

What do patients say?

The challenges of diabetes



Introduction

- Robyn Dorling.
- Lay representative on the South Warwickshire Diabetes Clinical Network
- Engagement and Outreach Officer , Healthwatch Warwickshire (HWW)
- Healthwatch Warwickshire are an independent organisation here to represent 'Patient Voice'. and speak up for everyone who uses health and social care services in Warwickshire

Questionnaire

Healthwatch Warwickshire sent out a questionnaire in National Diabetes Week (June 14-18) and ran it throughout July 2021.

We asked people to tell us what they found most challenging about managing their diabetes and whether they had any ideas on how technology could help them.

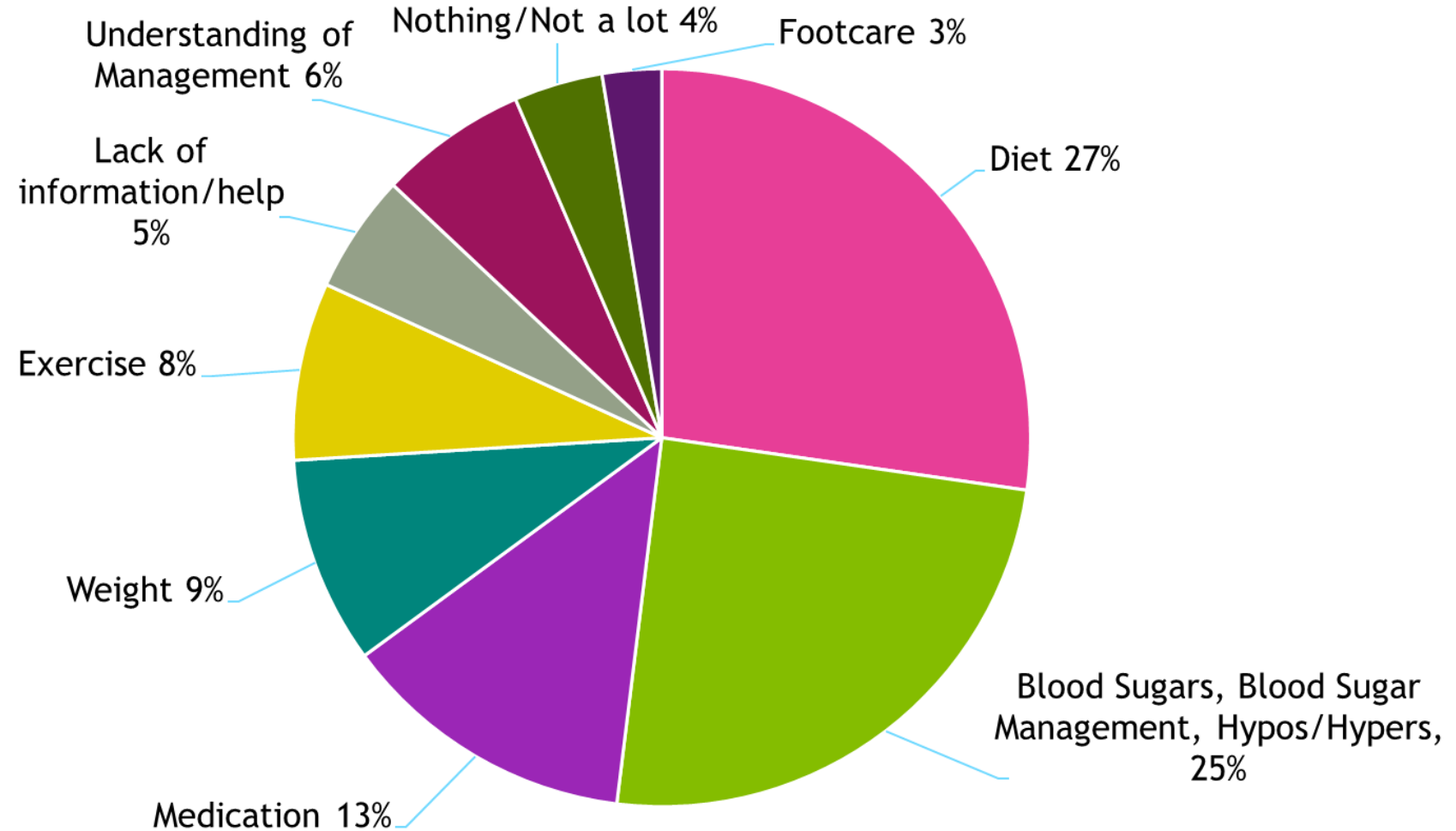
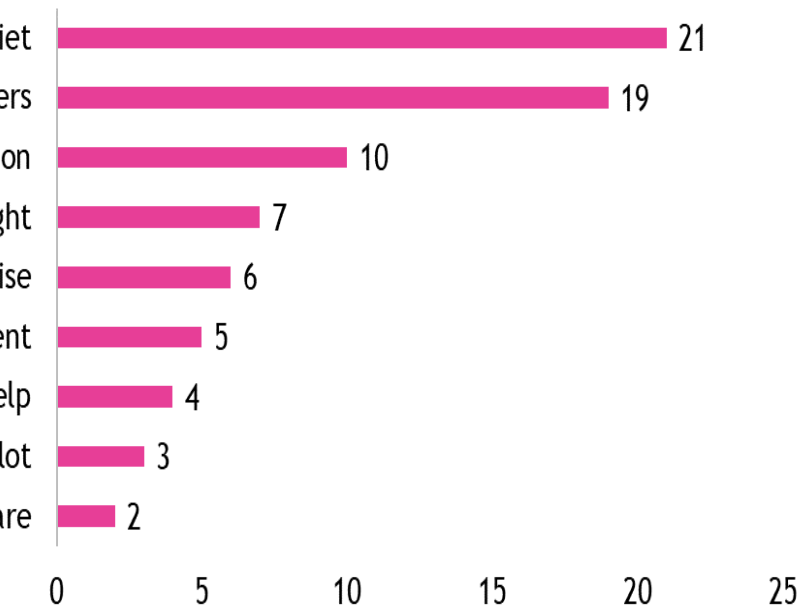
We informed people that:

