**Abstract: Case conferencing; Activating general practices; Rural NSW; Enhanced diabetes services (eCARE) in Rural NSW**

**Background:** eCARE is the Western Sydney Diabetes (WSD) rural outreach initiative, delivered in partnership with Care Partnership Diabetes Western NSW. It provides case conferencing support to rural general practices for patients with type 2 diabetes.

This patient-centred model, previously successful in urban settings, aims to build GP confidence, strengthen primary care, and improve access to allied health. With patient consent, other providers involved in the patient’s care are also invited to participate.

**Aim:** To evaluate whether this collaborative case conferencing model can improve diabetes outcomes and GP confidence in resource-limited rural settings.

**Method:** Clinical data were analysed at baseline and 6-month follow-up. Outcomes included HbA1c, GMI, TIR, and BMI, assessed via t-tests. Qualitative data were collected from patients and GPs through open-ended surveys.

**Results:** Between December 2023 and February 2025, 42 case conferences were conducted for 35 patients across 3 practices and 11 GPs.

HbA1c decreased significantly from 8.8% to 7.6% (mean change -1.2%, p<0.001). A non-significant average GMI reduction of 0.54% and an 11% increase in TIR were also observed in a subset of patients.

**Conclusion:** This model has been successfully implemented between a specialist service in Blacktown and rural general practices. It demonstrated both clinical benefits and high acceptability among patients and providers. These early results support the model's expansion as an effective strategy for improving rural diabetes care.