

## Your Care and Support plan:

- is a record of the key decisions and the goal you set with your health professional
- has the main points you have talked about written down
- will be easy for you to understand and use.

## What if I don't like this way of receiving my care?

We hope this way of getting your care will give you the chance to be more involved in making decisions. It can take a little while to get used to.

If you have any concerns or feel unsure about the way your appointment is happening it is important to discuss this with someone where you get your health care.

## For more information on diabetes:

**Diabetes UK**  
Tel: 0345 123 2399  
[www.diabetes.org.uk](http://www.diabetes.org.uk)

**NHS information on diabetes**  
[www.nhs.uk/conditions/diabetes](http://www.nhs.uk/conditions/diabetes)

**Go Active Get Healthy 'Do you have diabetes?'**  
<https://www.getoxfordshireactive.org/about-go-active-get-healthy>



# Type 2 diabetes

## Your Annual Review at Hollow Way Medical Centre

**We have developed the  
care and support we offer to  
people living with  
Type 2 diabetes**

Annual reviews encourage you to think about what is important to you and discuss with your practice nurse or GP how you would like to better manage your condition

**We aim to help our patients  
live well and stay well**

## What has changed?

Care and Support Planning now offers people living with Type 2 diabetes or other long term condition an opportunity to work with their health professional and make joint decisions about how to manage their condition.

Care and support planning is about you working with your health care team to think about:

- what is important to you?
- the things you can do to live well and stay well
- what support you might need from others.

## So what does this mean for you?

You live with your condition and/or disability every day and make decisions on how to manage it. Over time, you learn what works best for you, what information and care and support you need, and how this fits into your life.

Your health professional or supporter has the skills and knowledge to help you understand your condition or disability. They can explain the choices you have for monitoring, treatment, medication and other support.

With Care and Support Planning, all this experience and knowledge is shared. You have an opportunity to discuss, ask questions and plan how you can cope better and manage your condition.

## The stages of Care and Support planning:

### 1st appointment (20 mins)

The healthcare assistant will take bloods and carry out tests and measurements needed for an annual review.

#### Prepare:

Your test results will be sent to you in a *Care and Support* leaflet so you can prepare any questions or queries for your second appointment:

- feel clear about what you want to get out of the conversation
- take time to think and talk to other people about your condition
- think about what matters most to you.

### 2nd appointment (20 mins)

This appointment with a practice nurse or GP will:

- give you quality conversation time to be listened to and understood
- help you feel like you are working together with your health professional
- identify what you can do for yourself and what care and support you might need from other people
- ensure you come away with a clear plan.

## Preparing for the 2nd appointment

Think about how you could be ready for your 2nd Care and Support Planning appointment:

- What you would like to ask about?
- What matters to you?
- What you would like to get from your appointment?

### You may want to talk about one or more of the following:

- Bathing and hygiene
- Eating and drinking
- My current care
- Finances
- Support for my family/carers
- Pain
- Hearing
- Feeling low or stressed
- Feeling hopeless
- Lack of control
- Feeling scared or lonely
- Slowing down and mobility
- Taking medication
- Smoking and alcohol
- My future health