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The Diabetes Exchange

UK Excellence & Best Practice Showcase 2026

Sharing ideas. Celebrating innovation.
Improving diabetes care together.



South Korea 2026

1st - 5th November



UK Excellence & Best Practice Showcase 2026

Sharing ideas. Celebrating innovation. Improving diabetes care together.

Great ideas in diabetes care are happening every day across the UK.

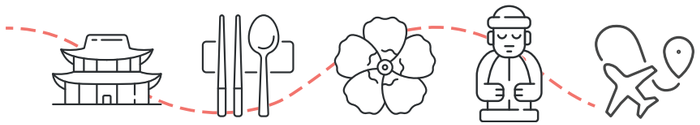
The Diabetes Exchange brings those ideas together, connecting healthcare professionals to share experiences, celebrate innovation and learn from one another.

What began as an opportunity to connect UK and South Korean clinicians has grown into a wider community. This showcase celebrates some of the people, projects and practical ideas making a difference to diabetes care.

And this is just the beginning. Our ambition is to keep sharing what works, building connections and bringing new thinking back into everyday practice.

Because the best ideas shouldn’t stay within one clinic, one team or one country. They should be exchanged.

What we are learning



Excellence in diabetes care takes many forms

Across the submissions, common themes emerged, highlighting how healthcare professionals across the UK are tackling shared challenges in different ways.

Working better together

Connecting primary, community and specialist services to deliver more joined-up, coordinated diabetes care.

Making technology work for people

CGM, hybrid closed loop and digital care are creating opportunities, but access, education and confidence remain essential.

Building knowledge, confidence and safety

Using education, practical guidance and safer systems to improve everyday care.

Making care more accessible and inclusive

Reaching underserved and vulnerable communities through earlier intervention, personalised support and care closer to home.

Supporting greater independence

Helping people build the knowledge and confidence to manage their diabetes and make informed decisions about their health.

Featured Excellence

Six voices.

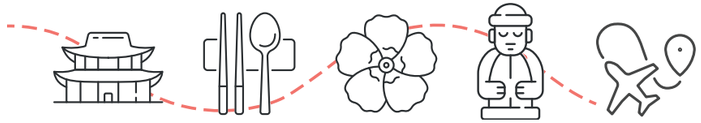
Six perspectives.

One shared ambition.



Our featured contributors represent different professions, experiences and perspectives from across UK diabetes care.

Their work demonstrates the breadth of innovation taking place – from tackling inequalities and transforming education to bringing diabetes technology into everyday practice.



Amanda Williams & Tamsin Fletcher

Directors, DSN Forum UK



linkedin.com/in/amanda-williams

linkedin.com/in/tamsin-fletcher-salt

For Amanda Williams and Tamsin Fletcher-Salt, improving diabetes care starts with supporting the specialist nurses delivering it – giving them the knowledge, confidence and practical tools to make informed clinical decisions.

Both are experienced Diabetes Specialist Nurses and clinical leaders. Amanda leads diabetes specialist nursing across East Kent Hospitals, while Tamsin leads the specialist diabetes nursing service at University Hospitals of North Midlands. Together, they help drive DSN Forum UK, a national network created by specialist nurses, for specialist nurses.

What began as an online peer-support community has grown into a national platform for education and collaboration. Its annual conference brings together over 180 DSNs from across the four UK nations, focusing on practical challenges faced in everyday clinical care.

One example of their work is the independent hybrid closed-loop (HCL) comparison chart, developed to help clinicians navigate increasingly complex diabetes technology. Comparing six systems, it brings together technical specifications and independently graded clinical evidence in one accessible, regularly updated resource.

Through DSN Forum UK, Amanda and Tamsin are helping clinicians make evidence-based decisions, share expertise and bring innovation into everyday diabetes care.

IDEA TO EXCHANGE: Give clinicians independent evidence they can use.

Donna Sutton

Community Lead Diabetes Specialist Nurse and Clinical Lead for Diabetes Education, Spirit Health



linkedin.com/in/donna-sutton

For Donna Sutton, improving diabetes care starts with making education relevant to people's lives, recognising that different stages of life bring different challenges.

