



DIABETES AND YOU

PRACTICE INFORMATION PACK

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CONTENTS

1. About Diabetes and You

1.1 What is Structured Education?

2. Staying Up to Date

3. Participant Eligibility, Identification and Booking

3.1 Who Can Attend?

3.2 Identifying Eligible Participants

3.3 Booking and Recruitment

3.4 Suggested Booking Algorithm

4. Course Delivery

4.1 Course Content

4.2 Delivery Model

4.3 Programme Resources

4.4 Participant Resources and Signposting

4.5 Participant Feedback

4.6 Course Register

4.7 SNOMED Coding

5. Diabetes and You Educators

5.1 Becoming a Diabetes and You Educator

5.2 Educator Development Pathway

5.3 Accessing Educator Support

6. Funding Available

6.1 Course Funding

6.2 Educator Development Funding

6.3 Attendance Expectations and Funding Adjustments

6.4 Reporting and Payment

7. Contact Information

Appendices

Appendix A - Diabetes and You Waiting Area Poster

Appendix B - Participant Invitation and Communication Templates

Appendix C - Suggested Patient Identification and Booking Process

Appendix D - Diabetes and You Venue Suitability Checklist

Appendix E - Diabetes and You Participant Feedback Flyer

Appendix F - Printable Diabetes and You Participant Feedback Questionnaire

Appendix G - Example Completed Diabetes and You Course Register

Version Control

1.ABOUT DIABETES AND YOU

Diabetes and You is a QISMET-accredited structured education programme for adults living with Type 2 diabetes. The programme aims to support people to develop the knowledge, skills and confidence required to successfully self-manage their condition and make informed decisions about their health.

Structured education is recognised as a key component of high-quality diabetes care and should be routinely offered to people living with Type 2 diabetes. Diabetes and You helps participants better understand their condition, build confidence in self-management and identify practical actions that can support their health and wellbeing. Referral to structured education should represent a genuine offer of the programme, with a clear route for the patient to attend through an available course, planned future course or active waiting list.

The programme is primarily intended for people newly diagnosed with Type 2 diabetes but may also be offered to individuals who would benefit from refresher education or additional support with self-management. Family members, carers and supporters are welcome to attend and can play an important role in supporting long-term behaviour change and self-management.

Diabetes and You is delivered as a three-session programme covering:

1. Understanding Type 2 Diabetes
2. Living Well with Diabetes
3. Food and Diabetes

The programme is commissioned by NHS Cornwall and Isles of Scilly Integrated Care Board and designed and coordinated by Cornwall Primary Care Training Hub. **Diabetes and You is delivered locally through Primary Care Networks (PCNs)**, with courses delivered by practices and educators working collaboratively within their local PCN. Local delivery enables participants to access structured education within their own communities, strengthens links with local healthcare professionals and services, and supports the development of a sustainable educator workforce across Cornwall and the Isles of Scilly.

Practices and PCNs play a vital role in identifying eligible participants, promoting attendance and supporting local delivery. Cornwall Primary Care Training Hub provides the curriculum, funding, educator development, resources, quality assurance and ongoing support to help practices and PCNs establish and maintain Diabetes and You.

1.1 What is Structured Education?

Structured education is more than the provision of written information or brief lifestyle advice during a consultation. It is a planned, evidence-based educational intervention delivered using an approved curriculum by appropriately trained educators. Diabetes and You provides participants with dedicated time to develop the knowledge, skills and confidence required to successfully self-manage Type 2 diabetes through interactive learning, discussion and reflection.

Participation in a structured education programme should therefore represent a genuine opportunity for patients to access the programme through an available course, planned future course or active waiting list.

Examples of structured education include:

- Attendance at an accredited structured education programme such as **Diabetes and You**.

The following would **not normally constitute structured education**:

- Provision of written information or leaflets alone.
- Brief advice or education delivered opportunistically during a routine consultation.
- A standard annual diabetes review.
- A medication review or lifestyle discussion undertaken as part of routine care.
- Recording a referral where no mechanism exists for the patient to access a course or active waiting list.

Referral to Diabetes and You should represent a genuine offer of structured education. SNOMED referral codes should only be recorded where patients have a clear route to accessing the programme through an available course, planned future course or active waiting list.

2. STAYING UP TO DATE

Cornwall Primary Care Training Hub is committed to ensuring practices, PCNs and educators have access to the latest Diabetes and You information, resources and guidance.

Practices and educators are encouraged to:

- Visit the [Diabetes and You webpage](#) regularly for programme information, resources and updates.

- Subscribe to the **Diabetes and You Newsletter** for programme updates, resources and opportunities.
- Participate in **Diabetes and You Forum's**.
- Access development opportunities through the Cornwall Primary Care Training Hub **Facilitator Development Framework**.

Programme updates, new resources, funding information, educator opportunities, examples of good practice and other important communications are routinely shared through the **Diabetes and You Newsletter** and dedicated **Diabetes and You webpage**. For further information about the programme, educator development opportunities, available resources or local delivery support, please contact the Diabetes and You Team via the Cornwall Primary Care Training Hub Workforce email at kernowhealthcic.workforce@nhs.net.

3. PARTICIPANT ELIGIBILITY, IDENTIFICATION AND BOOKING

3.1 Who Can Attend?

Diabetes and You is intended for adults aged 18 years and over living with Type 2 diabetes. Whilst priority should be given to people who are newly diagnosed, the programme should also be offered to individuals who would benefit from refresher education, additional self-management support or an opportunity to revisit key diabetes-related topics.

This may include people with established Type 2 diabetes, individuals experiencing changes to treatment or health status, or those seeking to improve their understanding and management of diabetes. Family members, carers and supporters are welcome to attend alongside participants where appropriate, recognising the important role they can play in supporting self-management and behaviour change.

Practices and PCNs are encouraged to routinely promote Diabetes and You as part of diabetes care and should consider offering the programme:

- At the time of diagnosis.
- During annual diabetes reviews.
- Following significant changes to treatment or management.
- When additional education and support may be beneficial.
- To individuals who have never attended structured education.

- To individuals who may benefit from refresher education.

A **Diabetes and You promotional poster** is included within Appendix A and may be printed and displayed within waiting areas and other practice settings to help raise awareness of the programme.

