Patient recruitment & consent (n=700)

Cluster (clinic) randomisation

Intervention arm (n =13 clinics; n =350 patients)
- Baseline data collection:
  - HbA1c (patient)
  - QoL (patient/carer)
- Train teams
- Routine data collection:
  - Clinical data
  - Health service contacts
  - Patient-borne costs
- 1 yr follow-up:
  - HbA1c (patient)
  - QoL (patient/carer)
  - Preferences for care (patients 11+yrs; carers)

Control arm (n =13 clinics; n =350 patients)
- Baseline data collection:
  - HbA1c (patient)
  - QoL (patient/carer)
- Routine data collection:
  - Clinical data
  - Health service contacts
  - Patient-borne costs
- 1 yr follow-up:
  - HbA1c (patient)
  - QoL (patient/carer)
  - Preferences for care (patients 11+yrs; carers)
- Train teams