Survey of South Asian people with diabetes 2006

Access to healthcare services at a glance

Aim
The mission of Diabetes UK is to improve the lives of all people with diabetes. One of its key aims is to improve diabetes services available, monitor progress made towards meeting National Service Framework targets and to ensure that access to services is equitable. This survey addresses this aim by asking South Asian people with diabetes their experience of diabetes care.

Methodology
The survey was designed, tested with a focus group and piloted. 100 people with diabetes were surveyed, either face to face (53) at community events or by paper questionnaire (47).

Background of Respondents;

Gender (base: 98)
45% female
55% male

Ethnicity (base: 98)
54% Indian
28% Pakistani
12% Bangladeshi
6% Other

Type of diabetes (base:80)
18% Type 1
82% Type 2
Early identification
How was diabetes diagnosed? (Base: 93)
• 39% going to the doctor with symptoms of diabetes or asking for a test
• 33% through a routine test offered by the GP or practice nurse
• 25% from a test because of some other condition or problem
• 3% from a medical, eg for work purposes

Information given to people with diabetes:

Diet
97% (base:99) of respondents received information on diet.

Who provided information? (Base: 96)
46% doctor
52% nurse
48% dietitian

How was information given?
43% leaflet
82% conversation
4% other

Being active
88% (Base: 95) received information on being active.

Who provided information? (Base: 84)
50% doctor
49% nurse
29% dietitian

How was information given?
35% leaflet
81% conversation
6% other

Medicines
88% (86 out of 98) of respondents received information on medicine.

Who provided information? (Base: 86)
72% doctor
37% nurse
7% dietitian

How was information given? (Base: 86)
21% leaflet
79% conversation
6% other
Complications
64% (base: 85) of respondents received information on complications.

Who provided information? (Base: 86)
72% doctor
37% nurse
7% dietitian

How was information given? (Base: 86)
21% leaflet
79% conversation
6% other

Fasting and management of diabetes
31 out of 42 who responded to the survey, said that they fasted. 61% (base: 31) were not given information on how to manage their diabetes while fasting.

Language and information
68% of respondents felt confident receiving information in English (base: 99). Of those who were not confident, 53% received information in their own language (base: 15).

Cultural understanding of healthcare professionals
76% of respondents felt that their healthcare professional understood their culture and how it may affect the management of their diabetes (base: 94). 61% of respondents thought it would be helpful if there was someone in their GP surgery or clinic who spoke their language and to whom they could ask questions about diabetes (base: 77).

Structured education
16% of those responding have attended a course to help manage their diabetes (base: 97).

Access to diabetes care
81% of respondents have had a foot check (base: 99) in the last 12 months.
85% have been tested for retinopathy with a digital camera (base: 100).

Access to clinic appointments (base: 93)
77% responded that their appointments are on time, 19% said they are sometimes delayed, and 3% reported that appointments are sometimes cancelled.

Satisfaction with diabetes services (base: 96)
27% were very happy
45% were happy
18% were somewhat happy
10% were not happy
**Comments**

Respondents were invited to make general comments about their diabetes care: 16 comments were made about the quality of care, for example, inconsistent advice, change of appointment dates, poor access to blood glucose monitoring strips, access to a consultant denied and waiting a long time at the clinic for their appointment.

14 comments made requesting extra information in languages other than English, in other formats, for example, a DVD and on the website and on subjects such as diet and complications.

Five comments were made highlighting the importance of the provision of support groups to keep in touch with people to share knowledge and experience.