



LUNCH & LEARN WEBINARS

NHS
Diabetes
Programme



Diabetes Structured Education
-facilitating access for adults living with t1 and t2



Wednesday 20 March 1-2pm



Cambridge
Diabetes Education
Programme



Structured Education



Please feel free to ask via the

Q&A

Questions will be answered at the end.



Structured Education



Please feel free to introduce
yourself in the

CHAT

Questions in Q&A please.

Structured Education



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Programme Manager,
NHS England



Candice Ward

CDEP Lead,
Chair



Learning Outcomes



This session aims to support:

1. Increased understanding of the **benefits of structured education**
2. Awareness of the **offers available** and the evidence behind them
3. Understanding of the **referral routes** into the services, to support healthcare professionals working with people living with diabetes to offer the most appropriate service to their patients.

Background

- The NHS Long Term Plan (LTP) committed to further expanding provision of structured education and digital self-management support tools.
- This was based on the identified need to improve uptake of structured education (SE) to improve patient outcomes for people living with diabetes.
- NHS England nationally commissioned digital SE programmes to:
 - ✓ reduce variation across England in access to online support;
 - ✓ support patient choice and;
 - ✓ increase attendance of SE.



Structured Education



- Diabetes is a **progressive long-term condition** that is largely self-managed.¹
- Non-attendance at education has been found to be linked to a **fourfold increased risk** of developing complications.²
- SE provides the **knowledge, skills and confidence** to successfully self-manage. It can help reduce diabetes-related stress, improve health and wellbeing, achieve or maintain a healthy weight and feel confident to make decisions about healthcare and treatment options.
- NICE recommends SE should be offered **throughout the diabetes pathway** from diagnosis and at annual review.

Why Digital Focus?

- Reducing variation of the availability of digital services due to varied commissioning of digital services in ICBs.
- Ability to provide a quality evidence-based service on a national scale .
- Digital services can overcome some of the barriers to attending face to face services identified by people with diabetes.¹

7 in 10 are offered SE²

Typically, a
3-6 month wait
(in F2F services)

7-10% attend SE
(recorded uptake)

Commissioning of SE
varies across localities



¹ Horigan et al. 2016

² Informed by coded data collected by National Diabetes Audit

Barriers to Attendance

Barrier	Digital Service Solutions
Perceived self-efficacy	Ongoing access to tools to help manage and maintain self-efficacy
Low prioritisation	Accessible any time for when a person is ready to engage with their diabetes self-management. Bite-sized content to support engagement around other priorities.
Limited knowledge about SE	Attendance can be influenced by referrers being positive about SE and explaining it is an essential part of care. Quick registration and easy access to digital services allows people to try SE.
Practical barriers	Self-led online learning at home means users can access content at a time that suits them around other priorities and commitments.



Healthy Living



Are you living with type 2 diabetes?

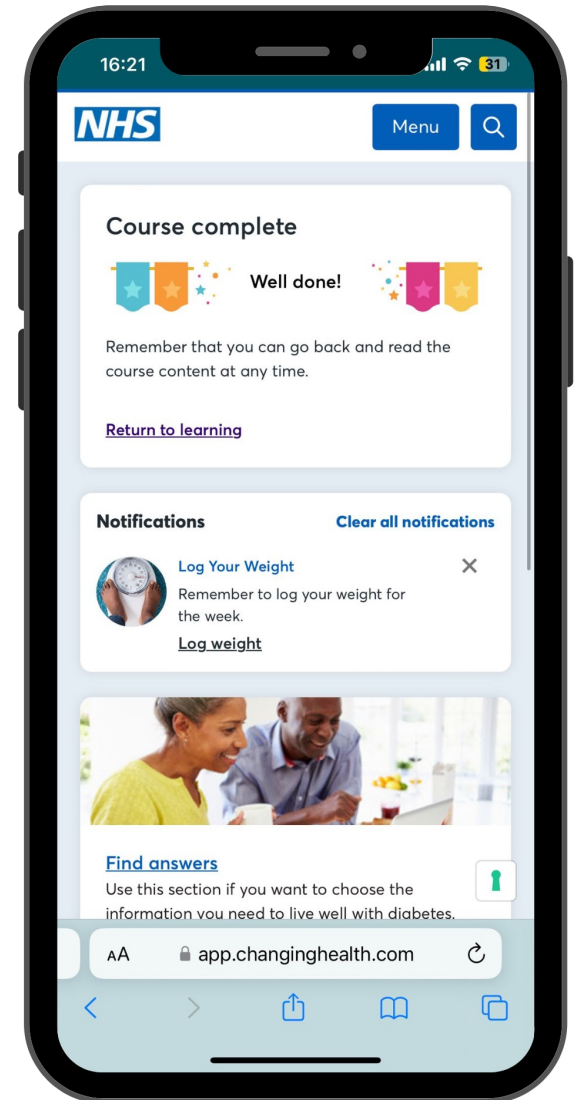
Healthy Living for people with type 2 diabetes is a free, online NHS service that supports people to reduce the risk of complications of diabetes.

