



For more information about this case study contact:

Georgina Craig: georgina@elcworks.co.uk

Harry Albert (Haringey GP federation): harry.albert@nhs.net



“ People loved talking about their medication. They did not want to leave the group”



Our Challenge

Integrated care networks set up a new diabetes service, with newly diagnosed and poorly controlled people offered an extended (one hour) one to one appointment. Data showed that Turkish speaking people were not taking up this service. The team offered Turkish language group clinics facilitated by native speaking care navigator Heval.

Our Group Clinic Design

GPs referred people to the group clinic hub. In advance, Heval undertook a one to one holistic needs assessment, and a clinical pharmacist diabetes specialist undertook a desk-top medication review for each patient referred. She also consulted with patients at the subsequent group clinic. Participants were encouraged to bring along any medication they had questions about. A dietician also joined for 30 minutes to answer diet focused questions. The group clinic lasted 90 minutes. A dietician led group clinic was scheduled immediately after in the same venue. People attended that too if they wanted further advice about diet.

Results Board

- Medication
- BMI
- Cholesterol
- HbA1c
- eGFR
- Blood pressure
- Questions for clinician and dietician on coloured coded post it notes

What Changed & Improved?

Efficiency and Access

- The clinical pharmacist and dietician supported 6-7 patients in 40 and 30 minutes respectively
- 10 people were invited, with an average of 6 attending; high compared to other Turkish speaking community groups
- GP teams received 10 medication reviews per session, which saved practice time
- The group clinic enabled people to bring along relatives and drop in for support
- The care navigator reported that attending the group clinic warmed people up for other group activities, which made his job easier

Clinical Impact

- Care navigator enrolled 10 people for gym Patients with diabetes engaged and started to self manage
- The pharmacist identified medicine red flags Culturally specific diet myths were busted

Psycho Social Impact

- Expert patients emerged and supported peers
- People felt listened to and understood, which built trust and social inclusion

Experience of Care

- Patients said, 'I can't believe this hasn't happened sooner' and wanted group clinics for other LTCs
- People enjoyed comparing their results, and medication in particular. They liked sharing progress; bragging about success!
- The delivery team grew closer and built on each others' strengths and knowledge
- The care navigator enjoyed sharing his passion and having space to express himself
- GPs are keen to refer more people to the service, which is on hold due to COVID 19



“I must have taken 10 people to enrol at the gym after group clinic. I saw people coming back to group clinic together as friends. It definitely helped people connect” Heval, care navigator

