



**'Diabetes Manual Complete' for
Type 2 Diabetes, 2015**

**Information for Individuals Undertaking Diabetes Manual
Complete: Letter of Agreement**

Dear

Welcome to Diabetes Manual Complete. Successful Diabetes has been commissioned by Harrow CCG, your local diabetes service provider, to provide Diabetes Manual Complete to you, free of charge, as your diabetes education programme

Diabetes Manual Complete is a tried and tested 12-week 'structured education programme', which has been shown to improve your knowledge, confidence and skills in managing your Type 2 diabetes.

This letter sets out important information about Diabetes Manual Complete. Please read it and keep it. When I contact you following your referral to the programme, I will ask you to confirm that everything in it is clear to you and answer any questions before proceeding.

Overview of Diabetes Manual Complete

This is a 12-week programme of education about Type 2 diabetes, which you work through at home. It consists of a manual (book) with 3 Parts:

Part 1 gives you some short facts about diabetes

Part 2 gives you 6 stages, in 2 week 'chunks' (12 weeks in total), guiding you through more detailed information and activities to manage your diabetes. These stages address food, activity and monitoring your diabetes as well as ways to reduce stress.

Part 3 gives you further information about particular aspects of your diabetes (medication; exercise plans; dealing with low mood and depression, etc) and resources eg record sheets to help you monitor your progress.

There is also a CD of relaxation exercises, which forms an important part of the 12 week programme and are referred to in the stages. You are invited to undertake the relaxation exercises every day, if you can. The relaxation exercises are also provided on a USB 'memory stick' so you can play them on your computer as well.

At 3 points throughout the 12 weeks (approximately 4, 8 and 12 weeks), there is a scheduled short telephone or email contact with your Diabetes Manual Complete Coach from Successful Diabetes. This contact is to discuss your progress, your successes and challenges and to help you stay motivated to continue.

Diabetes Manual Complete and your medical care (please read carefully)

As mentioned earlier, Successful Diabetes has been commissioned by Harrow CCG, your local diabetes service provider, to provide Diabetes Manual Complete to you, free of charge, as your diabetes education programme.

Diabetes Manual Complete is an education programme and is not a substitute for your personal medical and diabetes advice and prescriptions from your GP or other health professionals you may consult or be referred to. You will continue to receive your medical and diabetes care as usual while you work through the programme.

Diabetes Manual Complete is designed to complement your medical care and as such, you may find (and we very much hope!) that your learning during the programme is helpful to form questions and raise issues to discuss in your regular consultations.

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What you need to undertake Diabetes Manual Complete

- Be able to read and write in English or be supported to do this
- Have diagnosed Type 2 Diabetes,
- Have access to a telephone and email, as a means of contact with your Diabetes Manual Complete Coach.
- Have the means to play a CD either via your computer or on a CD player, or use a USB 'memory stick' on your computer
- Be prepared to complete 2 short questionnaires at the start and finish of the 12 week programme, and provide your routine HbA1c test results for before and after the programme. If you agree, we will also ask you for this information again 6 months and one year *after* you have finished the programme.
- NB SD *guarantees* that the information you provide will only ever be used anonymously and only for audit and quality assurance purposes to ensure the ongoing effectiveness of Diabetes Manual Complete.

Diabetes Manual Complete – personal to you

The programme is for your personal use only and it is not appropriate to share, loan or distribute it to others with Type 2 diabetes. This is partly because another person would not receive the full programme, which includes support from a Diabetes Manual Complete Coach, and partly because Successful Diabetes operates under a license from Warwick University to deliver the programme directly to people.

You may of course, if you choose to, share the Diabetes Manual Complete contents with your close family and those who support you in living with your diabetes, so they can learn with you and understand what you are undertaking.

What happens next?

When I have received your written referral details, we will be in contact with you to arrange a convenient time to start the programme and arrange postage of your Diabetes Manual Complete materials

I'm very much looking forward to us working together on your diabetes!

Yours sincerely

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