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# Healthy Living for people with Type 2 diabetes (Healthy Living) Programme Update

6<sup>th</sup> November 2019

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# Introduction to Healthy Living for people with Type 2 diabetes

- Healthy Living is an online self-directed self-management support programme and accompanying structured education tool for adults with type 2 diabetes.
- It is based on HeLP Diabetes developed by a team at University College London (UCL).
- The tool provides information about type 2 diabetes and its treatments, offers emotional support, and helps with adopting and maintaining healthy behaviours (e.g. diet, exercise).
- A National Institute of Health Research, (NIHR) funded [Randomised Control Trial \(RCT\)](#) of the intervention showed modest but significant improvements in HbA1c and a reduction in diabetes-related distress in newly diagnosed patients when comparing the group using the tool against a control group.
- Modelling using the UK Prospective Diabetes Study (UKPDS) demonstrates that if the same reductions of HbA1C were observed in the 'real world' then there is a strong case for national adoption.

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## National Roll Out

- The intention is for Healthy Living to be made available nationally and at no cost to STPs/ICSs.
- Healthy Living is available at any point of the patients journey i.e. on initial diagnosis and at any time beyond this.
- Referral to Healthy Living will qualify towards QOF.
- The development of Healthy Living is defined by the Government Digital Service and will follow an agile approach. This means that we are currently unable provide a complete list of the final functionality/ appearance as this will depend on the outcome of what is essentially an iterative, user-centred design process.
- The rollout of Healthy Living is a LTP commitment, to increase structured education options for people with Type 2 diabetes





# Development Process

- NHS England has licensed the content for Healthy Living.
- We have procured a provider to update and scale-up the tool in order to roll it out nationally and align it with NHS security and accessibility standards.
- During development, further improvements to the functionality and usability of the product will be made. This includes optimising the tool for use on mobile devices.
- The development process will engage clinicians and people living with type 2 diabetes. We are engaging with local health economies through an early engagement process and the feedback will inform the development of the tool, which includes West Yorkshire and Harrogate Health and Care Partnership.





# Project Timescales

The project is now moving towards undertaking the following activities:

- August 19 – January 19: Product development, testing different designs to see if they work with the needs of all stakeholders.
- January 20: Begin rollout to a small group of users to test the product in a real world setting. This will be an critical period for the project, with many iterative steps as the product is refined.
- Spring 20: Continued rollout to more practices and areas of the country – refining the techniques used to implement the product in new practices and STPs/ICs.
- Summer 20: Removal of the “beta” tag, national campaign to announce product and begin rollout across England.

Note: To formally progress between stages approval is required from both NHS X and Cabinet Office: Government Digital Services in addition to the Diabetes Programme Board.





# Positioning of Healthy Living

- In order to accommodate patient choice, and to support the existing face to face and digital market for education, it is suggested that Healthy Living is offered alongside other available programmes as part of a “menu of options” for people living with diabetes.
- It is anticipated that this will encourage take up of Healthy Living, and also provide people living with diabetes the opportunity to choose the most appropriate education format for them at the current stage in their life.
- Healthy Living is a fully self-directed structured education programme that can be made available to anyone living with or caring for someone living with Type 2 diabetes. It does not offer direct one-to-one coaching, peer support or the ability to ask questions relating to an individual’s health care. There are other programmes which can provide this functionality.
- The lack of these features allow Healthy Living to be highly amenable to scaling nationally at low unit cost. However it recognised that some people may prefer, and benefit from, the peer support or human coaching provided through face-to-face structured education or alternative programmes.





# Positioning of Healthy Living

- Decommissioning of face to face education programmes in anticipation of the roll out of Healthy Living is not supported by NHS England.
- Areas may wish to consider commissioning more intensive digital products, alongside Healthy Living , to meet the specific needs of their local populations and ensure that people living with diabetes have access to range of education options.
- Localities must ensure there is sufficient mix of provision so that all people living with diabetes who want to access structured education are able to do so, including face-to-face or alternative programmes.
- By putting in place access to a variety of structured education programmes patients will be able to access the option most suitable for them, at the current stage in their life.
- NHS England recommends that commissioners ensure that digital programmes have achieved both NHS Digital Assessment Questionnaire (DAQ) and QISMET accreditation.





# User Research Activity

- We are working with eleven Early Engagement sites including West Yorkshire and Harrogate Health and Care Partnership to support the development of Healthy Living.
- User research and input from Early Engagement sites is being utilised throughout the development to incorporate patient, carer, HCP and commissioner opinions into the development of both the tool and the implementation planning ahead of rollout.
- Activity has included:
  - Validating existing user needs and discovering new ones through interviews and surveys
  - Pop-up research
  - Workshops with patients to understand how they would use the tool and what information they would want to see
  - Meetings to understand data and reporting requirements to assess usage and outcomes of the programme

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# User Research Activity

- Findings that will be built into the development of the tool have included:
  - Users of the service were focussed on gaining information about food, diet and exercise.
  - Primary care referrals in the original HeLP programme were found to be time consuming, and needs to be made simpler
  - Keep content tailored to the individual
  - Break down course material into smaller, more digestible segments.
  - People generally absorb information more effectively when they feel like there's a 'human' element included and when content is personalised, conversational and informal





# Next steps – West Yorkshire and Harrogate Health and Care Partnership

- From November 2019 we will begin testing elements of the product with a small number of patients and healthcare professionals.
- From January 20, we will begin rollout to a small group of users to test the product in a real world setting.
- Once the product has been tested and improved, we will begin extending the number of practices who can access it to test implementation approaches and interest in using the product.
- Because West Yorkshire and Harrogate Health and Care Partnership is involved in the early testing and development process, the HCP will be one of the first areas in the country to have full access to the programme across the HCP.





## West Yorkshire and Harrogate Pilot Who's involved?

- Dr Waqas Tahir, Clinical Lead (GP, Bradford)
- Project Officers from the National Diabetes Prevention Programme
- 12 GP practices in Bradford
- 1 GP practice in Harrogate
- 2 GP practices in Huddersfield
- 3 GP practices in Wakefield
- Leeds Community Healthcare
- Huddersfield Diabetes UK patient group.
- WYH Diabetes Programme Board

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# Any Questions?

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# Thank you

Please get in touch with us at [england.digitaldiabetes@nhs.net](mailto:england.digitaldiabetes@nhs.net) for further information or to send us your feedback

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