Diabetes and You has been designed specifically for adults living with Type 2 diabetes and is not suitable for individuals with Type 1 diabetes. People with other forms of diabetes, or those unable to engage with a group-based education programme, who may require alternative education, support or referral pathways. Where there is uncertainty regarding suitability, practices are encouraged to contact the Diabetes and You Team for advice.

3.2 Identifying Eligible Participants

Practices and PCNs are responsible for identifying eligible participants and promoting access to locally delivered Diabetes and You courses. Many practices and PCNs utilise clinical system searches to identify potential participants. Searches may be undertaken routinely or in advance of planned course dates to support recruitment.

Participant identification may also occur through:

- Annual diabetes reviews.
- Newly diagnosed patient pathways.
- Routine diabetes appointments.
- Opportunistic promotion during clinical contacts.
- Referrals from members of the practice or PCN team.

Practices and PCNs are encouraged to adopt a proactive approach to participant identification and recruitment. A range of approaches may be used depending on local systems, workforce and patient population.

An example Diabetes and You Administration Guide, developed by Bosvena and Three Harbours PCN and shared as an example of local good practice, is available to support participant identification, recruitment, booking and course administration. Practices and PCNs wishing to access a copy of the guide should contact the Cornwall Primary Care Training Hub Workforce Team at kernowhealthcic.workforce@nhs.net.

3.3 High-Quality Referral and Patient Engagement

Referral to Diabetes and You should be more than a coding exercise or administrative process. Wherever possible, eligible patients should be provided with

clear information regarding the role and benefits of structured education, enabling them to make an informed decision about attendance.

A referral to Diabetes and You should only be recorded where patients have been offered access to the programme and there is a clear process for them to attend, either through a scheduled course or an active waiting list. Simply recording a referral code without a means for the patient to access structured education is inconsistent with the principles of the programme and national expectations for structured education referral.

People living with Type 2 diabetes spend only a small proportion of their time with healthcare professionals and are responsible for the day-to-day management of their condition. **High-quality structured education can improve diabetes knowledge, confidence and self-management skills, support healthier lifestyle choices and contribute to improved long-term health outcomes.**

Clinicians are encouraged to discuss Diabetes and You with patients at diagnosis, during annual reviews and when additional support with self-management may be beneficial. **Referral conversations should emphasise that structured education is a key component of high-quality diabetes care and can support people to:**

- Better understand Type 2 diabetes and its management.
- Build confidence in self-management and decision-making.
- Improve diabetes knowledge and self-efficacy.
- Make sustainable lifestyle changes.
- Reduce cardiovascular risk factors.
- Improve long-term health outcomes and reduce the risk of diabetes-related complications.
- Connect with others living with Type 2 diabetes and learn through shared experiences.

To raise awareness of structured education and support high-quality referral conversations, practices and PCNs may wish to display the [Diabetes UK Taking Control patient poster](#), Diabetes and You promotional poster (see appendix A) and other reputable educational resources within waiting areas and other patient-facing environments.

Practices and PCNs should also consider incorporating information regarding the benefits of structured education into patient invitation communications. Example communication templates are provided within Appendix B.

3.4 Booking and Recruitment

Once eligible participants have been identified, practices and PCNs should implement a local booking and recruitment process that reflects their systems, workforce and population. Ultimately, the approach to managing invitations, bookings and participant communication is at the discretion of the practice or PCN.

Participants may be invited by letter, text message, email or telephone call. Booking arrangements will vary between organisations and may include booking through practice appointment systems, telephone booking, email booking, text message responses or open-access courses where appropriate.

Practices and PCNs should make every effort to recruit a minimum of 10 participants per course, recognising that funding is linked to attendance as outlined within the Funding section of this Practice Information Pack. Practices are encouraged to maximise recruitment wherever possible to account for anticipated non-attendance, increase access to structured education and optimise use of available funding. Delivery to more than 15 participants is supported and incentivised through the funding model.

Where appropriate, practices and PCNs are encouraged to consider collaborative delivery models, including opening courses to neighbouring Primary Care Networks (PCNs) or wider Integrated Neighbourhood Teams (INTs), particularly where local provision is limited or unavailable. Collaborative delivery can improve access, maximise participant numbers and make best use of available educator capacity.

Experience from existing Diabetes and You delivery demonstrates that proactive participant engagement can significantly improve attendance rates. Practices and PCNs are encouraged to:

- Invite more participants than the minimum attendance requirement to account for anticipated non-attendance.
- Send reminder communications before Session 1 and, where possible, before Sessions 2 and 3.
- Follow up non-responders where practical.
- Maintain waiting lists to help fill cancelled places.
- Re-invite patients who do not initially respond to invitations.
- Consider targeted telephone contact with participants who may benefit from additional encouragement or support to attend.

- Where capacity allows, consider opening courses to neighbouring practices, Primary Care Networks (PCNs) or wider Integrated Neighbourhood Teams (INTs), particularly where local provision is limited.

Collaborative delivery can improve access, maximise attendance and make best use of available educator capacity. Practices and PCNs wishing to advertise or open places to neighbouring organisations should contact Diabetes and You team via email at kernowhealthcic.workforce@nhs.net who can support promotion of available courses across local networks where appropriate.

To support participant recruitment and engagement, **Cornwall Primary Care Training Hub provides a range of communication templates**, including invitation letters, text messages, booking confirmations and reminder messages. These resources are available within **Appendix B** and may be adapted for local use

3.4 Suggested Booking Algorithm

There is no single correct approach to identifying participants, managing bookings and promoting attendance. Practices and PCNs should utilise local systems and processes that best meet the needs of their population, workforce and available resources. The suggested Diabetes and You Booking Algorithm below outlines one example of a process that practices and PCNs may wish to adopt or adapt locally. A visual flowchart version of the algorithm is also provided within Appendix C.

Suggested Diabetes and You Booking Algorithm

Timing	Key Actions	SNOMED Coding (Where Applicable)
6 - 8 Weeks Prior	Identify eligible participants, confirm course dates and venues, and begin recruitment activity.	n/a
6 Weeks Prior	Send invitations and begin accepting bookings. Consider inviting more participants than the minimum attendance requirement to account for anticipated non-attendance.	Record referral to Diabetes Structured Education Programme where appropriate.