- their NHS diabetes specialists are working with the NHS Digital Innovation Hub,
- and want to hear what people with diabetes say is important to them
- so that this can be considered, alongside the ideas they have, when decisions are made about the development of a digital technological solution to a problem in diabetes care.

60 people responded to our survey.

These are the findings

What do you find challenging about managing your diabetes?



The things that respondents found challenging.

- Food labelling - what should I eat / carb counting / which diet / eating out
- Understanding what works
- Real time data on blood glucose
- Unpredictability of hypos and hypers
- Access to blood tests
- Sight impairment - can't see readings
- Remembering to take meds at the right time
- Keeping on top of it,
- Exercise -disability, age, hypos making exercise harder
- Support groups / younger adults
- GP support - want more
- Assessment of condition / how am I doing?
- Toll on the family
- Co-morbidities - skin and feet problems
- Getting appointments and support

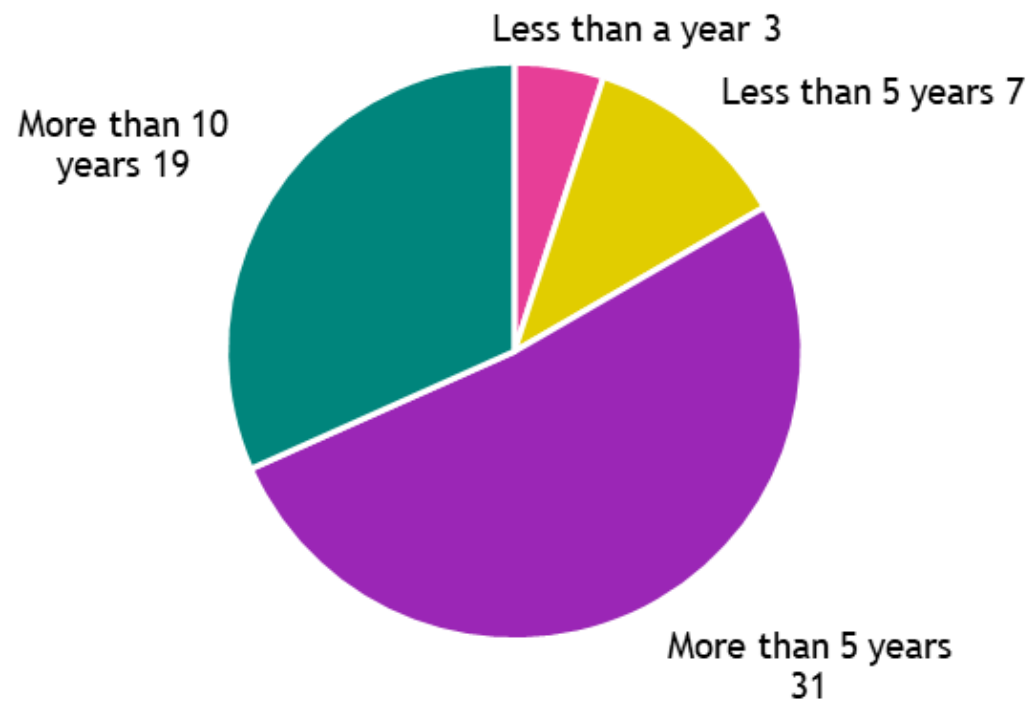
Ideas of how technology can help

- Virtual appointments that check your readings and only call you to hospital if you need to be seen.
-Easier/better regular testing of my B.G. levels.
- Access to supported CGMs, pumps and looping technology would be fantastic.
- Virtual appointments / web chat with clinicians / check your readings and only call you to hospital if you need to be seen.
- Personal advice / Personal trainer / Advice app to remind me to do good things / Personal exercise reminder / Medication reminder.
- Online peer support - Could also share our recipes with the T1D community if we had some kind of dedicated app.
- More equipment for disabled people to use , talking blood glucose monitors for the visually impaired.
- Better education comes before technology. Without the understanding of the condition you cannot understand how technology can help.
- “Virtual appointments to monitor Blood Sugar and call you to hospital if needed”
- Education, podcasts, online resources - a group for younger people

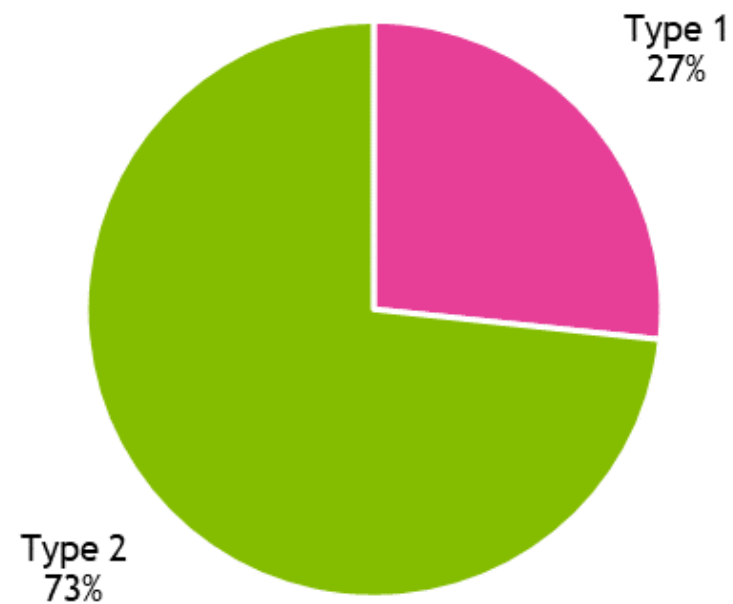
Ideas of how technology can help

- The future - Artificial Pancreas technology - to be developed and rolled out
- Now - CGM's - people want wider access on NHS to what is already available
- Information about blood sugar levels - easier access testing
- Exercise and reminders - fitbit can do this
- Understanding what works - Education on diabetes suitable to the person -- courses being rolled out
- Help - to lose weight and know what to eat to be available on the NHS / drop in clinics for help with weight
- Emotional support - it's a daily challenge.

