

Health and Wellbeing Coaches - approaches to diabetes care across Wakefield

April 2025

INTRODUCTION

Health and Wellbeing Coaches support individuals in making positive lifestyle changes to improve their physical and mental health by helping people set and achieve personal health goals.

PCN staff are working hard to establish themselves within community and local networks. This includes making links with community connectors to work with groups and services within communities. The extent of their impact can be measured by the increasing referral numbers reported by all PCN teams.



8.4% of people in Wakefield aged 17 and over are living with either Type 1 or Type 2 diabetes (2022 - 23). This is higher than the national average of 7.5%

Across West Yorkshire, almost 4 in 10 people with Type 2 diabetes live in the most deprived areas of the county, compared to only 1 in 10 living in the least deprived areas.



AT A GLANCE

Across the district, activities to support people with diabetes and pre-diabetes vary depending upon patient need, practice and PCN objectives and the specialist skills of the staff involved. PCNs deliver their initiatives in different ways, both face to face and virtual. Some may be short term pop up sessions or some longer more structured courses.

Overarching aims for diabetes support include:

- Supporting individuals in making positive lifestyle changes to improve their physical and mental health.
- Helping people set and achieve personal health goals, focusing on long-term behavioral changes that enhance overall well-being.
- Placing PCN staff at the heart of communities by linking with community connectors and various groups and services
- Reducing the stigma associated with the diabetes label and enabling early intervention.

THE NUMBERS

76

Percentage of adults in the Wakefield District who are estimated to be overweight or obese.

63.8

Percentage of adults in England overall who are estimated to be overweight or obese.

72

Percentage of adults in Wakefield who say they would like to eat more healthily

54

Wakefield is the 54th most deprived district in England (out of 317 districts).

<https://www.wakefieldjsna.co.uk/site/wp-content/uploads/2024/04/Wakefield-District-Annual-Report-2024-Adults.pdf>

<https://www.wakefield.gov.uk/media/0jojvxxv/state-of-the-district-report.pdf>

HEALTH AND WELLBEING

ACTIVITY ACROSS PCNS



The list below is by no means exhaustive but gives a great overview of the activity that is happening to help people with diabetes and pre-diabetes:

Five Towns: Work closely with Coal Fields Regeneration Trust who now provide all their Health and wellbeing services. The team collaborate with their integrated neighbourhood team, ensuring that they provide services that reflect the communities they serve. Groups include Eat Well to be Healthy - a 12 week programme plus cooking sessions. Pops up sessions about pre-diabetes have also been delivered.

Pontefract & Knottingley: Offer ongoing group sessions and a pre-diabetes program involving 8 bi-weekly sessions in both one-to-one and group settings, delivered by Health and Wellbeing Coaches.

Trinity: Provide face-to-face groups for individuals with Type 2 diabetes, covering nutrition, exercise, medications, and stress management. They also offer a diabetes remission group consisting of six sessions every two weeks, focusing on information, peer support, and lived experiences. Pop up clinics in conjunction with a mental health nurse for patients with severe mental illness are also available.

Wakefield North: Provide one-to-one sessions, wellbeing cafes, health walking groups, and have linked with healthy heart events. They also have a pre-diabetes and holistic lifestyle group and diabetes get active classes.

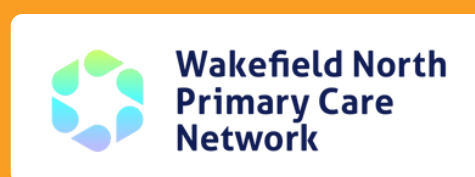
West Wakefield: Involved in a pilot program working with the NDPP (National Diabetes Prevention Programme), where all pre-diabetes patients are referred for a one-to-one conversation and coaching session. If the NDPP is declined, one-to-one sessions with a health coach are offered instead.

Wakefield South: Provide one-to-one sessions and groups, including a diabetes nutrition group.

Abbreviations explained:

HbA1c is the measure of average blood glucose (sugar) levels over the past two to three months. For people with diabetes, an optimal HbA1c level is 48 mmol/mol (6.5%) or lower. Those at risk of developing type 2 diabetes, should aim for an HbA1c level below 42 mmol/mol (6%).

