

Our Reference      North East and North Cumbria ICB\  
FOI ICB 24–287

NECS – John Snow House  
Durham University Science Park  
Durham  
DH1 3YG

Tel: 0191 301 1300  
E-mail: [necsu.icbfoi@nhs.net](mailto:necsu.icbfoi@nhs.net)

By Email

7 November 2024

Dear Applicant

**Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)**

Thank you for your request received by North of England Commissioning Support (NECS) on 16 October 2024 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000.

The ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

**Your Request**

What education is there for someone with type 2 diabetes that you offer?

*To clarify:*

According to NICE a simple Google search shows that the have guidelines on Diabetes 2 do you adhere to search and if so what education do you provide as I have not received any education

NICE guidance is <https://www.nice.org.uk/guidance/ng28> with detail:

1.3.2: Provide dietary advice in a form sensitive to the person's needs, culture and beliefs, being sensitive to their willingness to change and the effects on their quality of life. [2009]

1.3.3: Encourage adults with type 2 diabetes to follow the same healthy eating advice as the general population, which includes:

- eating high-fibre, low-glycaemic-index sources of carbohydrate, such as fruit, vegetables, wholegrains and pulses
- choosing low-fat dairy products
- eating oily fish

- controlling their intake of saturated and trans fatty acids. [2009]

1.3.4: Integrate dietary advice with a personalised diabetes management plan, including other aspects of lifestyle modification such as increasing physical activity and losing weight. [2009]

1.3.5: For adults with type 2 diabetes who are overweight, discuss and agree an initial body weight loss target of 5% to 10%. Remember that a small amount of weight loss may still be beneficial, and a larger amount will have advantageous metabolic impact in the long term. [2009]

## **Our Response**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

### County Durham place

Within the Integrated Diabetes Service Specification, adults with Type 2 diabetes are offered a structured education programme during the diagnosis conversation.

This structured education provides information on how to manage diabetes through diet, physical activity, and medication. This will help improve knowledge and skills and increase patient activation to self-manage effectively.

### Gateshead, Northumberland and North Tyneside places

The ICB in Gateshead, Northumberland and North Tyneside places currently commissions a type 2 diabetes structured education service, which is currently provided by Spirit Health Ltd.

The aim of the service is to provide the people of North Tyneside, Northumberland and Gateshead with a community-based education service for people with Type 2 diabetes, which allows patients to choose the learning environment which is best suited to their needs. Patients can choose between face-to-face groups, online groups sessions or a solo digital programme.

The objectives of the service are to:

- Maximise patient benefit by proactively coordinating participation in structured education.
- Improve patients' ability to self-manage their diabetes.
- Signpost patients to local services to support long term lifestyle changes to improve their mental and physical health.
- Support patients to set their own goals and develop their own personal action plan about their future diabetic management.
- Ensure that patients / carers have a greater understanding of the need to attend screening appointments (e.g. retinopathy, podiatry).
- Ensure patients have a greater understanding of the importance of the nine care processes, their targets and their relevance to protecting their future health.
- Ensure patients are aware of the relevant frequency and access to testing for the nine care processes. The nine care processes are:
  - HbA1c testing
  - Blood pressure
  - Cholesterol measurement
  - Feet examination
  - Serum creatinine

- Urine albumin/Creatinine ratio
- Retinopathy Screening
- Body mass index (BMI) measurement
- Smoking status

Acceptance criteria:

- Those who are 18 and over with Type 2 diabetes who are registered with a GP practice in North Tyneside, Northumberland or Gateshead.

Exclusion criteria:

- Patients with Type 1 diabetes.
- People aged 17 and under.
- People living within North Tyneside, Northumberland or Gateshead who are not registered with a North Tyneside, Northumberland or Gateshead GP.

Gateshead are jointly (with Northumberland and North Tyneside) currently out to procurement (starting 1 April 2025) for a Type 2 Diabetes Structured Education Service. We have commissioned an interim provider to provide the service until 31 March 2025 (Spirit Healthcare Ltd.).

#### Newcastle place

Newcastle currently offers the following services:

- DESMOND (Diabetes Education and Self-Management for Ongoing and Newly Diagnosed) – a structured education for newly diagnosed T2 patients.
- myDESMOND – online structured education for newly diagnosed T2 patients.
- Turning Point – 1 to 1 appointment for patients over a year diagnosed.

#### North Cumbria place

Education offered in North Cumbria includes DESMOND Education Courses and DESMOND Toolkit Courses. These courses can be in person at either Cumberland Infirmary or West Cumberland Hospital or virtually via Attend Anywhere.

#### South Tyneside and Sunderland places

Education offered in South Tyneside and Sunderland:

- DESMOND – a structured education programme for people with Type 2 diabetes. Face-to-face group sessions or an online version are available.
- Healthy Living – Healthy Living is a free, online NHS programme that supports people to live well with type 2 diabetes – [Healthy Living](#)

#### Tees Valley place

Education provided is documented within the Service Specifications attached.

- South Tees Hospitals NHS FT Community Diabetes Service Specification
- North Tees & Hartlepool NHS FT Diabetes Service Specification
- County Durham and Darlington NHS FT Service Specifications

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*S Davies*

**S Davies**  
**Information Governance Officer**