

OPTIMAL SERVICE PROVISION FOR PATIENTS WITH OR AT RISK OF DIABETIC FOOT ULCERS – A NATIONAL CONSENSUS MODEL

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Suboptimal service provision in Wales and rising prevalence of diabetes and complications led to adoption of the National Service Framework for Diabetes (Wales) (NSFDW) and evidence-based diabetic foot care guidelines. Nevertheless, a service framework's or guideline's quality does not guarantee implementation for which local stakeholder buy-in is required. The extent to which stakeholders' views on optimal care provision for patients with or at risk of diabetic foot ulcers have been considered is questionable.

Aim: To develop a national consensus service model based on the views of principal stakeholders (patients, health care commissioners and professionals) to enhance care for these patients.

Method and Results: Given the project's complexity involving multiple stakeholders with varying knowledge bases in different care settings, a mixed consensus development method was used incorporating elements of three formal consensus development methods. A four step approach was employed: (i) a literature review to inform questionnaires and ascertain current service provision; (ii) postal surveys with responses from key stakeholders (n=282), comprising patients (n=156), Local Health Boards (n=19) and health care professionals (n=107); (iii) creation of a Draft Model based on the responses; and (iv) submission of the Draft Model to all Local Diabetes Service Advisory Groups for review and feedback (>80% response rate).

Conclusion: The objective of creating Wales' first consensus model of this kind was achieved with 84.6% agreement with each principal part of the final Model. Implementation of the Model can help identify gaps in service delivery, improve planning and services to meet NSFDW/guideline standards and stakeholder expectations.