Sign up today at www.healthyliving.nhs.uk

Healthy Living
for people with type 2 diabetes

Healthy Living

- Randomised Control Trial by University College London demonstrated:
 - ✓ improved glycaemic control over 12 months,
 - ✓ a reduction in diabetes related distress in those recently diagnosed.
- Over **56,000** users have registered to date.
- An independent evaluation is taking place to evaluate health outcomes from usage.



Implementation Benefits

For people living with diabetes	For healthcare systems
<ul style="list-style-type: none">• Self-directed – completed at a time and pace that suits users• Web-based, optimised for use with multiple device types	<ul style="list-style-type: none">• Referrals eligible for QOF points• No capacity limits• Implementation resources and data packs readily available
<ul style="list-style-type: none">• Free to access• Quality service - QISMET and ORCHA accredited• Evidence based with proven impact on health outcomes• Available 24 hours a day to answer common questions• Option for ongoing management in addition to face-to-face SE attendance	

Before joining Healthy Living, Janita from Wharfedale, said she felt aware of her diabetes all the time.

Since joining the programme in early 2020, Janita has been motivated to get more active and is now walking an average of 10,000 steps a day.

Healthy Living gave Janita the confidence she needed to seek support from other services and by joining an exercise class and a weight loss programme has lost an amazing 9 stone. She's even managed to put her diabetes into remission!





User Feedback



“The changes I've seen in my health since starting Healthy Living have been massive. I have lost two stones!”

“I have just started as newly diagnosed so beginning my journey!
I will revisit and continue to access it to help my diabetes journey.”

“I monitor my blood pressure at home and was not aware of when I should contact my GP. The figures given in this article have given me the information I needed.”

“I like the Healthy Living programme because it's easy to follow and offers good advice.

To others who are thinking about joining, I'd say you have nothing to lose except weight and bad habits!”

“Found it very informative and so helpful in understanding diabetes.

With this new knowledge I feel able to make more informed decisions in managing my condition.”

How to refer

Self-referral: available at www.healthyliving.nhs.uk, creating opportunities for direct communications to reach people with type 2 diabetes.

GP practice direct referral: HCPS can access the referral form on GP systems and email the completed form to england.referralhealthyliving@nhs.net

GP practice bulk referral: Referral letters and text messages are available from the national team

Both GP practice direct referrals and bulk referral options support QOF achievement

The image shows a screenshot of the NHS 'Healthy Living for people with type 2 diabetes Referral Form'. The form is titled 'Healthy Living for people with type 2 diabetes Referral Form' and includes an NHS logo in the top right corner. It is divided into several sections: 'Overview', 'Consent', 'Referral details (All mandatory)', 'Referral details (Optional)', and 'GP Practice details (All mandatory)'. The 'Overview' section provides a brief description of the program and instructions on how to use the form. The 'Consent' section explains that consent should be obtained from the person referred. The 'Referral details (All mandatory)' section contains a table with fields for First name, Surname, Mobile number, Postcode, Date of Birth, Gender, NHS number, and Date of referral. The 'Referral details (Optional)' section has a field for Email address (if known). The 'GP Practice details (All mandatory)' section has fields for GP practice name and Practice code. At the bottom, there is a 'Technical Support' section with contact information and a note that the form is the 'END OF REFERRAL FORM'.

Healthy Living for people with type 2 diabetes Referral Form

Overview

Healthy Living for people with type 2 diabetes is a QISMET accredited digital structured education programme. It is accessed online and provides information about type 2 diabetes and its treatments, alongside support with adopting and maintaining healthy behaviours and psychological wellbeing. It is based on HeLP Diabetes developed by University College London, with randomised controlled trial evidence for improvements in HbA1c and reductions in diabetes-related distress. It is available free-of-charge for all adults with type 2 diabetes in England.

Please use this form if making a referral for a person with type 2 diabetes.

If a carer or family member would like to access the programme but does not have type 2 diabetes, they can self-enrol at <https://healthyliving.nhs.uk>

Please ensure that all the fields below are completed (the form should auto-populate on most systems) as this information is required for the referral to be accepted.

