



**Tayside  
Diabetes  
MCN**



## NHS Tayside Diabetes Managed Clinical Network - Ten Years On. A 'single system' approach to integrated diabetes care.

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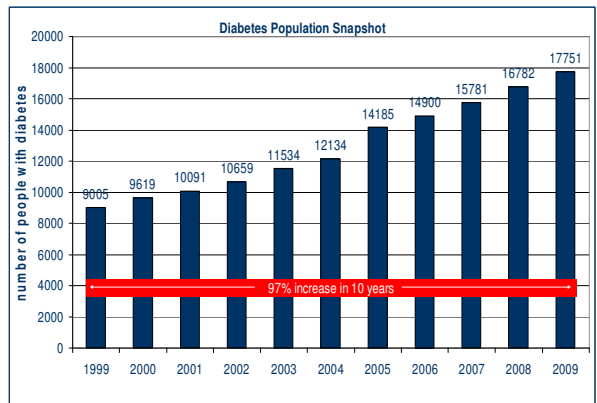
**Background:** Managed Clinical Networks (MCNs) are inclusive, clinically led structures, involving patients and healthcare professionals working together, across traditional boundaries, to plan, develop, deliver and monitor local services. Such a Network has been evolving in Tayside, Scotland (population ~ 390,000) for the past 10 years, seeking to pioneer an integrated 'single system' approach to diabetes care.

**NHS Tayside  
Diabetes Managed  
Clinical Network**  
Completing the Jigsaw



**Strategy &  
Implementation Plan  
for managing  
increasing demand in  
Adult Diabetes  
Services**

**Strategy:** The MCN's Strategy, published in 2002, set the framework for targeted service development to manage increasing clinical demands. It is evidence, needs and 'clinical governance' based, data rich, patient and outcome focused. It was developed, agreed, and supported by the clinical and patient community. It seeks to match services to needs, develop support mechanisms for professionals and patients and describe new ways of working including the key development of an Integrated Care Pathway.



**The Diabetes Audit  
and Research In  
Tayside Study  
(DARTS)**

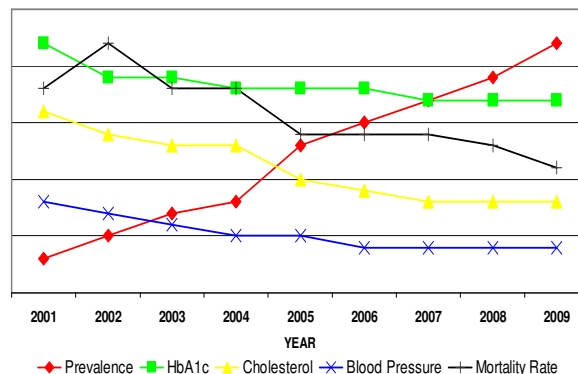
Tayside's DARTS IT Programme has developed into a clinical tool serving as comprehensive shared register, database and communication system for diabetes care across Scotland.

**SCI-DC**  
**SCOTTISH CARE INFORMATION  
DIABETES COLLABORATION**

**Developments:** Areas of activity include developments in patient education, clinical guidelines, foot assessment, podiatry pathways, retinopathy screening, insulin intensification, transitional care, dietetic standards, inpatient care, professional education and a GP Local Enhanced Service.

Our role has expanded to include prioritisation and shared strategy making, managing demand, engaging users in planning and review of services and strategic commissioning, piloting NHS Tayside Collaborative Commissioning Process.

**Clinical Outcomes:** Despite steadily rising prevalence, control measures (Cholesterol, Glycated Haemoglobin and Blood Pressure) have shown sustained improvements and mortality has steadily fallen.



**MCN Website:**

[www.diabetes-healthnet.ac.uk](http://www.diabetes-healthnet.ac.uk)  
Provides a wide range of information to clinicians and patients about the Tayside diabetes service including guidelines, protocols and patient information leaflets. In February 2010, the website had 7,057 visits.

**Accountability:** The MCN reports quarterly to NHS Tayside Improvement Panel, bi-annually to the Scottish Diabetes Group, annually to the Scottish Diabetes Survey and to the public via its published Annual Report.

**External Evaluation:** A recent formal, published, external evaluation of Tayside Diabetes MCN reported: "Tayside Diabetes MCN implemented and sustained Quality Improvement activity at all levels of the system of care. Participants highlighted the central role of information technology in supporting Quality Improvement. However, participants were clear that IT alone did not change practice. More important was the way in which Tayside Diabetes MCN successfully engaged clinicians across the region and across professional boundaries, persuading them to commit to improving quality of care for increasing numbers of people with diabetes without significant additional resources. One significant driver for this was the provision of a range of educational interventions, but the key facilitator was network leadership by enthusiastic clinicians, with a clear vision for an effective and equitable system of diabetes care, and a commitment to collaboration demonstrated by leadership being shared between specialists and general practitioners. Although the generalisability of networks remains uncertain, Tayside Diabetes MCN's experience therefore shows the potential of diabetes clinical networks to engage with clinicians across whole systems and deliver changes in professional practice and better patient care by deploying an appropriate range of IT-facilitated Quality Improvement activities."