



Llywodraeth Cymru
Welsh Government



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Supporting people with Type 2 Diabetes in Primary Care

General Practice

For more information about this case study contact:

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Redmoor Health
ELC Partnership
Person-centred digital care



“I found sharing information and tips with others really helpful”

Our Challenge

Due to Lockdown, we were struggling to provide appointments for patients to have their diabetic reviews. We hypothesised that offering video group clinics (VGCs) would provide a good service to patients and support them to gain more autonomy for their own health. We picked diabetes because sharing ideas in a group is helpful e.g. diet tips and suitable food types. We have never had easy access to patient education sessions locally, and hoped VGCs would provide much of the information that would be covered in these.

Our Group Clinic Design

We offered our Type 2 Diabetic patients a VGC as part of their annual review. All patients were either sent a text or phoned with the offer. Those who agreed were sent a text or email, outlining what the VGC would entail, how to join and the etiquette.

On the day, if people were struggling to join, we phoned them to talk them through the process.

We held 3 VGCs with clinical input from Jenny (GP) and facilitated by Helen (health care assistant).

As the Covid 19 situation settles, we hope to offer a choice of both face to face and online diabetes group clinics.

Discussion Board

- Hba1c
- Cholesterol
- BP
- ACR
- Eye Screening

What Changed & Improved?

Efficiency and Access

- Previously diabetes review appointments were 15 minutes long. The VGC was completed in 60 minutes with up to 6 patients, thus saving at least 30 minutes of clinician time
- Recruitment was challenging. There was a mixed response to the video offer. We work in a rural area and many people are not particularly IT proficient. We are keen to provide face to face sessions to increase uptake and offer patients more choice in the future

Clinical Impact

It is too soon to know whether the patients who attending VGCs have shown an improvement in Hba1c. However, 2 of the patients have succeeded in losing significant weight and others have shown better engagement with screening programmes.

Psycho Social Impact

At first, patients had concerns about sharing personal data, but during the clinic all patients wanted to know their individual biometrics and were happy to share them in front of the group. They found it very useful to be able to compare themselves. This led to a lot of sharing of tips on managing diabetes.

Experience of Care

The sessions went very well. Patients found sharing information and tips useful and enjoyed discussing their challenges and issues with others. We think that we would have had more engagement if we had been able to hold sessions in person. This is something we are considering when Lockdown restrictions lift and the COVID 19 situation improves.



“The video sessions went well. We would like to try face-to-face group clinics when restrictions lift”