Timing	Key Actions	SNOMED Coding (Where Applicable)
2 - 4 Weeks Prior	Review booking numbers, follow up non-responders and utilise waiting lists where appropriate.	Record declined offers where appropriate and continue to record referrals for participants accepting a place.
1 Week Prior	Send reminder communications and confirm joining information with booked participants.	n/a
On the Day	Send reminder text message or telephone call where appropriate. Confirm venue, timings or joining link and provide a contact number for any last-minute queries.	n/a
After Each Session	Update the Diabetes and You Course Register. Record attendance within the clinical record where appropriate. Encourage participants to complete the approved feedback questionnaire using the QR code or web link.	Record Attended Diabetes Structured Education Programme where appropriate.
Following Session 3	Confirm programme completion, update attendance records, ensure participant feedback has been submitted and submit the Course register and invoice to Cornwall Primary Care Training Hub.	Record Completed Diabetes Education Programme where appropriate.

Cornwall Primary Care Training Hub is available to provide advice and guidance on participant identification, recruitment planning and local booking processes. Practices and PCNs wishing to explore collaborative delivery across neighbouring practices, Primary Care Networks (PCNs) or wider Integrated Neighbourhood Teams (INTs) are encouraged to contact the Diabetes and You Team via email kernowhealthcic.workforce@nhs.net. Where appropriate, the Training Hub can help facilitate local connections and promote available courses through existing communication channels.

4. COURSE DELIVERY

4.1 Course Content

Diabetes and You is delivered as a structured education programme consisting of **three sessions**;

Session 1 - Understanding Type 2 Diabetes provides an introduction to Type 2 diabetes and the principles of self-management. Topics include understanding diabetes, blood glucose and HbA1c, causes and symptoms, diabetes-related complications and developing personal goals and action plans.

Session 2 - Living Well with Diabetes focuses on practical approaches to living well with Type 2 diabetes. Topics include physical activity, cardiovascular risk reduction, blood pressure and cholesterol, emotional wellbeing and strategies to support ongoing self-management and behaviour change.

Session 3 - Food and Diabetes explores food, nutrition and sustainable lifestyle changes. Topics include carbohydrates and blood glucose, healthy eating principles, food labels, portion awareness, weight management and practical approaches to making healthier food choices.

4.2 Delivery Model

Diabetes and You provides a total of 4.5 hours of structured education and is typically delivered as three 90-minute interactive group sessions. Sessions are designed to encourage discussion, reflection, shared learning and the practical application of information to everyday life.

The programme may be delivered **face-to-face, virtually or using a hybrid model**, depending on local need, educator availability and participant preference. Whilst the recommended delivery model is three 90-minute sessions, practices and PCNs may adapt the format where appropriate, provided all programme content and learning objectives are delivered and the total structured learning time remains equivalent to 4.5 hours. For example, some organisations may choose to deliver the programme as two sessions of approximately 2 hours and 15 minutes each.

When planning delivery, practices and PCNs are encouraged to consider the needs of their local population and offer a range of delivery times where appropriate, including daytime, evening or weekend sessions. Consideration should be given to factors such as employment commitments, caring responsibilities, transport, venue accessibility and digital access to help reduce barriers to participation and maximise attendance.

Successful delivery of Diabetes and You relies not only on high-quality education but also on providing a venue that is safe, accessible and appropriate for group learning. When using a new venue, practices and PCNs should complete the **Diabetes and You Venue Suitability Checklist** prior to delivery. The checklist supports consideration of accessibility, facilities, technology requirements, health and safety, confidentiality and overall participant experience. **The Venue Suitability Checklist is provided in Appendix E.**

4.3 Programme Resources

Cornwall Primary Care Training Hub maintains a range of resources to support the delivery, administration and ongoing development of Diabetes and You. Many of these resources are included within the appendices of this Practice Information Pack. Larger supporting documents are available via the dedicated Diabetes and You webpage, whilst educator course materials, including the approved session slide sets, are available on request by contacting the Diabetes and You Team at kernowhealthcic.workforce@nhs.net.

Resource updates, newly developed materials and programme changes will be communicated through the Diabetes and You Newsletter, Educator Forum and the dedicated Diabetes and You webpage.

Resources currently available include:

Programme Delivery Resources

- Diabetes and You Session 1 – Understanding Type 2 Diabetes PowerPoint
- Diabetes and You Session 2 – Living Well with Diabetes PowerPoint
- Diabetes and You Session 3 – Food and Diabetes PowerPoint

Practice and Administration Resources

- Diabetes and You Course Register
- Diabetes and You Booking Algorithm
- Diabetes and You Administration Guide
- Participant Invitation and Communication Templates
- Diabetes and You Promotional Waiting Room Poster
- Diabetes and You Venue Suitability Checklist

Participant Feedback Resources

- Diabetes and You Participant Feedback Questionnaire (Microsoft Forms)
- Diabetes and You Participant Feedback Flyer (QR Code and Web Link)

- Diabetes and You Participant Feedback Questionnaire (Printable Version)

Educator Resources

- Diabetes and You Educator Development Workbook
- Diabetes and You Educator Review and Development Record

Programme Communications and Support

- Diabetes and You Newsletter
- Diabetes and You Educator Forum
- Diabetes and You Webpage
- Facilitator/Educator framework

Participant Information and Self-Management Resources

- Recommended participant information resources
- Self-management support resources

4.4 Participant Resources and Signposting

Practices and educators are encouraged to utilise these resources throughout the participant journey. Printed resources may be distributed during Diabetes and You sessions to reinforce key learning, whilst links to online resources can be shared electronically, for example within invitation emails, text messages, follow-up communications or practice websites, to support ongoing self-management beyond the course.

Some recommended resources include:

- [**Diabetes UK Newly Diagnosed Type 2 Diabetes Support**](#) Free email-based support programme for people newly diagnosed with Type 2 diabetes.
- [**Your Guide to Type 2 Diabetes**](#) Comprehensive guide covering understanding diabetes, healthy eating, physical activity, medications and reducing the risk of complications. Practices are encouraged to provide hard copies during Session 1 where possible.
- [**Eating Well with Diabetes**](#) Practical guide covering healthy eating, carbohydrates, portion sizes, food labels and meal planning. Practices may wish to provide hard copies during Session 3.
- [**Diabetes UK Learning Zone**](#) Free online learning platform offering additional learning modules and self-management support.
- [**Diabetes UK Information Prescriptions**](#) Evidence-based information leaflets covering a range of diabetes-related topics to reinforce learning and support ongoing self-management.

