

# X-PERT Health Managed Services:

## Let X-PERT handle the admin!

An X-PERT managed service is a one-stop-shop for all your structured diabetes education needs. We'll take care of everything, from referral through to producing an outcomes report. This frees up your staff to use their specialist skills and experiences where they are most needed! Whether it is to better manage your staff time, or to help clear your waiting list, an X-PERT managed service might just be the solution.

When you opt for a managed service, X-PERT will:

- recruit and train educators (or we can train your own staff if preferred), providing them with an educator manual and ongoing support. We'll quality assure them too to ensure standards are kept high
- provide all required visual aids and resources, including a comprehensive handbook for every participant
- arrange the right number of programmes, at the right times (including evenings and weekends), in the right places
- process all referrals, contacting 100% of people within two working days of their referral to outline the content and benefits of the programme to encourage attendance
- book everyone who wants to attend on to a programme at a time and location that works for them
- offer a home based programme, with additional support, for those who can't, or won't, attend group sessions
- provide weekly reminders for all participants
- provide participants with access to an online forum, where they can share experiences, obtain meal plans and recipes, and receive additional support
- liaise with practices to obtain relevant clinical results before and after the programme
- audit the available data, providing all commissioners and referrers with a report outlining uptake, attendance, satisfaction, empowerment, clinical outcomes and medication changes (where relevant information is available)

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HEALTH**  
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All YOU need to do is make sure the referrers have a good awareness of our programmes and their benefits, so they can encourage their patients to attend, and provide - or help us to find - easily accessible and suitable venues

Any other requirements? Let us know, and we can explore bespoke solutions together

**For more information:**



[www.xperthealth.org.uk](http://www.xperthealth.org.uk)



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## Case Study: Hertfordshire, 2016 - 2019

East and North Hertfordshire CCG commissioned X-PERT Health to run a managed service to try and work through their growing waiting list. The results speak for themselves...

- 3,607 referrals were received - 100% of people referred were contacted and offered a place on a course
- 1,112 registered to attend a group programme, and 533 opted to receive the home based programme
- 75 Programmes were run
- 93% of those registered attended at least one session, of which 79% completed a programme
- Participant satisfaction was 96%
- Participant empowerment increased by 16.7%
- After 12 months:



- There were also meaningful improvements in systolic (-5 mmHg) and diastolic (-3 mmHg) blood pressure
- 20% of those who were using diabetes medication at baseline had reduced their medication requirements



*“The programme is brilliant, I felt very alone until I attended”*


*“Excellent handbook, clear and easy to understand with good content”*

*“The course has helped me control my diabetes, rather than it controlling me!”*

Opting for an X-PERT managed service helped East and North Hertfordshire CCG reduce their workload and clear their waiting list. The programmes were well attended and the participants enjoyed them, felt more empowered to manage their health, and achieved meaningful health improvements. Everybody wins!

## For more information:

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