



Friday 4th November 2016 | Stirling Court Hotel, Stirling



Insulin Pump Service National Networking Forum

How to develop and deliver an efficient and effective service

This is a great opportunity to network, discuss the ways forward in service delivery and learn from others' positive and negative experiences in service development. Key learning outcomes from attending this day:

- **Pump service developments:** sustainability, funding and evolving models to meet growing demand
- **CGM usage:** experience, examples and guidance – and how to analyse data
- **Technology update:** transformative technologies, the technology pipeline and scope for use
- **Empowering the pump user:** pump user experience and impact of pump education on effective pump delivery
- **Pump service effectiveness:** suitability of pump users, building psycho-social care and when do you take people off pumps?

Find out how insulin pump services are being managed in practice from:

- NHS Ayrshire & Arran
- NHS Dumfries and Galloway
- NHS Fife
- NHS Forth Valley
- NHS Greater Glasgow and Clyde
- NHS Grampian
- NHS Lothian
- NHS Tayside
- National Procurement

Plus: Pump user experience of working with healthcare professionals

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Insulin Pump Service National Network

How to develop and deliver an efficient and effective service

8.20 Registration and refreshments

9.00 Chair's Opening Remarks

Jane Cook, Lead Diabetes Specialist Nurse, NHS Ayrshire & Arran

Pump service developments

9.10 Insulin Pump service sustainability: funding and further developments

- Update on the national consultation on funding pumps long term
- Insight into managing the transition from children to young adults
- Taking a team approach: mainstream role of pumps in diabetes treatment

Dr Brian Kennon, Lead Clinician, NHS Greater Glasgow and Clyde

9.40 Guidance on the procurement picture for 2017

- Stages and processes: national tender for insulin pumps
- How patch pumps will fit into the procurement plans
- Change in usage of CGM: what does the future hold?

Moira McLean, Commodity Manager, National Procurement, NHS National Services Scotland

10.00 Adapting your pump service: evolving models of care to meet growing demand

- Providing an effective service to accommodate increasing number of people with T1D
- What does the pathway look like for people on a pump?
- Role of out of hours cover and further innovative approaches

Pamela Young, Diabetes Specialist Nurse & **Sheena MacDonald**, Specialist Diabetes Dietitian, NHS Dumfries and Galloway

10.30 Morning Break

CGM usage

11.10 Continual blood glucose monitoring: experience, examples and guidance

- Case examples of using CGMs with people on pumps
- NICE guidance on CGMs: helping get CGMs for people with T1D in exceptional circumstances

Group discussion: sharing best practice approaches to interpreting CGM

1. When do we use CGM within adult and paediatric services?
2. How do we feedback to patients regarding CGM?
3. How can we support patients to interpret CGM?

Dr Vicky Alexander, Consultant Paediatrician & **Scott Graham**, Children's Diabetes Nurse Specialist & Team Leader, NHS Tayside

Technology update

11.40 Insight into the technology pipeline: the future of pump and sensor demand

- Where were we 5 years ago vs where we are now: attitudes and availability
- Looking further down the line – what is coming? Impact of CGM funding
- CGM and pump sensor treatment together: how are we going to do this?

Dr Chris Kelly, Consultant Physician, NHS Forth Valley

12.10 Impact of transformative technologies on the user

- Insight from pump and CGM users into how their relationship with diabetes has changed
- New technology experiences and opportunities

Technology tutorials: This session is made up of 2 x ten minute presentations. It is a platform for insulin pump and sensor based monitoring companies to share their technology, offer an insight into the practicalities and give examples of usability.

12.30 Q&A: New technology challenges and scope for use

- User feedback on different pump services progress with new pump technology
- CGM use in practice: sharing of examples and experience
- Insight into the procurement process: how tendering will work going forward

Dr Chris Kelly, Consultant Physician, NHS Forth Valley

12.50 Networking Lunch



Empowering the pump user

2.00 Pump user experience: best approaches for healthcare professionals interacting with people with T1D

- Pump story shared: problems with hypos, complications and funding the pump
- How the pump user interacts with the pump and download buttons
- What are the issues? Difficulties and experiences: what is helpful for the pump-user
- Use and availability of CGMs: importance to the efficacy of the pump

Jacqueline Smith has had T1D from childhood

2.30 Impact of a pump rolling education programme on pump-user confidence

- How it works: pre, group start and then every three months: group and doctor appointments
- Enabling motivated, confident pump users: from group meetings to interacting on Facebook
- Measuring the impact on control and effective pump delivery

Fiona Jamieson, Lead Diabetes Specialist Nurse, NHS Fife

3.00 Networking Break

Pump service effectiveness

3.20 Building robust processes to ensure pump effectiveness and ongoing care

- Suitability of pump user: when should a person with T1D be referred or not referred?
- How to get pump users to download? Creating a consistent and structured approach
- Ongoing education and re-education: when pump users are not using their pump as a pump

Liz Mackay, Diabetes Specialist Nurse, NHS Lothian

3.50 Building psycho-social care to enable self-care and sustain insulin pump use

- Managing a pump-users changing response to diabetes and self-care
- What skills do your team need to improve attendance and quality of life?
- Taking a whole team approach: building psycho-social care into your diabetes service

Eleanor Bull, Health Psychologist, NHS Grampian

4.20 Q&A: When do you take people off pumps?

When some services just don't, why or when would you take someone off pumps? This session will discuss how to engage commitment, the impact of contracts and when to put a person on a pump 'holiday'. This is a great opportunity to share tricky situations and insights into how unsafe practices can be tackled.

