

Top tips for increasing patient referrals:

We all want our patients to live happier and healthier lives. We support those who are most at risk of developing Type 2 Diabetes, reducing their risk and saving the NHS time and money in the process.

Referring prediabetic patients to the NHS Diabetes Prevention Programme (NDPP) does not have to take up lots of valuable time. Here are some great time-saving ways to increase your referrals to the NDPP.

Remember there are incentives (EWMS) available to you for referring patients:

- Regularly run searches and send programme invitations to eligible patients. If you wish to encourage patients to self-register, ensure that patients have their NHS number and a HbA1c or FPG test result from within the last 12 months.
- Remember that patients with a history of Gestational Diabetes can be referred without an elevated HbA1c/don't require a blood test. So, make sure you search for and invite these patients too. They can self-refer.
- Practices with consistently high referral figures have a great, efficient referral process in place. They run searches and invite patients on a regular basis, and this ensures that all eligible patients are being offered the chance to attend the programme in a timely manner. This task can be done by a Senior Administrator.
- Allocate a member of staff and/certain day/time to contact eligible patients and chat about the programme, answering any questions they might have. Some practices task their Health & Wellbeing Coaches or Social Prescribers with this work. Or they too can invite patients to a Patient Information Session, run by Xyla here: <https://bit.ly/PatientInformationSessionNDPP>
- A reminder message a few weeks after your initial NDPP communication has been found to increase uptake by 40% in some practices and can be automated.
- Show our video on your waiting room screens/website/social media channels. (This can be provided by your Engagement Lead, along with lots of great resources!).

HIOW Martin C - Case study quote:

...because of the amount of varied information and the subjects that are covered. The combination of elements, nutrition, physical and mental health has made it a complete package.

Here is just one person's view of the NDPP course, make sure your patient's can enjoy the same success.

- Share information about our upcoming local groups on practice notice boards and/or your website/social media channels.
- Increase your knowledge about the programme and learn more efficient ways to refer patients, by attending our monthly 'Lunch & Learn' session. These take place 12.30 – 1pm on the third Thursday of every month and you can book a free place [here](#).



Patient Information Sessions: patients can learn more about the programme and get the motivation they need from other attendees. 42% of patients who attend these sessions go on to register for the programme! You can find details of all upcoming sessions and patients can also book to attend for free [here](#). You're welcome to share this link with eligible patients regularly, as part of your search work.

Local Group activity: You can find details of all our upcoming local groups [here](#) and you are welcome to share these details with eligible patients as you see fit. If you cannot see a local group near you, it means you are 6 weeks away from one – work with us to get a group on in a location of your choice, should you prefer it.

Remember your regional Engagement Lead is here to support you in referring your eligible patients to the programme, so if you have any questions or would like to request any marketing materials, don't hesitate to get in touch with them.

Your Engagement Lead is Clare Kavanagh, and you can email:
clare.kavanagh@xylaservices.com or clare.kavanagh2@nhs.net
Or call: 07855 973359.

Let's all work together to reduce Type 2 Diabetes.