

## Compliments and complaints

If you have any suggestions, comments, compliments or concerns about the services you have received, the Patient Advice and Liaison Service (PALS) team are here to help. You can contact PALS by email at **pals@mft.nhs.uk** or call **0161 276 8686**.

## Other languages

This leaflet can be translated and provided in other languages on request. We can also provide the information in other formats including braille, large print and as a recording. Please contact us if you need help.

## Who provides this service?

This service is provided by Manchester Local Care Organisation (MLCO). MLCO is the organisation that provides NHS community health and adult social care services in the city. **Find out more about MLCO at [www.manchesterlco.org](http://www.manchesterlco.org)**

## Contacting us


### Opening times

Our service is available Monday to Friday, 8am to 5pm.

You can telephone, text, email or write to us to register or find out more about us at:

 **Tel: 0161 549 6624**

 **Email: [mft.epp@nhs.net](mailto:mft.epp@nhs.net)**

 **Expert Patient Programme**  
Higher Openshaw Primary  
Care Centre  
Ashton Old Road  
Manchester, M11 1 JG

# Diabetes Self-Management Programme

Run by the Expert Patient Programme

Service information leaflet for patients and carers

*'I have gained so much knowledge to help me make the right decisions going forward. I think all people who are diagnosed with pre or Diabetes should attend.'*  
- June 2024



## About the service

We are a free NHS service for people living with diabetes and/or their carers.

We deliver a course to help you manage your diabetes and feel more in control of your condition and life. It will complement your treatment and care as well as support you to adopt a healthier lifestyle.

### Who runs the course?

The team is made up of NHS staff and volunteers who either live with diabetes or care for someone who does. This means our tutors understand the impact living with diabetes has on a day-to-day basis.

### Who is the course for?

We support people who are aged 18 or over who live in Manchester who have diabetes type 1 or 2, pre-diabetes and/or their carers.

### How long does the course last?

The course runs for two and a half hours once a week for six weeks.

### Where is the course delivered?

We deliver a course at local venues across Manchester or virtual courses online.

## How will the course help you?

### Learn to manage your diabetes

Gain control of your symptoms with monitoring blood glucose levels and managing your medication more effectively.

### Gain confidence

Our course can help you to feel more confident and motivated to prevent complications, experience less stress and fatigue.

### Working with your healthcare team

Get more from your healthcare appointments, learn about what support you can access and how to communicate your needs.

### Prevention

To achieve your goals we'll talk about healthy eating, pacing and monitoring your physical activity.

## What do people have to say about the course?

*'This 6 week course I have been on has in fact taught me more than I learned in 25 years. Without the course I would still be plodding along in the same old way.'*

- March 2023

*'This course I have been on for the past 6 weeks has been a life changer in so many ways.'*

*'I have more energy following this way of life and is no longer scary and most important I feel more positive about being type 2 diabetic.'*

- February 2024

*'I have learnt a lot about how best to avoid issues with my diabetes. I am less stressed, more active and most of all happy with how my routine has improved along with my mood.'*

- March 2023