

MD7514 Self-Management and Lifestyle Behaviour Change

Self-Management in Diabetes Care

View Online



1

Holt RIG, Cockram C, Flyvbjerg A, et al. Textbook of Diabetes. 5th ed. Somerset: : John Wiley & Sons, Incorporated 2016.
<http://ebookcentral.proquest.com/lib/leicester/detail.action?docID=4769056>

2

Holt RIG. Textbook of diabetes. 4th ed. Chichester: : Wiley-Blackwell 2010.
<http://ezproxy.lib.le.ac.uk/login?url=http://www.mylibrary.com?id=269077>

3

Newman S, Newman SP, Steed L, et al. Chronic physical illness: self-management and behavioural interventions. Maidenhead, Berkshire, Eng: : McGraw-Hill/Open University Press 2009. <https://share.libbyapp.com/title/558823#library-leicester>

4

State of the Nation 2016: Time to take control of diabetes - Diabetes UK.
<https://www.diabetes.org.uk/Professionals/Position-statements-reports/Statistics/State-of-the-Nation-2016-Time-to-take-control-of-diabetes/>

5

Diabetes Prevalence 2016 (November 2016) - Diabetes UK.
<https://www.diabetes.org.uk/Professionals/Position-statements-reports/Statistics/Diabetes-prevalence-2016/>

6

Supported self-management (Nov 2009) - Diabetes UK.
<https://www.diabetes.org.uk/supported-self-management>

7

Shrivastava S, Shrivastava P, Ramasamy J. Role of self-care in management of diabetes mellitus. *Journal of Diabetes & Metabolic Disorders* 2013;**12**. doi:10.1186/2251-6581-12-14

8

Powers MA, Bardsley J, Cypress M, et al. Diabetes Self-management Education and Support in Type 2 Diabetes: A Joint Position Statement of the American Diabetes Association, the American Association of Diabetes Educators, and the Academy of Nutrition and Dietetics. *Diabetes Care* 2015;**38**:1372–82. doi:10.2337/dc15-0730

9

Type 2 diabetes in adults: management | Guidance and guidelines | NICE.
<https://www.nice.org.uk/guidance/ng28>

10

Anderson RM, Funnell MM. The Art and Science of Diabetes Education A Culture Out of Balance. *The Diabetes Educator* 2008;**34**:109–17. doi:10.1177/0145721707312398

11

Beck J, Greenwood DA, Blanton L, et al. 2017 National Standards for Diabetes Self-Management Education and Support. *Diabetes Care* Published Online First: 28 July 2017. doi:10.2337/dci17-0025

12

E Loveman. The clinical effectiveness of diabetes education models for Type 2 diabetes: a systematic review. Published Online First: 2008.
<https://www.ncbi.nlm.nih.gov/pubmedhealth/PMH0015030/>

13

Bodenheimer T. Improving Primary Care for Patients With Chronic Illness. JAMA 2002;**288**. doi:10.1001/jama.288.14.1775

14

Interaction between diabetes specialist nurses and patients during group sessions about self-management in type 2 diabetes- ClinicalKey.
<https://www-clinicalkey-com.ezproxy4.lib.le.ac.uk/#!/content/journal/1-s2.0-S0738399113004515>

15

DESMOND - Diabetes Education and Self Management for Ongoing and Newly Diagnosed.
<http://www.desmond-project.org.uk>

16

Skills and techniques to support people | Person-Centred Care Resource Centre.
<http://personcentredcare.health.org.uk/person-centred-care/self-management-support/implmenting-self-management-support/practitioner/skills>

17

Search results: What is the evidence on effectiveness of empowerment to improve health site:
www.euro.who.int/en/data-and-evidence/evidence-informed-policy-making.
http://search.who.int/search?as_sitesearch=www.euro.who.int/en/data-and-evidence/evidence-informed-policy-making&q=What+is+the+evidence+on+effectiveness+of+empowerment+to+improve+health&site=euro&client=euro&proxystylesheet=euro&output=xml_n_o_dtd&ie=UTF-8&ulang=en&ip=143.210.246.84&access=p&sort=date:D:L:d1&entqr=3&entqrm=0&entsp=a&lr=lang_en&wc=200&wc_mc=1&oe=UTF-8&ud=1