- [Care to Expect business card Z fold leaflet-Type 2](#) Patient resource outlining recommended diabetes care processes, checks and appointments.
- [Understanding food labels](#) Diabetes UK resource supporting healthier food choices and food label interpretation.

Additional resources may be recommended from time to time and will be communicated through the Diabetes and You Newsletter. Practices and educators may utilise additional resources to support learning and self-management, however these should be evidence-based, from trusted sources and consistent with current diabetes guidance.

4.5 Participant Feedback

Participant feedback is an important part of Diabetes and You and supports programme evaluation, quality assurance and ongoing improvement. All participant feedback must be collected using the approved [Diabetes and You Participant Feedback Questionnaire \(Microsoft Forms\)](#).

Practices and PCNs should:

- Encourage all participants to complete the feedback questionnaire following each session.
- Display and promote the approved QR code and web link during delivery.
- Aim to achieve a minimum feedback completion rate of 50% of attendees.
- Review participant feedback to identify learning points and opportunities for improvement.

The electronic questionnaire is the preferred method of feedback collection and should be promoted throughout programme delivery using the approved QR code and web link. A **Diabetes and You Participant Feedback Flyer**, containing the QR code and web link, is provided within **Appendix E** and may be printed, displayed or laminated for use during sessions.

Where completion of the electronic questionnaire is genuinely not possible, a printable version of the feedback questionnaire may be used. The printable questionnaire is provided within **Appendix F**. In these circumstances, it is the responsibility of the practice or PCN to enter all responses into the approved Microsoft Forms questionnaire on the participant's behalf. **Scanned copies, photographs or emailed copies of completed paper questionnaires will not be accepted.**

Only feedback submitted through the approved Microsoft Forms questionnaire will be included within programme reporting. Submission of participant feedback is a mandatory programme requirement and forms part of the evidence required for release

of course funding. **Payment will not be released until the required feedback data has been submitted.**

4.6 Course Register

Practices and PCNs are required to submit a completed **Diabetes and You Course Register** for all locally delivered courses using the approved template.

The Course Register has been designed to support the administration, delivery and reporting of Diabetes and You courses and provides a simple way to record participant progression throughout the programme. Information recorded within the register includes participant bookings, attendance, completion, non-attendance, programme outcomes and associated SNOMED coding requirements.

Many practices and PCNs may find it helpful to use the Course Register throughout recruitment and delivery as a single tool to track participant activity and support reporting requirements. However, practices and PCNs may continue to utilise their own local booking, administration and attendance management systems where preferred.

Practices and PCNs using alternative local booking or attendance management systems are not required to retrospectively complete every participant row within the Course Register. **As a minimum, the summary information and totals required for programme reporting, evaluation, funding and commissioner reporting must be completed accurately prior to submission.**

Where the Course Register is being used as the primary local booking and attendance management tool, patient identifiable information may be recorded and maintained as required for local operational purposes. However, prior to submission to Cornwall Primary Care Training Hub, **all patient identifiable information must be removed** and replaced with patient initials. Only anonymised Course Registers should be submitted.

The Course Register supports:

- Programme monitoring and evaluation.
- Quality assurance and service improvement.
- Attendance-based funding calculations.
- Commissioner reporting requirements.
- Verification of course delivery activity and participant outcomes.

Submission of a completed Course Register is a mandatory programme requirement and forms part of the evidence required for release of course funding. **Payment will not**

be released until the completed Course Register has been received and reviewed by Cornwall Primary Care Training Hub.

The Course Register includes guidance regarding completion requirements, attendance recording and associated SNOMED codes. An Example Completed Diabetes and You Course Register is provided within Appendix F.

As participants progress through the identification, referral, booking, attendance and completion journey, the relevant SNOMED codes should be recorded within the patient's clinical record at the appropriate stages. Guidance regarding when to apply referral, attendance, completion and non-attendance (DNA) codes is provided within the Diabetes and You Course Register and the Suggested Booking Algorithm. The approved Diabetes and You Course Register template can be obtained from the Cornwall Primary Care Training Hub Workforce Team via kernowhealthcic.workforce@nhs.net.

4.7 SNOMED Coding

Accurate SNOMED coding is an essential part of Diabetes and You delivery and supports patient care, recall processes, programme evaluation and commissioner reporting. Practices and PCNs are responsible for ensuring that appropriate SNOMED codes are recorded within the patient's clinical record throughout the participant journey. This includes recording referrals, declined invitations, attendance, completion and non-attendance where applicable.

The Diabetes and You Course Register includes the recommended SNOMED codes and may assist practices and PCNs in monitoring participant outcomes and coding requirements. However, it remains the responsibility of the practice or PCN to ensure codes are accurately recorded within the clinical record.

The following SNOMED codes should be used when recording participation in Diabetes and You:

Activity	SNOMED Code
Referral to Diabetes Structured Education Programme **	415270003
Diabetes Structured Education Programme Declined	306591000000103
Attended Diabetes Structured Education Programme	413597006

Activity	SNOMED Code
Completed Diabetes Education Programme	755491000000100
Did not attend Diabetes Education Programme	306861000000107

**SNOMED referral codes should only be applied where a genuine referral to structured education has been made and there is a clear route for the patient to access the programme through an available course or active waiting list.

Practices requiring support with SNOMED coding or recording participation within clinical systems should contact the Cornwall Primary Care Training Hub Workforce Team at kernowhealthcic.workforce@nhs.net.

5. DIABETES AND YOU EDUCATORS

5.1 Becoming a Diabetes and You Educator

The long-term aim of Diabetes and You is to support sustainable local delivery within practices and PCNs. Wherever possible, courses should be delivered by trained local educators who understand their communities and can connect participants with local services, resources and ongoing support.

Diabetes and You educators may be registered or non-registered members of the practice or PCN workforce. Whilst some existing knowledge of diabetes is beneficial, individuals with a willingness to develop their knowledge and skills may also be suitable. Above all, educators should be enthusiastic, motivated and committed to supporting people living with Type 2 diabetes through a person-centred approach.