Consent

Consent should be obtained prior to sending a referral. The person referred should be made aware that the information on this form will be shared with Changing Health, the Healthy Living provider on behalf of NHS England.

If the referred person consents for Changing Health to share information about their structured education attendance, the programme will share commencement and completion data securely with their GP practice.

Their data will be treated as confidential and held, stored and disposed of in line with all legal requirements (including the Data Protection Act) and NHS guidance (which includes the Caldicott Guidelines)

Referral details (All mandatory)

First name		Date of Birth	
Surname		Gender	
Mobile number		NHS number	
Postcode		Date of referral	

Referral details (Optional)

Email address (if known)

GP Practice details (All mandatory)

GP practice name Practice code

- Email completed forms to england.referralhealthyliving@nhs.net
- Include a subject line on your email, such as Healthy Living Referral

Technical Support

If you have any issues using this form, please contact the provider of the Healthy Living programme at healthylivingreferral@support.changinghealth.com

END OF REFERRAL FORM



Best Practice Case Study



ICB: Bedfordshire, Luton and Milton Keynes.

Approach: Bulk text messages to all patients on type 2 diabetes register.

Impact: 10% of the T2D population across the ICB registered in 6 weeks.

Cost:

- 2p per text sent to c47,000 people = £940.
- A practice incentive was also paid. Cost per registered user = £4.70