18

Anderson RM, Funnell MM, Butler PM, et al. Patient Empowerment: Results of a randomized controlled trial. Diabetes Care 1995;**18**:943–9. doi:10.2337/diacare.18.7.943

19

Funnell MM, Anderson RM. Empowerment and Self-Management of Diabetes. *Clinical Diabetes* 2004;**22**:123–7. doi:10.2337/diaclin.22.3.123

20

Funnell MM, Anderson RM. Empowerment and Self-Management of Diabetes. *Clinical Diabetes* 2004;**22**:123–7. doi:10.2337/diaclin.22.3.123

21

Khunti K, Gray LJ, Skinner T, et al. Effectiveness of a diabetes education and self management programme (DESMOND) for people with newly diagnosed type 2 diabetes mellitus: three year follow-up of a cluster randomised controlled trial in primary care. *BMJ* 2012;**344**:e2333–e2333. doi:10.1136/bmj.e2333

22

Training in flexible, intensive insulin management to enable dietary freedom in people with type 1 diabetes: dose adjustment for normal eating (DAFNE) randomised controlled trial. *BMJ* 2002;**325**:746–746. doi:10.1136/bmj.325.7367.746

23

Trento M, Gamba S, Gentile L, et al. Rethink Organization to iMprove Education and Outcomes (ROMEO): A multicenter randomized trial of lifestyle intervention by group care to manage type 2 diabetes. *Diabetes Care* 2010;**33**:745–7. doi:10.2337/dc09-2024

24

Fisher L, Polonsky WH, Hessler D, et al. A practical framework for encouraging and supporting positive behaviour change in diabetes. *Diabetic Medicine* Published Online First: 21 June 2017. doi:10.1111/dme.13414

25

The diabetes educator: trying hard, but must concentrate more on behaviour.
<http://onlinelibrary.wiley.com.ezproxy4.lib.le.ac.uk/doi/10.1111/j.1464-5491.2005.01802.x/>

epdf

26

Parkin T, Barnard K, Cradock S, et al. Does professional-centred training improve consultation outcomes? *Practical Diabetes International* 2006;**23**:253–6.
doi:10.1002/pdi.968

27

Mead N, Bower P. Patient-centredness: a conceptual framework and review of the empirical literature. *Social Science & Medicine* 2000;**51**:1087–110.
doi:10.1016/S0277-9536(00)00098-8

28

Skinner TC, Carey ME, Cradock S, et al. 'Educator talk' and patient change: some insights from the DESMOND (Diabetes Education and Self Management for Ongoing and Newly Diagnosed) randomized controlled trial. *Diabetic Medicine* 2008;**25**:1117–20.
doi:10.1111/j.1464-5491.2008.02492.x

29

Anderson RM, Funnell MM. Theory is the Cart, Vision is the Horse: Reflections on Research in Diabetes Patient Education. *The Diabetes Educator* 1999;**25**:43–51.
doi:10.1177/014572179902500622

30

Catherine Hudon. Measuring Patients' Perceptions of Patient-Centered Care: A Systematic Review of Tools for Family Medicine. *Annals of Family Medicine* 2011;**9**. doi:doi:10.1370/afm.1226

31

Skinner TC, Cradock S, Arundel F, et al. Four Theories and a Philosophy: Self-Management Education for Individuals Newly Diagnosed With Type 2 Diabetes. *Diabetes Spectrum* 2003;**16**:75–80. doi:10.2337/diaspect.16.2.75

32

Anderson RM, Funnell MM. Patient empowerment: reflections on the challenge of fostering the adoption of a new paradigm. *Patient Education and Counseling* 2005;**57**:153-7.
doi:10.1016/j.pec.2004.05.008

33

Hadfield S, Hasson G. *Bounce: how to bounce back from just about anything*. New York: : Pearson Prentice Hall Life 2009.

34

Kate Hefferon, Ilona Boniwell. *Positive Psychology: Theory, Research and Applications*. Open University Press 2011.

35

Mind Over Mood. <http://www.mindovermood.com/>

36

Brooks RB, Goldstein S. *The power of resilience: achieving balance, confidence, and personal strength in your life*. New York: : McGraw-Hill 2004.