All educators are required to complete the approved Diabetes and You Educator Development Pathway before independently delivering the programme. Practices and PCNs interested in developing a Diabetes and You educator should contact the Cornwall Primary Care Training Hub Workforce Team at kernowhealthcic.workforce@nhs.net to request an Diabetes and You Educator Development Pathway Workbook and discuss available support.

5.2 Educator Development Pathway

The Diabetes and You Educator Development Pathway has been designed to support individuals in developing the diabetes knowledge, facilitation skills and confidence required to deliver Diabetes and You. The Training Hub supports practices and PCNs to develop local educator capacity through a funded educator development programme,

helping to provide protected learning time for staff to complete the pathway. Further information on educator development funding and eligibility can be found in Section 6.2.

The Diabetes and You Educator Pathway consists of four stages:

1. Foundation Knowledge

Educators should have, or be willing to develop, an appropriate foundation of diabetes knowledge through previous experience, education, training or supported learning opportunities.

2. Educator Training

Educators complete the first sections of the Diabetes and You Educator Development Workbook, review the Educator Training resources and attend an interactive educator development session.

3. Observation of Diabetes and You Delivery

Educators observe all three Diabetes and You sessions being delivered by an experienced educator and complete the associated observation activities within the workbook.

4. Supported Delivery and Competency Sign-Off

Educators deliver all three sessions under supervision, receive feedback and complete the supported delivery, reflection and competency sign-off sections of the workbook.

The Diabetes and You Educator Development Workbook acts as the primary development resource throughout the pathway and supports educators to evidence learning, reflection, observation and competency development. Once all stages have been completed successfully, educators are signed off to deliver Diabetes and You independently.

Ongoing Educator Development

Diabetes and You educator development does not end following competency sign-off. Educators are expected to maintain and develop their knowledge, facilitation skills and awareness of programme developments through ongoing participation in learning and development opportunities.

Educators are encouraged to:

- Attend the biannual **Diabetes and You Educator Forum**.
- Read and engage with the **Diabetes and You Newsletter**.
- Participate in relevant **Communities of Practice**, including the Diabetes Cardio Renal Community of Practice where appropriate.

- Access learning and development opportunities available through the Cornwall Primary Care Training Hub **Facilitator Development Framework**.

Ongoing engagement with educator development activities helps ensure delivery remains consistent, evidence-based and aligned with current programme standards, whilst supporting the continued development of educator confidence, facilitation skills and subject knowledge.

Practices and PCNs interested in developing a Diabetes and You educator should contact the Cornwall Primary Care Training Hub Workforce Team at kernowhealthcic.workforce@nhs.net to request a Diabetes and You Educator Development Pathway Workbook and discuss available support.

5.3 Accessing Educator Support

Where a practice or PCN does not currently have a trained Diabetes and You educator, or is in the process of developing local capacity, Cornwall Primary Care Training Hub may be able to provide additional support by providing access to experienced Bank Educators where available and appropriate. The use of Bank Educators is intended as a temporary measure to maintain access to Diabetes and You whilst local educator capacity is established.

Where a Cornwall Primary Care Training Hub Bank Educator is utilised, £285 of the course funding contribution will be retained by Cornwall Primary Care Training Hub to cover educator delivery costs, including educator preparation, course delivery and any associated travel expenses. **The remaining £215 will continue to be paid to the practice or PCN** in recognition of their role in participant identification, recruitment, booking, administration, participant communications, attendance management, reporting requirements, submission of the Course Register, participant feedback data and invoice submission.

Where a Bank Educator is utilised, practices and PCNs remain responsible for all administrative and reporting activities outlined within Section 6.1 and **must ensure that an appropriate member of staff is available to support delivery of each session**. The role of the Bank Educator is to facilitate programme delivery and they should not be expected to undertake local booking, administrative or reporting responsibilities. Practices and PCNs interested in accessing Bank Educator support should contact the Cornwall Primary Care Training Hub Workforce Team for further information kernowhealthcic.workforce@nhs.net.

6 FUNDING AVAILABLE

6.1 Course Funding

Funding is available to support the local delivery of Diabetes and You within practices and Primary Care Networks (PCNs). Course allocations are linked to PCN population size to reflect anticipated demand and the number of people living with Type 2 diabetes. **All PCNs are eligible for a minimum allocation of three funded Diabetes and You courses per annum, with larger PCNs eligible for up to five funded courses per annum. The standard funding contribution for a completed Diabetes and You course is £500.**

Course Funding Contribution:

Element	Funding Contribution
Session Delivery x 3 90min sessions	£110 per session (£330 total)
Course Administration and Reporting	£170
Total Standard Funding Contribution	£500

The session delivery contribution is intended to support the delivery of the three Diabetes and You sessions and is based on a delivery model involving a lead educator supported by a second facilitator.

The administration and reporting contribution is intended to support activities including:

- Educator preparation and session planning.
- Identification and invitation of participants.
- Participant communication and reminders.
- Venue or virtual platform administration.
- Collection and submission of attendance data.
- Collection and submission of participant feedback.
- SNOMED coding requirements.
- Completion of reporting requirements.
- Submission of funding claims and invoices.

6.2 Educator Development Funding

Cornwall Primary Care Training Hub provides educator development funding to support practices and PCNs in building and maintaining local Diabetes and You educator capacity. In recognition of the workforce and capacity challenges faced by practices and PCNs, educator development funding is intended to support protected learning time and

help backfill the time educators spend completing the Diabetes and You Educator Development Pathway.

Funding is currently **£460 per educator** and recognises the time required to undertake educator training, workbook activities, observation of Diabetes and You delivery, supported delivery, attendance at two Diabetes and You Educator Forums and other associated development activities required as part of the pathway. Depending on PCN population size, funding may be available to support the development of **one or two Diabetes and You educators**.

Funding is released following successful completion of the Diabetes and You Educator Development Pathway and submission of the completed Educator Development Workbook. For further information regarding educator development funding, please contact the Cornwall Primary Care Training Hub Workforce Team at kernowhealthcic.workforce@nhs.net

6.3 Attendance Expectations and Funding Adjustments

Practices and PCNs should make every effort to maximise participant recruitment for each course. This may include promoting courses beyond individual practices or PCN boundaries, opening places to neighbouring PCNs where capacity allows, or delivering collaboratively at Integrated Neighbourhood Team (INT) level. To encourage high attendance and maximise the value of each course delivered, funding is adjusted according to the number of participants attending.