A Diabetes Specialist Nurse and Queen's Nurse, Donna combines clinical practice with education development and service improvement, helping people build the knowledge and confidence to manage their condition.

One example is EMPOWER 18–39, a structured education programme developed specifically for younger adults living with type 2 diabetes. Recognising the challenges of managing diabetes alongside work, relationships and family life, Donna helped develop a four-hour programme focused on practical, achievable changes.

The programme has achieved QISMET accreditation, with encouraging participant feedback. All evaluation respondents rated their experience as good or very good, with an average programme rating of 9.5/10.

For Donna, the ambition is to make diabetes education more accessible, engaging and meaningful, empowering people to take greater control of their health.

IDEA TO EXCHANGE: Education should fit around people's lives – not the other way around.





Nusrat Kausar

Clinical Director and Primary Care Network Diabetes Dietitian, Primary Care Dietitians



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For Nusrat Kausar, innovation in diabetes care isn't simply about what becomes possible. It's about who gets to benefit from it.

As Clinical Director at Primary Care Dietitians, Nusrat leads a national team of nearly 40 First Contact Dietitians delivering care across primary care in England. Her work focuses particularly on reducing health inequalities and supporting deprived and culturally diverse communities.

Her team is exploring the use of CGM in people with pre-diabetes and type 2 diabetes, alongside new approaches for people with additional needs, including neurodiversity and learning difficulties.

For Nusrat, this raises an important question as diabetes technology develops: how do we ensure innovation reaches people who may traditionally be less likely to benefit from new models of care?

Through her national team, clinical work, conferences and professional networks, she is also well placed to share learning more widely – helping turn new ideas into practical changes for patients.

IDEA TO EXCHANGE: Innovation should reduce inequalities – not reinforce them.

Dr Kevin Fernando

Portfolio GP, NHS Lothian



linkedin.com/in/drkfernando

For Dr Kevin Fernando, the challenge isn't simply keeping pace with advances in diabetes technology – it's helping busy healthcare professionals turn them into everyday clinical practice.

A GP, medical educator and writer, Kevin specialises in translating complex evidence and guidance into practical resources that healthcare professionals can use.

CGM is a major focus of this work. He has co-authored a practical primary-care guide to CGM, led published UK consensus work on its use in primary care and is involved in a European steering group developing a reference framework for CGM training and education.

Kevin believes education will be critical to widening access to diabetes technology, particularly for people with type 2 diabetes in primary care.

His extensive education networks also mean learning can travel. Through teaching, professional networks, social media, patient education and his monthly podcast, Kevin can share insights from The Diabetes Exchange with healthcare professionals far beyond those directly involved.

IDEA TO EXCHANGE:

Make innovation usable.
Evidence and technology create possibilities. Practical education turns them into better care.





Gurpreet Kaur

Principal Pharmacist Medicines Optimisation & Diabetes Medicines Optimisation Lead, Black Country & BSOL ICB



linkedin.com/in/gurpreet-kaur

For Gurpreet Kaur, improving diabetes care means finding ways to introduce innovation at scale while making the best use of NHS resources.

As Principal Pharmacist and Diabetes Medicines Optimisation Lead, Gurpreet has led system-wide diabetes and cardiometabolic programmes across primary, community and secondary care. Her work spans pathway development, prescribing guidance, medicines optimisation and reducing unwarranted variation.

She has also secured Diabetes UK funding to improve uptake of diabetes technologies among underserved South Asian communities – combining population health approaches with a focus on reducing inequalities.

Following an ICB-wide blood glucose test strip optimisation programme, Gurpreet is now supporting the development of a CGM optimisation programme focused on equitable access, appropriate use of technology and maximising clinical outcomes within available NHS resources.

The Diabetes Exchange offers an opportunity to compare how different healthcare systems approach the same challenge: how do we embrace innovation while creating diabetes services that are equitable, sustainable and affordable?

IDEA TO EXCHANGE: Innovation has to work at scale.