37

Review of Developing Resilience: a Cognitive-Behavioural Approach, Michael Neenan | The Coaching and Mentoring Network.
https://new.coachingnetwork.org.uk/book_review/review-of-developing-resilience-a-cognitive-behavioural-approach-michael-neenan/

38

Investing in emotional and psychological wellbeing for patients with long-term conditions. - NHS Confederation.
<http://www.nhsconfed.org/resources/2012/04/investing-in-emotional-and-psychological-wel>

lbeing-for-patients-with-long-term-conditions

39

Long-term conditions and mental health | The King's Fund.
<https://www.kingsfund.org.uk/publications/long-term-conditions-and-mental-health>

40

Anderson RJ, Freedland KE, Clouse RE, et al. The Prevalence of Comorbid Depression in Adults With Diabetes: A meta-analysis. *Diabetes Care* 2001;**24**:1069–78.
doi:10.2337/diacare.24.6.1069

41

Crow S, Kendall D, Praus B, et al. Binge eating and other psychopathology in patients with type II diabetes mellitus. *International Journal of Eating Disorders* 2001;**30**:222–6.
doi:10.1002/eat.1077

42

Fisher L, Gonzalez JS, Polonsky WH. The confusing tale of depression and distress in patients with diabetes: a call for greater clarity and precision. *Diabetic Medicine* 2014;**31**:764–72. doi:10.1111/dme.12428

43

Lloyd C, Smith J, Weinger K. Stress and Diabetes: A Review of the Links. *Diabetes Spectrum* 2005;**18**:121–7. doi:10.2337/diaspect.18.2.121

44

Nash J, Skinner T. Eating disorders in type 1 diabetes. *Practical Diabetes International* 2005;**22**:139–45. doi:10.1002/pdi.787

45

Polonsky WH, Fisher L, Earles J, et al. Assessing Psychosocial Distress in Diabetes: Development of the Diabetes Distress Scale. *Diabetes Care* 2005;**28**:626–31.
doi:10.2337/diacare.28.3.626

46

van de Laar FA, van de Lisdonk EH, Lucassen PLBJ, et al. Eating behaviour and adherence to diet in patients with Type 2 diabetes mellitus. *Diabetic Medicine* 2006;**23**:788–94.
doi:10.1111/j.1464-5491.2006.01885.x

47

Depression in adults with a chronic physical health problem: recognition and management | Guidance and guidelines | NICE. <https://www.nice.org.uk/guidance/cg91>

48

Hessler DM, Fisher L, Polonsky WH, et al. Diabetes distress is linked with worsening diabetes management over time in adults with Type 1 diabetes. *Diabetic Medicine* Published Online First: 18 June 2017. doi:10.1111/dme.13381

49

Boon-How Chew. Psychological aspects of diabetes care: Effecting behavioral change in patients. *World Journal of Diabetes* 2014;**5**. doi:doi: 10.4239/wjd.v5.i6.796

50

Investing in emotional and psychological wellbeing for patients with long-term conditions. <http://www.nhsconfed.org/~media/Confederation/Files/Publications/Documents/Investing%20in%20emotional%20and%20psychological%20wellbeing%20for%20patients%20with%20long-term%20condtions%2016%20April%20final%20for%20website.pdf>

51

Constructs of depression and distress in diabetes: time for an appraisal- ClinicalKey. <https://www-clinicalkey-com.ezproxy3.lib.le.ac.uk/#!/content/journal/1-s2.0-S2213858715001357>

52

Fisher L, Polonsky WH, Hessler D, et al. A practical framework for encouraging and supporting positive behaviour change in diabetes. *Diabetic Medicine* 2017;**34**:1658-66. doi:10.1111/dme.13414

53

Coulter A, Entwistle VA, Eccles A, et al. Personalised care planning for adults with chronic or long-term health conditions. *Cochrane Database of Systematic Reviews* Published Online First: 1 September 1996. doi:10.1002/14651858.CD010523.pub2

54

Silverman J. Skills for communicating with patients. Third edition, new and updated edition. Boca Raton, Florida: : CRC Press 2013.
<https://ebookcentral.proquest.com/lib/leicester/detail.action?docID=4742673>

55

How to Prepare for a Diabetes Checkup: Diabetes Forecast®.
<http://www.diabetesforecast.org/2014/Jan/how-to-prepare-for-a-diabetes.html?referrer=https://www.google.co.uk/>

