Practices randomised (minimised) in blocks to intervention or deferred intervention groups

**Intervention Group**
- Nurses receive training
- Deliver Diabetes Manual to participants

**Deferred intervention Group**
- Participants informed by nurse that they will contact them again about the Diabetes Manual once they have received training
- Resume usual care pattern

**6-month follow-up**
- 5 months-Postal questionnaire sent to home and returned to researchers
- Interviews conducted with sample
- Clinical data collected by nurse

**12 month follow-up**
- 11 months-Postal questionnaire sent to home and returned to researchers
- 12-months Clinical data collected by nurses