UK Excellence Showcase

The Diabetes Exchange showcases innovation in many forms – from redesigning pathways and widening access to technology, to improving education and tackling everyday clinical challenges.

Together, these stories highlight the expertise and ideas shaping diabetes care across the UK.

Here are more ideas worth exchanging.



Graham Taft

Diabetes Specialist Nurse – Housebound

Bringing specialist diabetes care to the housebound
Graham leads a specialist service for people with complex diabetes who can't attend conventional clinics. Its focus on specialist intervention and independence has seen 44% discharged from district nursing caseloads, 15% needing fewer visits and 18% progressing to independent self-management.

IDEA TO EXCHANGE:

Design care around the person – not the clinic.

Heather Bell

GP Principal

IDEA TO EXCHANGE:

Give primary care the confidence to make technology part of everyday care.

Championing CGM in primary care
Heather combines frontline general practice with peer education to help build confidence in CGM. As Chair of the Primary Care Diabetes and Obesity Society in Northern Ireland, she has co-authored practical CGM education and completed a CGM project within her own practice.

IDEA TO EXCHANGE:

Combine technology with continuity throughout the patient journey.

Neo Thakanyane-Masoabi

Diabetes Specialist Nurse for Maternity

Transforming diabetes care through pregnancy
Neo has helped develop a maternity diabetes service supporting women from preconception through to delivery. The pathway combines continuity and multidisciplinary care with access to CGM for women with type 2 diabetes or MODY and hybrid closed loop for eligible women with type 1 diabetes.

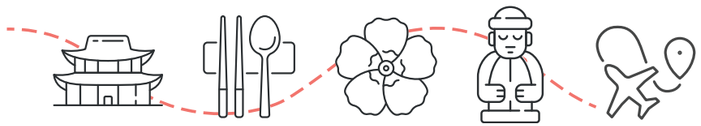
Hazel Kirwin

Advanced Clinical Pharmacist – Medication Safety in Diabetes

Using digital prescribing to make diabetes care safer
Hazel turns learning from medication incidents into practical safety improvements. Her work includes SGLT-2 and ketone-monitoring guidance and electronic prescribing alerts highlighting risks including omitted long-acting insulin, raised ketones and SGLT-2 prescribing.

IDEA TO EXCHANGE:

Use digital systems to identify risk before it becomes harm.





Rachel Halley

Diabetes Clinical Nurse Specialist

Connecting diabetes and liver care
Rachel led a service evaluation involving 67 people with type 2 diabetes and MASLD, exploring a multidisciplinary diabetes and liver approach to tirzepatide initiation. The work reported improvements in HbA1c and measures of liver health, demonstrating the value of looking beyond traditional speciality boundaries.

IDEA TO EXCHANGE:

Complex conditions need connected care, not clinical silos.

Amar Puttanna

Consultant Diabetologist

IDEA TO EXCHANGE:

Innovation needs to work for older and more vulnerable people too.

Rethinking diabetes care for older adults
Amar's work spans frailty, diabetes and dementia, care-home education, service redesign and research exploring CGM in older adults. His focus is on how technology and new models of care can better support people whose needs may be more complex or easily overlooked.

Jayni Patel

Clinical Pharmacist

Finding the people missing out on CGM
Jayni led an audit to identify people who met the criteria for CGM but hadn't yet been offered it – helping eligible patients access technology and highlighting how population data can uncover inequalities in care.

IDEA TO EXCHANGE:

Don't just measure uptake – look for who's missing.

IDEA TO EXCHANGE:

Bring expertise together earlier for people at greatest risk.

Bethany Law

Diabetes Specialist Nurse

Tackling diabetic foot risk together
Bethany works alongside podiatry, endocrinology and vascular colleagues to improve support for people at high risk of diabetes-related foot complications. Her work explores how closer multidisciplinary intervention can improve diabetes management and help reduce the risk of serious complications.