56

NHS England » Improving Access with group consultations for diabetes in Slough.
<https://www.england.nhs.uk/gp/case-studies/diabetes-slough/>

57

Preparation for Care Planning — Diabetes in Berkshire West.
<http://www.berkshirewestdiabetes.org.uk/professionals/care-planning/preparation-for-care-planning>

58

Knight KM, Dornan T, Bundy C. The diabetes educator: trying hard, but must concentrate more on behaviour. *Diabetic Medicine* 2006;**23**:485–501.
doi:10.1111/j.1464-5491.2005.01802.x

59

Joseph-Williams N, Elwyn G, Edwards A. Knowledge is not power for patients: A systematic review and thematic synthesis of patient-reported barriers and facilitators to shared decision making. *Patient Education and Counseling* 2014;**94**:291–309.
doi:10.1016/j.pec.2013.10.031

60

Ukoumunne OC, Vaidya B, Frost J, et al. A preconsultation web-based tool to generate an agenda for discussion in diabetes outpatient clinics to improve patient outcomes (DIAT): a feasibility study. *BMJ Open* 2017;**7**. doi:10.1136/bmjopen-2016-013519

61

Byrne JL, Davies MJ, Willaing I, et al. Deficiencies in postgraduate training for healthcare professionals who provide diabetes education and support: results from the Diabetes Attitudes, Wishes and Needs (DAWN2) study. *Diabetic Medicine* 2017;**34**:1074–83.
doi:10.1111/dme.13334

62

Jansink R, Braspenning J, Laurant M, et al. Minimal improvement of nurses' motivational interviewing skills in routine diabetes care one year after training: a cluster randomized trial. *BMC Family Practice* 2013;**14**. doi:10.1186/1471-2296-14-44

63

Trento M, Passera P, Tomalino M, et al. Group Visits Improve Metabolic Control in Type 2 Diabetes: A 2-year follow-up. *Diabetes Care* 2001;**24**:995–1000.
doi:10.2337/diacare.24.6.995

64

Holmström I, Larsson J, Lindberg E, et al. Improving the diabetes-patient encounter by

reflective tutoring for staff. *Patient Education and Counseling* 2004;**53**:325–32.
doi:10.1016/j.pec.2003.12.013

65

Martinez LS, Schwartz JS, Freres D, et al. Patient–clinician information engagement increases treatment decision satisfaction among cancer patients through feeling of being informed. *Patient Education and Counseling* 2009;**77**:384–90.
doi:10.1016/j.pec.2009.09.008

66

Mudge S, Kayes N, McPherson K. Who is in control? Clinicians' view on their role in self-management approaches: a qualitative metasynthesis. *BMJ Open* 2015;**5**:e007413–e007413. doi:10.1136/bmjopen-2014-007413

67

Kennedy A, Rogers A, Bowen R, et al. Implementing, embedding and integrating self-management support tools for people with long-term conditions in primary care nursing: A qualitative study. *International Journal of Nursing Studies* 2014;**51**:1103–13.
doi:10.1016/j.ijnurstu.2013.11.008

68

Macdonald W, Rogers A, Blakeman T, et al. Practice nurses and the facilitation of self-management in primary care. *Journal of Advanced Nursing* 2008;**62**:191–9.
doi:10.1111/j.1365-2648.2007.04585.x

69

Stuckey HL, Vallis M, Kovacs Burns K, et al. "I Do My Best To Listen to Patients": Qualitative Insights Into DAWN2 (Diabetes Psychosocial Care From the Perspective of Health Care Professionals in the Second Diabetes Attitudes, Wishes and Needs Study). *Clinical Therapeutics* 2015;**37**:1986–1998.e12. doi:10.1016/j.clinthera.2015.06.010

70

Pill, R. Can nurses learn to let go? Issues arising from an intervention designed to improve

patients' involvement in their own care. *Pill, R*; **29**:1492–9. <http://www.ingentaconnect.com.ezproxy3.lib.le.ac.uk/content/bsc/jan/1999/00000029/00000006/art01037>

71

Ferrari M, Dal Cin M, Steele M. Self-compassion is associated with optimum self-care behaviour, medical outcomes and psychological well-being in a cross-sectional sample of adults with diabetes. *Diabetic Medicine* 2017;**34**:1546–53. doi:10.1111/dme.13451

