

Exploring inequalities in access and patient experience for SA patients in the diabetic renal disease care

For White European (WE) and South Asian (SA) people with a new diagnosis of type 2 diabetes mellitus (T2DM) in 3 areas with ethnically diverse populations: London, Luton & Leicester

Are there differences or inequalities in access to quality diabetes care observed or reported for SA patients compared to WE patients?

Access to Quality Diabetes Care

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Relevant and effective diabetes

Self management

Medicines management

Monitoring

Interviews with WE and SA patients with new diagnosis of type 2 diabetes

Audits of NHS patient data

Interviews with care providers

Information

Support

Communication

Emerging Themes

Information gaps

Sources of information

Family

Patient education

Staged information

Care as treatment vs support

Provider approach and flexibility

Individual emotional responses

Broad support needs

Family members

'Mainly' understanding and 'getting by'

Approachability

Concordance

Comparison of themes across WE and SA groups showed variation by individual rather than by ethnicity

Access to quality diabetes care at diagnosis requires an individualised approach which is sensitive to different emotional responses and information needs. Services need to be adaptable to overcome communication barriers and set the foundations for concordant relationships which support self management. Cultural competence depends on flexibility and openness of care providers.