Number of Participants Attending	Funding Contribution
15 or more participants	£575 (+15%)
10–14 participants	£500
Fewer than 10 participants	£425 (-15%)

Attendance-based funding adjustments are intended to encourage proactive participant identification, recruitment and engagement, whilst ensuring available programme funding is utilised effectively and reaches as many people as possible.

Practices and PCNs are encouraged to utilise a range of approaches to maximise attendance, including proactive participant identification, reminder communications, waiting lists, follow-up contact and re-invitation of patients who have not previously attended.

Funding adjustments are based on the number of participants attending the programme rather than the number of places booked. Exceptional circumstances may be considered on an individual basis following discussion.

6.4 REPORTING AND PAYMENT

To support programme monitoring, quality assurance and commissioner reporting requirements, **practices and PCNs are required to submit the agreed reporting information following delivery of each Diabetes and You course.**

As a minimum, practices and PCNs must submit:

- A completed Diabetes and You Course Register.
- Participant feedback data submitted through the approved Diabetes and You Microsoft Forms questionnaire.
- An invoice for payment, adjusted to reflect the applicable attendance-based funding contribution (+15%, standard payment or -15%) based on participant attendance.

Submission of a completed Course Register and participant feedback data is a mandatory requirement for release of course funding. Payment will normally be released following receipt and review of the required reporting information. Cornwall Primary Care Training Hub reserves the right to request clarification or additional information where reporting requirements have not been fully met. Funding payments may be delayed or withheld where required reporting information has not been submitted.

Practices and PCNs requiring support with reporting requirements, invoicing arrangements or payment queries should contact the Diabetes and You Team at kernowhealthcic.workforce@nhs.net.

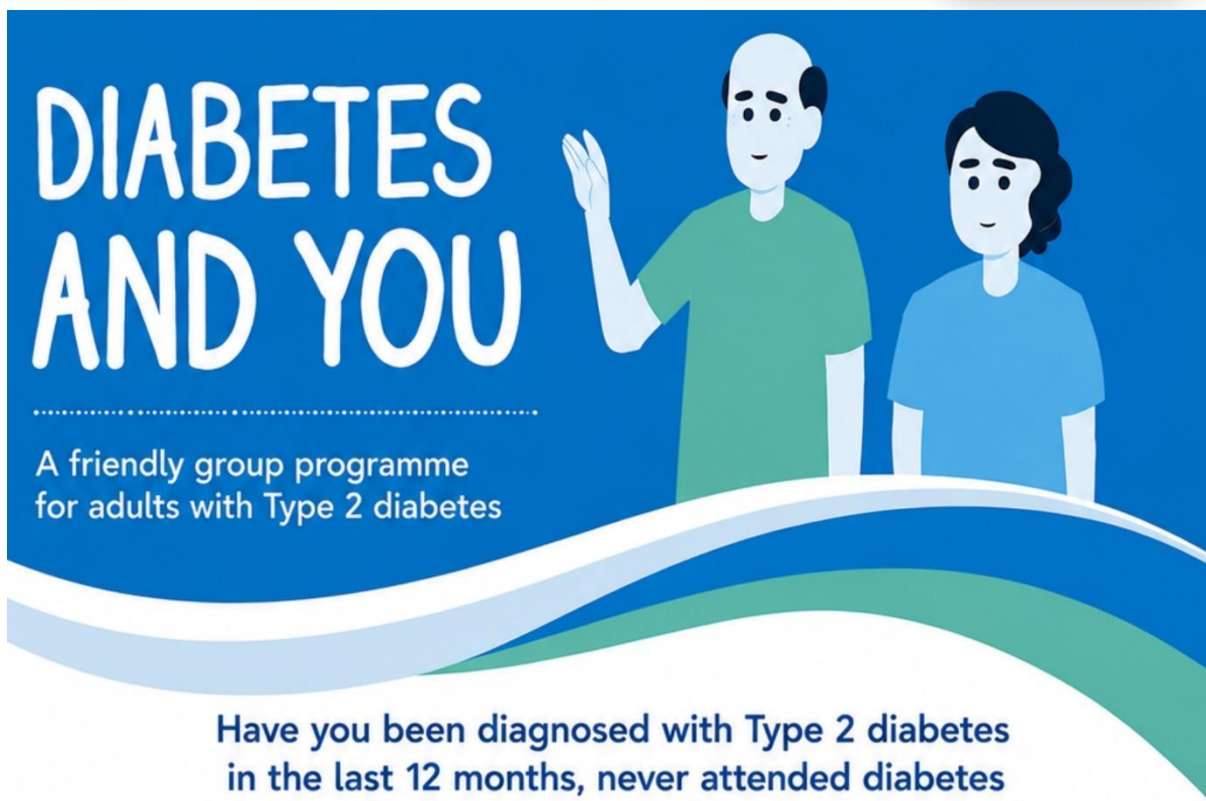
7. CONTACT INFORMATION

For further information regarding Diabetes and You, educator development, funding, programme resources, participant recruitment, course delivery, reporting requirements or general programme support, please contact: Diabetes and You Team
kernowhealthcic.workforce@nhs.net

Practices and PCNs can also contact the team to:

- Request programme resources and templates.
- Access the Diabetes and You Educator Development Workbook.
- Obtain a copy of the Diabetes and You Administration Guide.
- Discuss educator development funding and local delivery arrangements.
- Access advice and support relating to participant recruitment, course administration and reporting requirements.
- Request support with establishing local Diabetes and You delivery.

Many of the latest programme information, resources and updates are also available via the [Diabetes and You webpage](#) and **Diabetes and You Newsletter**.



Understand your
condition



Learn practical ways
to eat well



Discover simple ways
to be more active



Build confidence
to self-manage



Diabetes structured education

is shown to improve diabetes outcomes.

It can help you better understand your condition, make
informed decisions and feel more confident managing
your diabetes.



