

# Group clinics for young adults living with diabetes in an ethnically diverse, socioeconomically deprived population: mixed-methods evaluation

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**Disclaimer:** This report contains transcripts of interviews conducted in the course of the research and contains language that may offend some readers.

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## Plain English summary

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## Plain English summary

Young adults living with diabetes have poor experiences of the health care that they receive. Only one in five young adults reach national targets for diabetes monitoring and treatment, leading to higher rates of diabetes complications and hospitalisation than among older adults. We studied whether or not building a new model of care using group clinics, in which several young adults with diabetes come together in a clinic appointment, could improve their experience of care. We also wanted to know how group clinics could become part of normal care within diabetes services in the NHS. We studied background literature and data to understand what is known already about group clinics and the care of young adults with diabetes in the NHS. Next, we involved young adults and their health-care teams in designing group clinics, and then we delivered these in two hospitals in ethnically diverse and socioeconomically deprived communities. We assessed the experiences of young adults attending group clinics by directly observing the clinics and interviewing those involved. Young adults attending the group clinics had mostly good experiences of them, in particular from being able to share common knowledge and experience, and from developing strong relationships with each other and the health-care team delivering the clinics. The group clinics supported young adults with wider aspects of their health and well-being, including their emotional health, rather than just their diabetes. Only one-third of those invited to group clinics attended, and this group felt that they would still benefit from one-to-one clinic appointments. Building group clinics into existing NHS infrastructure was difficult. More research is needed to develop the group clinic model further and understand whether or not it can help improve the health of young adults with diabetes and whether or not this would be at a cost that is acceptable to the NHS.

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