

**Case study: Cambridge University Hospitals NHS Foundation Trust**

# Giving test results to patients ahead of their diabetes review

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## What we did

Two weeks before their annual review appointment, each patient has an appointment during which their blood and urine tests are done. To encourage patients to think about what they wanted to discuss at their annual review appointments, we wrote to them in advance of the appointment with the results of the tests and prompted them to think about what they would like to ask at their review. After their review we asked them for verbal feedback.

## Our learning

Patients said they thought it was a good idea. They liked to have the information and most found it helpful. Most patients said it helped them to organise their thoughts and get the most from their appointment.

‘It gave me a heads up and I felt prepared and confident to ask questions because I had more knowledge.’

However, a minority of patients didn’t understand the information and wanted clearer explanations with more layman’s terms.

‘It did not help me to prepare, it gave me an idea of what is happening although I do not understand it all.’

As a result, we have revised the form by simplifying the language and ensuring that for each test at least two historical readings are shown so that patients can see trends.

We will test this revised form in the clinic and gather more patient feedback.

Patients tell us that knowledge and information are essential elements in being able to self-manage and this process ensures that patients have the same information in advance as the doctor or nurse.