet

**56.8%** exercise

**54.1%** medication

**18.9%** hypoglycaemia/hyperglycaemia

**100%** of patients reported learning something during their appointment

### Patient satisfaction:

All patients felt comfortable during their appointment

Patients had no improvement suggestions

### Patients reported the following information most useful:

- Cholesterol levels
- Taking care of kidneys
- Insulin use
- Controlling sugar levels
- Food options from dietitian
- Given better instruction on diet and exercise
- Insulin doesn't need to be refrigerated after use
- Making small changes can make improvements
- That my diet actually isn't bad
- Cutting down on snacks, make better substitutes
- Learning how different foods can elevate sugars unknowingly
- What I can do to reduce sugar content
- Varying injection site

### South Western Sydney PHN

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## Patients reported these benefits of attending the diabetes case conference appointment:

- The collaborative nature of the appointment. I felt I was not alone in what I need to do.
- Reassurance I am doing the right thing and things I can change to be better.
- I really enjoyed the appointment. Very informative.
- It was very supportive, informative, non-judgemental.
- I was happy with how the appointment was conducted.
- There needs to be more appointments like this.
- Better understanding about diabetes and how to monitor and deal with it.
- Better understanding of my condition and how to deal with it.
- Big help to find out what's going on.
- Care individualised to me and what is best for me.
- Expert review of my current treatment plan.
- Good to rest and refresh knowledge and learn about new options with GP and specialists together.
- Motivation. Sometimes you need a shake by someone to change your thinking process.

## GP experience surveys

(14 respondents)

**85.7%**

of GPs feel more confident in medication management

**71.4%**

of GPs feel more confident in managing and assessing lifestyle education and self-management education

### GPs were asked to rate the services provided by the integrated care team:

- 92.9%** found it very useful with regards to assessment of patients with diabetes
- 92.9%** found it very useful for management of patients with diabetes
- 92.9%** found it very useful to have discussions with the team about management strategies
- 92.9%** found the education provided by the endocrinologist and diabetes educator to practice staff very useful

### GP feedback:

- A very professional setup, all referrals were done well, and the whole team - admin, diabetic educator, and the endo specialist - gave us an excellent service - patient feedback was good. Able to start insulin on a few patients - well done to the team and the reports were comprehensive.
- I really like this. Good for patients. Good for GP.
- The case study presentations and ability to ask questions were very helpful.
- Would appreciate it if more such case conferences can be organised in the future.