Mmol/mol is the unit of measurement used to calculate the amount of glucose in the blood.




In conjunction with Wakefield North, Pontefract and Knottingley PCN also run a pre-diabetes and holistic lifestyle group at Featherstone library.



PATIENT STORIES

Interventions made by Taz Faruqi, Health and Wellbeing Coach, Trinity Health Group PCN



64-year-old female patient who was referred due to uncontrolled type 2 diabetes. Initial HbA1c levels were high, at 114 mmol/mol

Goals included becoming more informed about diabetes, living a better lifestyle, reducing HbA1c, and feeling better.

Family history of insulin dependent diabetes

Later sessions covered exercise and its relationship with weight and blood sugar

Initial sessions focused on explaining the how diabetes develops and the effects of macronutrients on blood sugar. Discussions included the healthy plate model, meal composition for better nutrition, and managing eating out.

The patient's wellbeing score significantly improved, with her WHO 5 post assessment score increasing to 22 (a 300% increase). Her HbA1c reduced to 53 mmol/mol.


The patient reported enjoying her new lifestyle, being more active, her clothes fitting better, and being happy with the changes.

PATIENT FEEDBACK

stated that she found the information very beneficial and it helped her understand more about sugar

understands she might never be free from diabetes but feels armed with the information to get it under control

would advise everyone to take the opportunity for such support if offered



32-year-old male patient contacted due to weight gain and poorly controlled type 2 diabetes. Patient plays rugby and is active but regularly consumes over 20 units of alcohol per week

Initial consultation identified goals to understand the right foods for diabetes, lose weight, put diabetes into remission, and reduce medication.

Pre-intervention results:

- blood test showed an HbA1c of 78 mmol/mol
- serum cholesterol was 5.1.
- weight was 163.8 kg.
- WHO 5 preassessment score was 13.

Health coaching sessions discussed macronutrients, what constitutes a good diet, foods that affect blood sugar, and how to prevent blood sugar spikes.

The coaching focused on eating a real food diet and reducing alcohol consumption while maintaining social benefits. The patient decided to increase exercise by joining the gym.

* The WHO-5 is a self-reporting tool measuring mental well-being. It consists of five statements relating to the past two weeks. Each statement is rated on a **6-point scale**, with higher scores indicating better mental well-being.

Results after 5 coaching sessions:

- HbA1c was 47 mmol/mol
- Serum cholesterol reduced to 4.2
- Weight reduced to 160 kg
- WHO 5 preassessment score increased to 20*
- Reduced his alcohol consumption to 12 units a week*

OVERVIEW OF PROGRESS



PCN staff have been very effective in establishing themselves within communities, and work continues to strengthen links and service referrals.

Collaboration between Health and Wellbeing teams, GPs and other ARRs (Additional Roles Reimbursement Scheme) roles for referrals has made a real difference to patient experience.

Wellness cafes are used to discuss key topics and promote health behavior changes, potentially reducing stigma related to diabetes and enabling early intervention. These are very well attended and are providing a great networking opportunity for attendees.



TRAINING AND CLINICAL SKILLS



HEALTHCHECKS



Conexus also supports diabetes care in other ways:



It's important that people across Wakefield living with diabetes or pre-diabetes, have access to the very best care provided by staff who are highly skilled and possess the latest clinical knowledge.

Conexus runs a number of diabetes training sessions specifically tailored for Wakefield health and care staff.

Between May and November 2024, over 90 people attended training on:

- Diabetic Foot care and Diabetes in Pregnancy
- Continuous Glucose Monitoring
- Intro to diabetes
- Lilly Diabetes - Oral Medication
- Continuous Glucose Monitoring
- Foot checks
- Diabetes Update



Diabetes symptoms and monitoring is part of an NHS Healthcheck. Healthchecks are offered within GP Practices and through GP Care Wakefield.

Between 1st Sept 2024 to 16th March 2025 **2,918** healthchecks were conducted across the district.

This means we are on target to undertake the 5000 healthchecks we set out to achieve in 2024/2025.

Conexus has also developed an easy read version of the Healthchecks leaflet which can be used by any staff wanting to explain the purpose to people who may have limited understanding of English.



Boehringer
Ingelheim