Appendix B – Participant Invitation and Communication Templates

Sample Patient Invitation Letter

Dear [Patient Name]

You have been invited to attend Diabetes and You, Cornwall and Isles of Scilly's free structured education programme for adults living with Type 2 diabetes.

Attending structured education is an important part of diabetes care and can help you better understand your diabetes, build confidence in self-management, make positive lifestyle changes and reduce your risk of future diabetes-related complications. Many people report feeling more informed, more confident and more in control of their diabetes after attending.

Diabetes and You is delivered over three interactive sessions and is designed to provide the knowledge, skills and confidence needed to live well with Type 2 diabetes.

The programme covers:

- Understanding Type 2 diabetes
- Living well with diabetes
- Food and diabetes

Course Details

Dates: [Insert Dates]

Time: [Insert Times]

Venue / Joining Instructions: [Insert Details]

Family members, carers and supporters are welcome to attend with you if you wish.

If you would like to attend, please contact [Practice Contact Details].

We look forward to welcoming you.

Yours sincerely

[Practice / PCN Name]

Sample Invitation Text Messages

The following sample text messages are provided to support practices and PCNs with promoting Diabetes and You and encouraging attendance. Practices may wish to vary the wording used over time, recognising that some patients may not respond to an initial invitation. Periodic invitations and reminders using different messages may help increase awareness, engagement and uptake of structured education.

Option 1 – General Invitation

Hi [Name], we would like to invite you to Diabetes and You, a free 3-session programme for people living with Type 2 diabetes. The programme can help you better understand your diabetes, build confidence in self-management and make positive lifestyle changes to support your long-term health. The next course starts on [Date]. To book your place, please contact [Contact Details].

Option 2 – Focus on Long-Term Health

Hi [Name], we would like to invite you to Diabetes and You, a free 3-session programme for people living with Type 2 diabetes. Attending structured education can help you better understand your condition, build confidence in managing your diabetes and reduce your risk of future diabetes-related complications. The next course starts on [Date]. To book your place, please contact [Contact Details].

Option 3 – Newly Diagnosed Focus

Hi [Name], following your diagnosis of Type 2 diabetes, we would like to invite you to Diabetes and You, a free 3-session education programme. The course can help you understand your diabetes, learn practical self-management skills and feel more confident managing your condition. The next course starts on [Date]. To book your place, please contact [Contact Details].

Option 4 – Patient Experience Focus

Hi [Name], we would like to invite you to Diabetes and You, a free 3-session programme for people living with Type 2 diabetes. Many people find the programme helps them feel more informed, more confident and more in control of their diabetes. The next course starts on [Date]. To book your place, please contact [Contact Details].

Option 5 – Health and Wellbeing Focus

Hi [Name], we would like to invite you to Diabetes and You, a free 3-session programme designed to help people with Type 2 diabetes better understand and manage their condition. Attending can improve confidence, knowledge and day-to-day self-management. The next course starts on [Date]. To book your place, please contact [Contact Details].

Option 6 – Follow-Up Invitation

Hi [Name], we noticed you have not yet booked onto Diabetes and You. This free 3-session programme can help you better understand your Type 2 diabetes, build confidence in self-management and take control of your long-term health. To reserve a place on the next course, please contact [Contact Details].

Additional Message Templates

Sample Booking Confirmation Text Message

Hi [Name], thank you for booking onto Diabetes and You. Your first session is on [Date] at [Time].
Venue/Joining Details: [Details]. We look forward to seeing you.

Sample Reminder Text Message

Hi [Name], this is a reminder that your Diabetes and You session takes place on [Date] at [Time]. We look forward to seeing you. If you are unable to attend, please contact [Practice Contact Details].

Sample Waiting List Text Message

Hi [Name], if you are unable to attend the upcoming Diabetes and You course but would like to attend a future course, please contact us and we will add you to our waiting list.

Appendix C - Suggested Patient Identification and Booking Process

DIABETES AND YOU

BOOKING ALGORITHM

A simple guide for patient identification, booking, engagement and coding

TIMING	KEY ACTIONS	SNOMED CODING (Where Applicable)
 6–8 WEEKS PRIOR	 Identify eligible participants, confirm course dates and venues, and begin recruitment activity.	 No coding at this stage
 6 WEEKS PRIOR	 Send invitations and begin accepting bookings. Consider inviting more participants than the minimum attendance requirement to account for anticipated non-attendance.	 Referral to Diabetes Structured Education Programme 415270003
 2–4 WEEKS PRIOR	 Review booking numbers, follow up non-responders and utilise waiting lists where appropriate.	 Diabetes Structured Education Programme Declined 306591000000103
 1 WEEK PRIOR	 Send reminder communications and confirm joining information with booked participants.	 No coding at this stage
 ON THE DAY	 Send reminder text message or telephone call where appropriate. Confirm venue, timings or joining link and provide a contact number for any last-minute queries.	 No coding at this stage
 AFTER EACH SESSION	 Update the Diabetes and You Course Register. Record attendance within the clinical record where appropriate. Encourage participants to complete the approved feedback questionnaire using the QR code or web link.	 Attended Diabetes Structured Education Programme 413597006
 FOLLOWING SESSION 3	 Confirm programme completion, update attendance records, ensure participant feedback has been submitted and submit the Course register and invoice to Cornwall Primary Care Training Hub.	 Completed Diabetes Education Programme 755491000000100
 DID NOT ATTEND (DNA)	 Record non-attendance and consider future engagement.	 Did not attend Diabetes Education Programme 306861000000107



Appendix D - Diabetes and You Venue Suitability Checklist

Venue to be assessed.....

TRANSPORT LINKS	Yes/No/Comments
Is there accessible public transport (bus/train) within 500 metres/10 minutes walking distance?	
Is there accessible connecting transport suitable for wheelchair users (e.g. taxis) from public transport links if required?	
PARKING	
Is parking designated for disabled people available on site? Is it clearly signposted?	
How many designated parking spaces are available?	
Are the designated parking spaces of sufficient width to allow wheelchair users to get in and out of the vehicle, with sufficient space either side of the car and at the rear?	
If designated parking is above or below reception level, is there a lift from the car park to reception?	
If designated parking is in front of or to the side of the venue, is there level access to reception?	
Do the designated parking spaces and the path to reception have smooth surfaces?	
Are there any dropping-off points?	
ENTRANCE	
Are visitors with a disability able to enter the building by the same entrance as other visitors? If not, is there another entrance that is accessible to wheelchair users?	
If there are steps, how many are there and is there a handrail?	
If one is needed, is there a platform lift or a ramp suitable for wheelchair users? If there is a removable ramp, how does a wheelchair user signal that he or she needs assistance?	
RECEPTION DESK	
Is the reception desk at a height suitable for people in wheelchairs? If not, can an alternative desk be used for all delegates?	
ACCESSIBLE TOILETS	
Are there genuinely accessible toilets designed for people with a disability on the same floor as the main conference hall?	