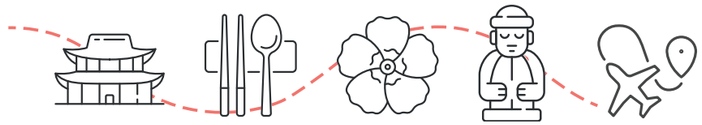
Susan Browne

Diabetes Specialist Nurse

Making diabetes knowledge safer and more accessible
Susan's quality-improvement work focuses on making clinical guidance easier for healthcare professionals to access, supporting safer and more consistent decisions. She has also developed a free Sick Day Rules phone app for insulin-pump users.

IDEA TO EXCHANGE:

Make the right information easier to access when people need it.





IDEA TO EXCHANGE:

Use community pharmacy as a bridge into wider diabetes care.

Silvia Barbucci

Pharmacist

Connecting community pharmacy with diabetes care
Silvia is exploring how community pharmacy can connect more closely with GP practices and specialist diabetes teams. Her experience across community pharmacy, general practice and secondary care is helping shape her ambition for stronger referral pathways, earlier intervention and greater continuity.

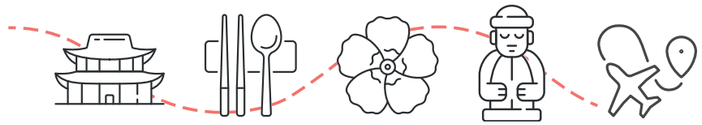
Diana Dwomoh

Diabetes Specialist Nurse and Independent Nurse Prescriber

Strengthening diabetes care in primary care
Diana combines medicines optimisation, education, personalised treatment and earlier intervention to make diabetes care more proactive in primary care. Her focus is on reducing variation, preventing complications and helping people feel more confident managing their health.

IDEA TO EXCHANGE:

Intervene earlier and give people the confidence to self-manage.



Beata Jarzynska

Diabetic Nurse – GP Practice

Putting emotional wellbeing alongside clinical care
Beata combines structured diabetes education and CGM support with conversations about emotional wellbeing, using the Problem Areas in Diabetes (PAID) scale to help patients share their concerns and inform their care.

IDEA TO EXCHANGE:

Understand how someone feels about diabetes – not just their numbers.

Mark Holmes

Senior Clinical Pharmacist with a Special Interest in Diabetes

Improving recognition of LADA
Mark is exploring how primary care can better identify possible Latent Autoimmune Diabetes in Adults (LADA), particularly among people with low BMI and persistent hyperglycaemia who may have been managed as having type 2 diabetes.

IDEA TO EXCHANGE:

When treatment isn't working, revisit the assumptions behind the pathway.

Rhea Marie Dela Cruz

Diabetes Specialist Nurse

Building safer diabetes care through education
As a Diabetes Specialist Nurse and Lead Educator, Rhea trains ward nurses and junior doctors and contributes to work evaluating the management of diabetes emergencies. She is also working towards mandatory insulin-safety training to help reduce medication errors and strengthen clinical practice.

IDEA TO EXCHANGE:

Build confidence across the wider workforce to make diabetes care safer.



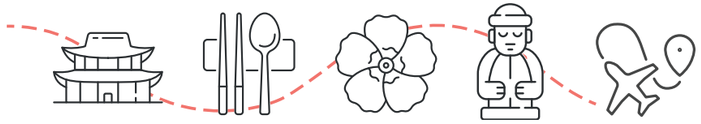
From the UK to South Korea

The Diabetes Exchange will bring together UK healthcare professionals, Korean clinicians and diabetes innovators to share experiences, explore different approaches and exchange ideas to improve diabetes care.

Our UK delegation will take the ideas and experiences featured in this showcase with them, representing a much wider community of healthcare professionals.

And the learning won't stop there. We'll bring insights back to the UK, share what we've discovered and continue building a community where ideas and best practice can be exchanged.

SHARE → EXCHANGE → LEARN → BRING IT BACK → SHARE AGAIN



Thank You

A huge thank you to everyone who contributed to this showcase and shared their work with us.

Together, we're celebrating innovation, learning from one another and helping shape better diabetes care.



The Diabetes Exchange

Stay part of The Diabetes Exchange

Scan the QR code to join our community, access future learning and updates, and share your own ideas.

