

Reference:	FOI.18004.25
Subject:	Diabetes
Date of Request:	8 August 2025

Requested:

1. Who is the lead or main contact responsible for commissioning SDE for Type 1 Diabetes within your ICB? Please include name, job title, and contact email if available.
2. Who is the lead or main contact responsible for commissioning SDE for Type 2 Diabetes? Please include name, job title, and contact email if available.
3. Please confirm the name(s) of the provider(s) currently delivering SDE for both Type 1 and Type 2 Diabetes and the specific course(s) they provide (e.g., DESMOND, DAFNE, or others).
4. How many people were referred for Type 2 Diabetes Structured Education (SDE) during the most recent full financial year (April 2024 – March 2025)?
5. Of those referred for Type 2 Diabetes SDE, how many completed the full course?
6. How many individuals are currently on a waiting list for Type 2 Diabetes SDE?
7. What is the current average waiting time from referral to first education session for Type 2 Diabetes SDE?
8. What formats of structured education are offered (e.g., face-to-face, online live sessions, digital self-guided)?
9. Does your ICB provide any education or support for people diagnosed with gestational diabetes? If so, please include the name(s), format(s), and provider(s) if available.
10. Who is the lead contact for commissioning or overseeing gestational diabetes care and support (e.g. education, monitoring)? Please include name, job title, and contact email if available.

Response:

Integrated Care Boards (ICBs) are a feature of the NHS in England. Hywel Dda University Health Board (UHB) is part of NHS Wales and is an integrated Local Health Board responsible for the planning and provision of primary, community and in hospital services, based on the needs of the local community across three (3) counties. Therefore, the information the UHB holds is provided below.

1. The UHB confirms that it does not commission Self-Diabetes Education (SDE), Diabetes Education (DE) is delivered as part of its Diabetes service. Ravinder Dosanjh is the Lead Diabetes Clinical Nurse Specialist (CNS) and can be contacted by email: Ravinder.dosanjh@wales.nhs.uk
2. Please see response to question 1.

3. Please see response to question 1. However, the UHB provides within the table below, the treatments it provides for Type 1 and Type 2 Diabetes.

Diabetes	Treatments
Type 1	Dose Adjustment for Normal Eating (DAFNE) and Carbohydrate Counting.
Type 2	XPERT, XPert Insulin and Diabetes Self-Management Programme (DSMP).

Additionally, all patients have access to many digital applications (apps) including Pocketmedic, Dexcom Clarity, Freestyle LibreLink-GB, mySugr-Diabetes Tracker Log, MyDesmond, Carbs & Cals: Diet & Diabetes, for support with managing their diabetes.

4. The UHB provides within the table below, the number of people referred for Type 2 DE by course type, during the 2024/25 financial year.

Course	Number
DSMP	79
XPert	115

5. The UHB provides within the table below, of those detailed in response to question 4, the number of people that completed the full course.

Course	Number
DSMP	37
XPert	78

6. The UHB confirms that one hundred and thirty-eight (138) individuals are currently on the waiting list for DE. All of whom have been sent letters and offered dates to commence the DSMP and XPert courses.
7. The UHB confirms that the maximum waiting time from referral to first education session for Type 2 Diabetes is two (2) months.
8. The UHB's Diabetes Service offers both face to face and online live courses. For those that don't sign up to the courses offered, they receive a leaflet providing information on the apps (detailed in response to question 3) as well as other health and wellbeing apps, as many people with Diabetes also have other difficulties e.g. low mood/ depression. A copy of the Self-Management programmes that are run across the UHB as part of the 'Be Well Programme' has been provided at attachment 1.
9. The UHB confirms that a Diabetes Dietitian provides education and support for those with Gestational Diabetes Mellitus (GDM) via a face to face, virtual or telephone appointment. Dietary literature produced by the UHB's Diabetes Dietitian in hard copy and /or digital copy are also provided.

Support for GDM is also provided by Diabetes Midwives, either via face to face appointment, telephone call, text messaging or email.

Additionally, for those with Post-partum GDM requiring DE, access is given to the digital app babysteps (my desmond) and a referral is offered to a diabetes prevention programme, for one-to-one or group sessions.

10. The UHB confirms that it does not commission GDM care and support, it is delivered as part of its Diabetes, Midwifery and Nutrition and Dietetics services. Contact details for the service leads have been provided within the table below:

Service	Name, job title and email address
Diabetes	Claire Hurlin, Strategic Head Community and Chronic Conditions Claire.E.Hurlin@wales.nhs.uk
Nutrition and Dietetics	Zoe-Paul Gough, Head of Nutrition and Dietetics Zoe.paul-gough@wales.nhs.uk
Midwifery	Cerian Llewellyn, Interim Head of Midwifery Cerian.Llewellyn@wales.nhs.uk