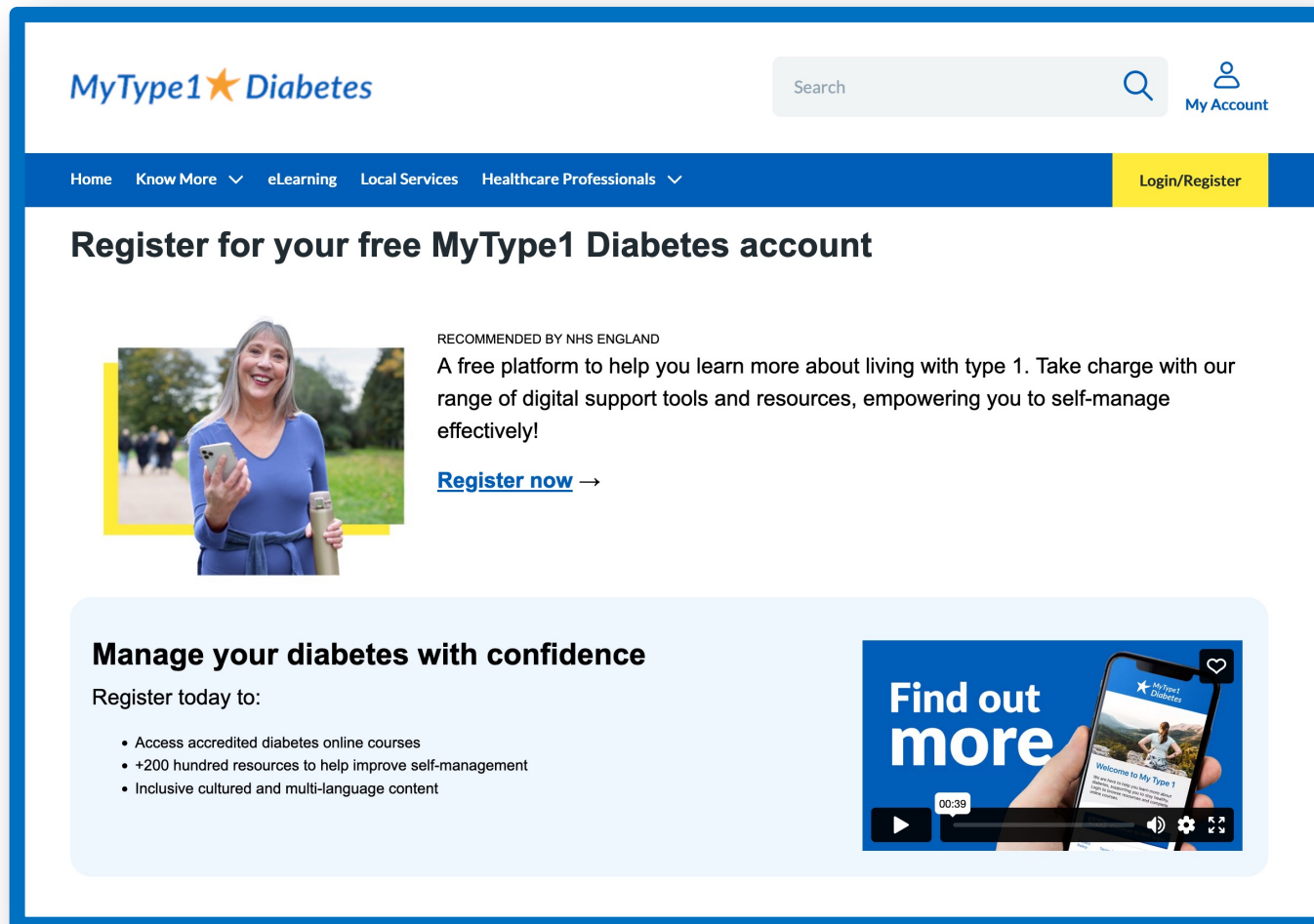
Best Practice Case Study



Lessons:

- Engage with GP practices and make it easy – pre-build the clinical search and provide text message copy and resources needed to implement.
- Incentives encouraged activity but aren't necessary.
- QOF achievement is available for relevant referrals, for limited staff time and upfront cost.

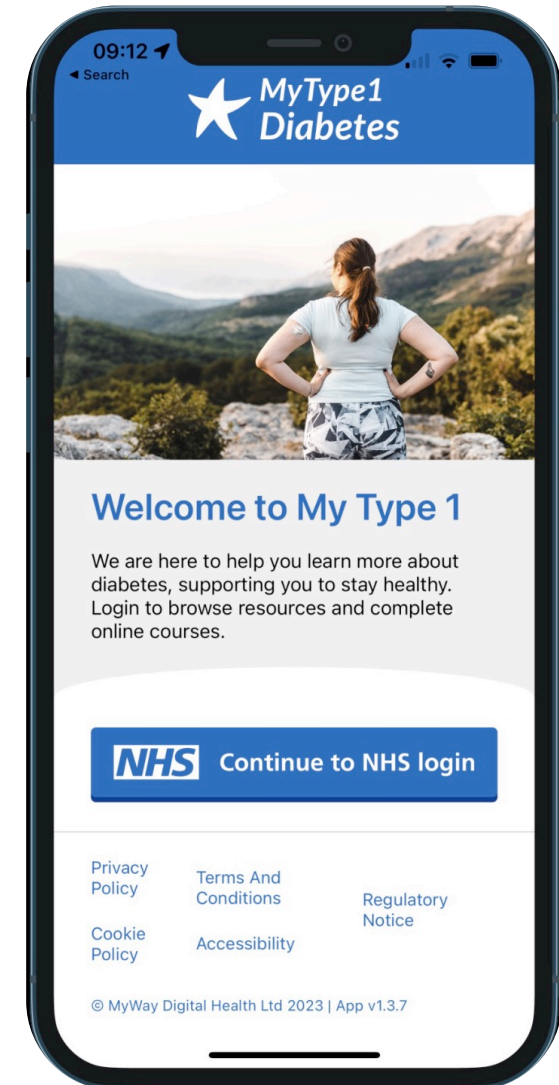
MyType1 Diabetes



The screenshot shows the MyType1 Diabetes website interface. At the top left is the logo 'MyType1★Diabetes'. To its right is a search bar with the text 'Search' and a magnifying glass icon, followed by a 'My Account' link with a person icon. Below this is a navigation menu with links for 'Home', 'Know More', 'eLearning', 'Local Services', and 'Healthcare Professionals'. A yellow 'Login/Register' button is on the right. The main content area features a large heading 'Register for your free MyType1 Diabetes account'. To the left of the text is a photo of a smiling woman in a blue top holding a smartphone. To the right, it says 'RECOMMENDED BY NHS ENGLAND' and 'A free platform to help you learn more about living with type 1. Take charge with our range of digital support tools and resources, empowering you to self-manage effectively!'. Below this is a blue 'Register now' link with a right-pointing arrow. Further down, a light blue box contains the heading 'Manage your diabetes with confidence' and the text 'Register today to:'. Below this are three bullet points: 'Access accredited diabetes online courses', '+200 hundred resources to help improve self-management', and 'Inclusive cultured and multi-language content'. To the right of this box is a video player showing a hand holding a smartphone displaying the MyType1 Diabetes app interface. The video has a play button, a progress bar at 00:39, and other controls. The video title is 'Find out more'.

