

# SERVICE EVALUATION

## Information for staff

A new care pathway system for people with diabetes-related foot problems living in remote and rural settings.

As you will be aware, NHS Highland have recently introduced a new way of referring people with diabetes related foot problems to the specialist diabetes foot team. Local podiatrists, community nurses, GPs and practice nurses can now email photos and details of foot problems to a central email address which is checked daily (Monday – Friday) by one of the specialist diabetes podiatrists. After reviewing the photos and details, the specialist diabetes podiatrist can respond in a number of ways, including:

- providing email advice so that the problem can be treated locally in the community
- emailing with advice and to arrange an appointment with the specialist diabetes foot team either by video conference (organised with the community podiatrist/healthcare teams) or face-to-face clinic appointment
- emailing with advice and to say that a referral to the surgical team is needed

The Rural Health and Wellbeing team at the University of the Highlands and Islands is assessing how the new referral system and video conference appointments is working for both patients and health care staff.

As part of the evaluation we are sending short surveys to people who have been referred using the new system once their foot problem no longer needs any more input from the specialist diabetes foot team. We are also asking staff who refer patients to fill in a short survey about how they think the new system is working for their patients' foot problems.

Where people have video conference appointments we are asking for feedback using a brief survey at the end of appointments.

At a later stage of the evaluation we will be talking with staff to find out about their overall experiences and thoughts on the new service.

We hope that you will be able to complete the surveys which are relevant to you and take part in an interview if you are asked. All the information you give us will be held in confidence and will play an important role in helping us to see how the new service is working.

We thank you in advance for helping with our evaluation.

If you have any questions or would like to know more about the evaluation and what we will be asking you to do please contact Dr Jenny Hall by email at [jenny.hall@uhi.ac.uk](mailto:jenny.hall@uhi.ac.uk) or by phone on 01463 279566.