72

Newman, Stanton □Mulligan, Kathleen □Steedley, Elizabeth Self-Management in Chronic Physical Illness. Open University Press 2008.
<http://site.ebrary.com/lib/leicester/detail.action?docID=10273880>

73

Self-management of diabetes in hospital (March 2012) - Diabetes UK.
https://www.diabetes.org.uk/About_us/What-we-say/Specialist-care-for-children-and-adults-and-complications/Self-management-of-diabetes-in-hospital/

74

Deakin T. The diabetes pandemic: is structured education the solution or an unnecessary expense? *Practical Diabetes* 2011;**28**:1–14. doi:10.1002/pdi.1635

75

Deakin TA, Cade JE, Williams R, et al. Structured patient education: the Diabetes X-PERT Programme makes a difference. *Diabetic Medicine* 2006;**23**:944–54.
doi:10.1111/j.1464-5491.2006.01906.x

76

Michie S, Richardson M, Johnston M, et al. The Behavior Change Technique Taxonomy (v1) of 93 Hierarchically Clustered Techniques: Building an International Consensus for the Reporting of Behavior Change Interventions. *Annals of Behavioral Medicine* 2013;**46**:81–95.
doi:10.1007/s12160-013-9486-6

77

Skinner TC, Carey ME, Cradock S, et al. Diabetes education and self-management for ongoing and newly diagnosed (DESMOND): Process modelling of pilot study. *Patient Education and Counseling* 2006;**64**:369–77. doi:10.1016/j.pec.2006.04.007

78

Khunti K, Gray LJ, Skinner T, et al. Effectiveness of a diabetes education and self management programme (DESMOND) for people with newly diagnosed type 2 diabetes mellitus: three year follow-up of a cluster randomised controlled trial in primary care. *BMJ* 2012;**344**:e2333–e2333. doi:10.1136/bmj.e2333

79

Training in flexible, intensive insulin management to enable dietary freedom in people with type 1 diabetes: dose adjustment for normal eating (DAFNE) randomised controlled trial. *BMJ* 2002;**325**:746–746. doi:10.1136/bmj.325.7367.746

80

Trento M, Gamba S, Gentile L, et al. Rethink Organization to iMprove Education and Outcomes (ROMEO): A multicenter randomized trial of lifestyle intervention by group care to manage type 2 diabetes. *Diabetes Care* 2010;**33**:745–7. doi:10.2337/dc09-2024

81

Sturt JA, Whitlock S, Fox C, et al. Effects of the Diabetes Manual 1:1 structured education in primary care. *Diabetic Medicine* 2008;**25**:722–31. doi:10.1111/j.1464-5491.2008.02451.x

82

Original Article: Psychological Issues and EducationOriginal articleEffects of the Diabetes Manual 1:1 structured education in primary care.
<http://onlinelibrary.wiley.com.ezproxy4.lib.le.ac.uk/doi/10.1111/j.1464-5491.2008.02451.x/epdf>

83

Moore GF, Audrey S, Barker M, et al. Process evaluation of complex interventions: Medical Research Council guidance. *BMJ* 2015;**350**:h1258-h1258. doi:10.1136/bmj.h1258

84

Brown SA. Studies of educational interventions and outcomes in diabetic adults: A meta-analysis revisited. *Patient Education and Counseling* 1990;**16**:189-215. doi:10.1016/0738-3991(90)90070-2

85

SUSAN L. NORRIS, MICHAEL M. ENGELGAU, K. M. VENKAT NARAYAN. Effectiveness of Self-Management Training in Type 2 Diabetes. *Diabetes Care*
http://go.galegroup.com.ezproxy3.lib.le.ac.uk/ps/retrieve.do?tabID=T002&resultListType=RESULT_LIST&searchResultsType=SingleTab&searchType=AdvancedSearchForm¤tPosition=4&docId=GALE%7CA71901277&docType=Article&sort=Relevance&contentSegment=&prodId=EAIM&contentSet=GALE%7CA71901277&searchId=R1&userGroupName=leicester&inPS=true