If not, are there accessible toilets accessible by lift?	
LIFTS	
Are lift doors (including lifts from the car park) wide enough for a wheelchair? Is the lift big enough for a large wheelchair and at least one other person?	
Are there controls at a height suitable for wheelchair users? Are there Braille or tactile buttons?	
SEATING	
Are the chairs comfortable for sitting for extended periods, and do at least some of the chairs have arms?	
SOUND	
Are the acoustics in the main conference rooms reasonably good?	
LIGHTING	
Is the level of lighting in the conference hall adequate and adjustable?	
Are there are flickering light bulbs?	
EMERGENCY EVACUATION PROCEDURES	
Are there procedures in place for evacuating disabled people, including wheelchair users, in an emergency?	
Are there fire alarms that are audible/visible to all?	
Will venue staff be available to help evacuate disabled delegates and facilitators, and has the staff had appropriate training?	
GUIDE / ASSISTANCE DOGS	
Are guide dogs or other assistance dogs accepted?	
Can they have access to water?	
Is there an open space for them to exercise?	

Assessment completed by

Date assessed

Appendix E – Diabetes and You Participant Feedback Flyer



DIABETES AND YOU

Thank you for attending Diabetes and You.
We hope you enjoyed your session.

-  **1 Please take a moment to complete this feedback form by following the QR code link.**
Your feedback helps us improve the programme and understand the difference it makes to people living with Type 2 diabetes.
-  **2 If you are unable to complete this electronically, every effort should be made to do so.**
Course facilitators are on hand to help you if you need any assistance.
-  **3 If you are still unable to complete the feedback form electronically, please ask your course facilitator for a paper copy.**
Thank you.

SCAN HERE TO COMPLETE THE FEEDBACK FORM



Thank you for helping us make Diabetes and You even better.

Appendix F – Printable Diabetes and You Participant Feedback Questionnaire

Diabetes and You Participant Feedback Questionnaire

Thank you for attending Diabetes and You. Your feedback helps us improve the programme and understand the difference it makes to people living with Type 2 diabetes.

Course Date: _____

Session Attended:

- ☐ Session 1 – Understanding Type 2 Diabetes
- ☐ Session 2 – Living Well with Diabetes
- ☐ Session 3 – Food and Diabetes

Primary Care Network (PCN): _____

1. Before attending Diabetes and You, how confident did you feel about managing your Type 2 diabetes? Please circle a number between 1 and 10. 1 = Not at all confident 10 = Extremely confident

1 2 3 4 5 6 7 8 9 10

2. After attending Diabetes and You, how confident do you feel about managing your Type 2 diabetes? Please circle a number between 1 and 10. 1 = Not at all confident 10 = Extremely confident

1 2 3 4 5 6 7 8 9 10

3. Would you recommend Diabetes and You to someone living with Type 2 diabetes?

☐ Yes

☐ No

4. What worked well about Diabetes and You? Please tell us about any aspects of the programme that you found particularly helpful or valuable.

5. Is there anything that could be improved? Please tell us about anything we could do differently to improve Diabetes and You.

Thank you for taking the time to provide feedback. Please return your completed form to your Diabetes and You educator or course facilitator.

Appendix F – Example Completed Diabetes and You Course Register
**DIABETES
AND YOU** **COURSE REGISTER**

Practice / PCN:	Kernow PCN			Lead Educator:	Joe Bloggs			Supporting Educator(s):	Joanne Blogg	
Session 1 Date:	June 1st 1300 - 1430			Session 2 Date:	June 8th 1300 -1430			Session 3 Date:	June 15th 1300 - 1430	
No. places	Patient name	Declined	Newly Diagnosed	Booked	Session 1	Session 2	Session 3	Attended	Completed	DNA
	Before submitting to Cornwall Primary Care Training Hub, all patient identifiable information must be removed and replaced with patient initials. Code: Referral to diabetes structured education programme 415270003	Patients who decline education. Code: Diabetes structured education programme declined 3065910000001 03	Patients newly diagnosed in the past 12 months Y/N	Those who have confirmed that they will be attending				Attended at least ONE session. Code: Attended diabetes structured education programme 413597006	Attended ALL sessions. Code: Completed diabetes structured education programme 7554910000001 00	Patients who have accepted invite but then DNA whole course. 3068610000001 07
7	YH		✓	✓	✓	✓	✓	✓	✓	
8	BB		✓	✓	✓	✓	✓	✓	✓	
9	FH		✓	✓	✓	✓	✓	✓	✓	
10	VK		✓	✓	✓	✓	✓	✓	✓	
11	SD		✓	✓	✓	✓	✓	✓	✓	
12	OL		✓	✓	X	✓	✓	✓	X	
13	FE		✓	✓	✓	✓	✓	✓	✓	
14	SS		✓	✓	✓	✓	✓	✓	✓	
15	GH		X	✓	✓	✓	✓	✓	✓	
16	DD		X	✓	X	X	X	X	X	✓
17	DO		✓	✓	✓	✓	✓	✓	✓	
TOTAL:		1	15	16	14	14	14	15	13	1

DOCUMENT VERSION CONTROL

Name	Title	Version	Description	Date
Emma Borders	Education Lead, CTH	V1.0	Initial development of the Practice Information Pack.	18/05/2026
Emma Borders	Education Lead, CTH	V1.2	Expanded guidance and supporting resources.	23/06/2026
Emma Borders	Education Lead, CTH	V1.3	Major review and restructure of the document.	24/06/2026
Emma Borders	Education Lead, CTH	V1.4	Content review and final refinements.	26/06/2026
Emma Borders	Education Lead, CTH	V1.5	Final proof and formatting updates prior to release.	27/07/2026