4.40 Close of day

Please visit www.nnf-events.co.uk for the latest programme updates

2016 is the year of:

- **Taking a whole team approach** – attend together to network, share and learn from other regions
- **Incorporating technology into the day** – bringing technology updates into the main agenda
- **Putting pump users at the centre** – sharing experiences and learning how to empower T1D people with pumps

Plus Co-located

Diabetes Service Exhibition

Where the diabetes industry and NHS services come together
Friday 4th November 2016, Stirling

Featuring exhibition stands, demonstrations and posters, the hall is open to all National Networking Forum attendees.

To exhibit, please contact sanjay.singh@sbk-healthcare.co.uk for full details or telephone **01732 897788**

CALL FOR POSTERS

Are you booked or planning to attend this day? Would you like to share your work? To start your application, please submit the following details to: enquiries@nnf-events.co.uk
 *Author details and email address and *Poster title and poster abstract.

Other Events of Interest:

Continuous & Flash Glucose Monitoring

Downloads, guidance & usage of sensor based monitoring & CGM
Tuesday 6th September 2016, Hotel Football, Manchester

Diabetes Prevention National Networking Forum

Challenges and opportunities, strategies and innovations in delivering diabetes prevention

Thursday 29th September 2016, Leicester



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5 Ways to Book your Place:

1. Telephone **01732 89 77 88**
2. Online at www.nnf-events.co.uk
3. Email bookings@nnf-events.co.uk
4. Complete the registration form and fax to **01732 44 80 47**
5. Post the completed form to **NNF Events, 10 Churchill Square, Kings Hill, West Malling, ME19 4YU**

Registration Form:

For multiple bookings please photocopy this form **Event Code:** 16101WM

First Attendee/Conference: Insulin Pump Service National Networking Forum

Title	First Name	Family Name
Job Title		

Second Attendee/Conference: Insulin Pump Service National Networking Forum

Title	First Name	Family Name
Job Title		
Department		
Organisation		
Booking Contact Name		
Telephone	Mobile	
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Fees and Payment Details:

Price per Delegate

- NHS, Public Sector or Charity for one place £199 + VAT
- Commercial organisations for one place.....£689 + VAT
- Plus VAT @ 20% _____ Total Price including VAT _____

Group discount rates are available on application

Please contact sophie.richardson@sbk-healthcare.co.uk

- Please send me documentation only at £89 per seat
- Please send me sponsorship and exhibition information
- Yes, I agree to all the terms and conditions of booking (signature here)

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Any Questions?

To register, discuss any particular requirements you may have or for further information about ways to pay, please telephone **01732 89 77 88** during office hours.

Registration Information

Venue: Stirling Court Hotel, University of Stirling, Stirling FK9 4LA. Tel: 01786 466000.

Email: sch.sales@stir.ac.uk

Travel: If you are travelling by train alight at Bridge of Allan rail station for a pleasant walk to the hotel or Stirling rail station to continue your journey to campus by bus or taxi. If travelling by car from the North take the A9 or from the South take the M9 (coming off at junction 11).

Accommodation: Accommodation is available nearby in Stirling City Centre including Holiday Inn Express Stirling and Premier Inn Stirling City. For the best value deals please visit hotel booking sites for example www.booking.com or www.trivago.com.

Special Needs: If you have any special needs or any particular dietary requirements, we are happy to help where possible. Please contact us with details. Vegetarians will be catered for.

Certificate of Attendance: A certificate for Continuing Professional Development will be given to each participant who completes the course, as a record of your continuing professional training and development.

Fee: Registration fees are payable in advance. The fee includes documentation, refreshments and lunch, it does not include travel costs or accommodation. If your fee has not been received prior to the event, delegates without proof of payment will be asked for a credit card guarantee on the day.

Cancellations: Bookings are non-refundable from the time of booking your place. All delegate places are fully transferable to a colleague should you be unable to attend. Should you need to cancel your registration, the registration fee remains payable in its entirety although a substitution will be accepted and conference documentation will be provided. You are still entitled to conference documentation in the event of cancellation.

Substitutions and name changes: Substitutions for delegates unable to attend after registering are acceptable at any time. To inform us of a name change, please contact bookings@nnfevents.co.uk.

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Additional Documentation: If you are unable to attend or would like to pick up an additional set of documentation on the day, the event documentation is available for purchase at £89 per set.

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