MyType1 Diabetes

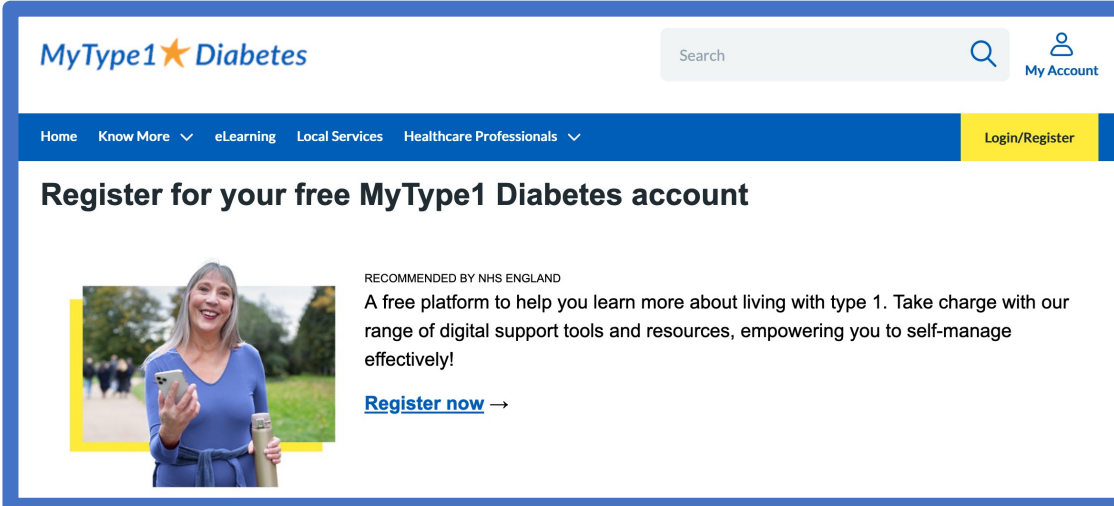
- [MyType1 Diabetes](#) includes tailored advice and educational resources created by NHS experts and in association with people with diabetes.
- It aims to support users to **gain more understanding** of type 1 diabetes and **increase confidence** in how to manage it.
- **Web-based** and optimised for use with multiple device types.
- **Free** to healthcare systems and to the participant.
- It has been used by over **9000** people to date.



How to refer

Self-referral is available online at www.mytype1diabetes.nhs.uk

Local systems can use direct to patient communication methods such as social media posts to reach people with type 1 diabetes.



The screenshot shows the MyType1 Diabetes website. At the top left is the logo "MyType1★Diabetes". To the right is a search bar and a "My Account" link. Below the logo is a navigation menu with "Home", "Know More", "eLearning", "Local Services", and "Healthcare Professionals". A "Login/Register" button is on the right. The main heading is "Register for your free MyType1 Diabetes account". Below this is a photo of a smiling woman holding a smartphone. To the right of the photo, it says "RECOMMENDED BY NHS ENGLAND" and "A free platform to help you learn more about living with type 1. Take charge with our range of digital support tools and resources, empowering you to self-manage effectively!". At the bottom of the text is a "Register now" link with a right-pointing arrow.



User Feedback



“It was very easy to follow and the quizzes at the end of each section were really useful and helped consolidate my learning.”

“This is a really useful section. I have been diabetic for 18 years and have discussed correction doses with various people, but no-one has ever explained how to work it out. Thank you!”

“Learning new information even after 30+ years as a diabetic”

“I have had diabetes for 20 years and have never been offered carb counting or had it discussed until now.
For type 1 diabetes this should be top priority as I had no idea the things I have been doing wrong until I had this course.”

“I have had type 1 diabetes for 49 years and wish there had been structured education such as this then, I found this section very informative.”



Key Messages



- SE programmes are effective in improving health outcomes, reducing complications and reducing costs in the long-term for the NHS.
- Referrers have an influence on willingness to take up SE by:
 - Being positive and enthusiastic about the benefits
 - Supporting people living with diabetes to understand that it's essential for diabetes management.
- Referrers are encouraged to make best use of locally or nationally commissioned face to face and online services.
- Online services can provide patient choice, address some of the barriers to attendance, and can support continuous self-management.

Further Resources

For additional resources for both national digital offers for adults:

- Download from <https://future.nhs.uk/NationalDiabetesProgramme>
- Contact us at: england.digitaldiabetes@nhs.net

Register for printed resources here:

- [Healthy Living](#)
- [MyType1](#)

Sign up to the Diabetes Programme Bulletin for regular news here:

<https://www.england.nhs.uk/email-bulletins/nhs-diabetes-programme-bulletin/>



Questions?

Please feel free to ask via the
Q&A



Thank you for attending



You will receive via email in the **next 1-2 weeks**:

- Your attendance certificate
- PDF presentation slides
- Implementation resource pack

Please contact CDEP at info@cdep.org.uk if you have any questions.