86

Susan L. Norris, Joseph Lau, S. Jay Smith, Christopher H. Schmid, Michael M. Engelgau. Self-management education for adults with type 2 diabetes: a meta-analysis of the effect on glycemic control. (Epidemiology/Health Services/Psychosocial Research). *Diabetes Care*
http://go.galegroup.com.ezproxy3.lib.le.ac.uk/ps/retrieve.do?tabID=T002&resultListType=RESULT_LIST&searchResultsType=SingleTab&searchType=AdvancedSearchForm¤tPosition=5&docId=GALE%7CA89379203&docType=Article&sort=Relevance&contentSegment=&prodId=EAIM&contentSet=GALE%7CA89379203&searchId=R2&userGroupName=leicester&inPS=true

87

Group based training for self-management strategies in people with type 2 diabetes mellitus - Deakin - 2005 - The Cochrane Library - Wiley Online Library.
<http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD003417.pub2/full>

88

E Loveman. The clinical effectiveness of diabetes education models for Type 2 diabetes: a

systematic review. Published Online First:
2008.<https://www.ncbi.nlm.nih.gov/pubmedhealth/PMH0015030/>

89

Steinsbekk A, Rygg L, Lisulo M, et al. Group based diabetes self-management education compared to routine treatment for people with type 2 diabetes mellitus. A systematic review with meta-analysis. BMC Health Services Research 2012;**12**.
doi:10.1186/1472-6963-12-213

90

Diabetes self-management education for adults with type 2 diabetes mellitus: A systematic review of the effect on glycemic control- ClinicalKey.
<https://www-clinicalkey-com.ezproxy3.lib.le.ac.uk/#!/content/journal/1-s2.0-S0738399115301166>

91

Odgers-Jewell K, Ball LE, Kelly JT, et al. Effectiveness of group-based self-management education for individuals with Type 2 diabetes: a systematic review with meta-analyses and meta-regression. Diabetic Medicine 2017;**34**:1027–39. doi:10.1111/dme.13340

92

Teljeur C, Moran PS, Walshe S, et al. Economic evaluation of chronic disease self-management for people with diabetes: a systematic review. Diabetic Medicine 2017;
34:1040–9. doi:10.1111/dme.13281

93

Carey ME, Mandalia PK, Daly H, et al. Increasing capacity to deliver diabetes self-management education: results of the DESMOND lay educator non-randomized controlled equivalence trial. Diabetic Medicine 2014;**31**:1431–8. doi:10.1111/dme.12483

94

Peter Craig. Developing and evaluating complex interventions: the new Medical Research

Council guidance. The BMJ 2008;**337**. doi:doi: 10.1136/bmj.a1655

95

Kadu MK, Stolee P. Facilitators and barriers of implementing the chronic care model in primary care: a systematic review. BMC Family Practice 2015;**16**.
doi:10.1186/s12875-014-0219-0

96

Harris SM, Shah P, Mulnier H, et al. Factors influencing attendance at structured education for Type 1 diabetes in south London. Diabetic Medicine 2017;**34**:828–33.
doi:10.1111/dme.13333

97

Coates VE, Horigan G, Davies M, et al. Exploring why young people with Type 1 diabetes decline structured education with a view to overcoming barriers. Diabetic Medicine 2017;
34:1092–9. doi:10.1111/dme.13368

98

Graffy J, Eaton S, Sturt J, et al. Personalized care planning for diabetes: policy lessons from systematic reviews of consultation and self-management interventions. Primary Health Care Research & Development 2009;**10**. doi:10.1017/S1463423609001157

99

Effectiveness of activity trackers with and without incentives to increase physical activity (TRIPPA): a randomised controlled trial- ClinicalKey.
<https://www-clinicalkey-com.ezproxy4.lib.le.ac.uk/#!/content/journal/1-s2.0-S2213858716302844>

100

Abedtash H, Holden RJ. Systematic review of the effectiveness of health-related behavioral interventions using portable activity sensing devices (PASDs). Journal of the American Medical Informatics Association 2017;**24**:1002–13. doi:10.1093/jamia/ocx006

101

Bailey S. Academic writing: a handbook for international students. 3rd ed. London: : Routledge 2011.

<http://ezproxy.lib.le.ac.uk/login?url=http://www.myilibrary.com?id=310467>

102

Creame P, Lea MR. Writing At University: A Guide For Students. 3rd ed. Maidenhead: : McGraw-Hill Education 2008.

http://le.alma.exlibrisgroup.com/view/action/uresolver.do?operation=resolveService&package_service_id=4728123010002746&institutionId=2746&customerId=2745