Length of time respondents have had diabetes



Type of diabetes respondents have



Some respondents answered on behalf of local groups



DiABETES UK
KNOW DIABETES. FIGHT DIABETES.

The logo for Diabetes UK is displayed on a light grey rectangular background. It features the text "DiABETES UK" in a large, bold, blue sans-serif font, with "Di" in lowercase and "ABETES UK" in uppercase. Below this, the tagline "KNOW DIABETES. FIGHT DIABETES." is written in a smaller, all-caps, blue sans-serif font.

COVENTRY

Nuneaton Muslim
Women's Group



healthwatch
Warwickshire

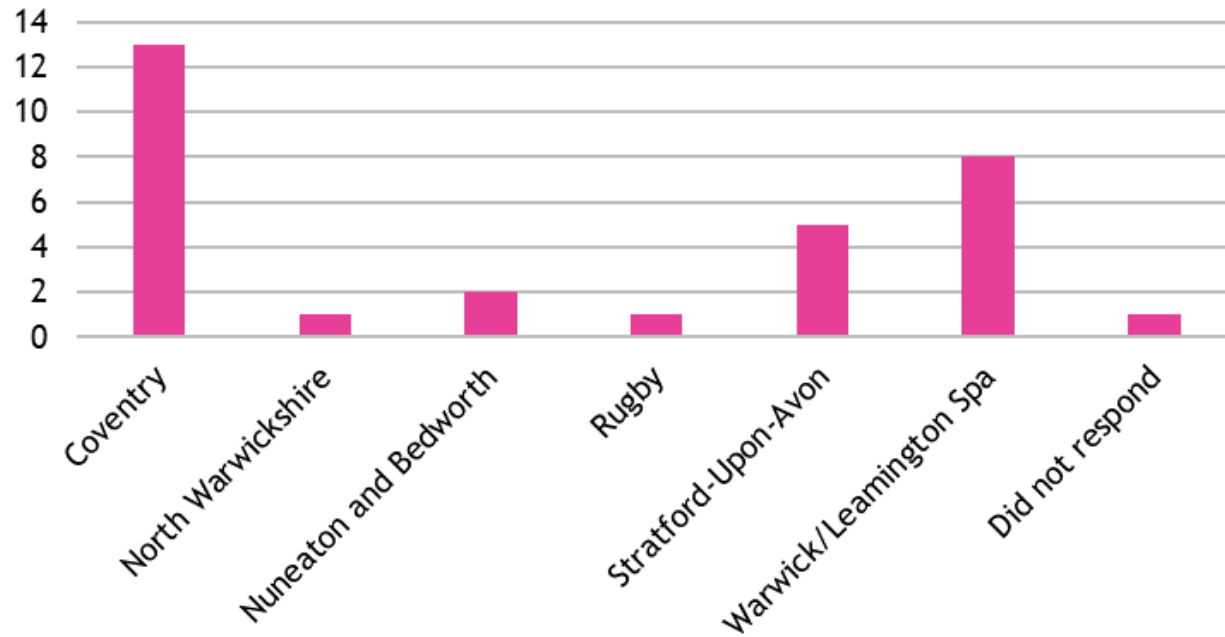
The logo for Healthwatch Warwickshire is located in the bottom left corner. It features the word "healthwatch" in a lowercase, sans-serif font, with "health" in dark blue, "wat" in pink, and "ch" in green. Below this, the word "Warwickshire" is written in a smaller, dark blue, sans-serif font.

End of presentation

Slides to be circulated include demographic data of respondents

Demographics of respondents

Where do respondents live?



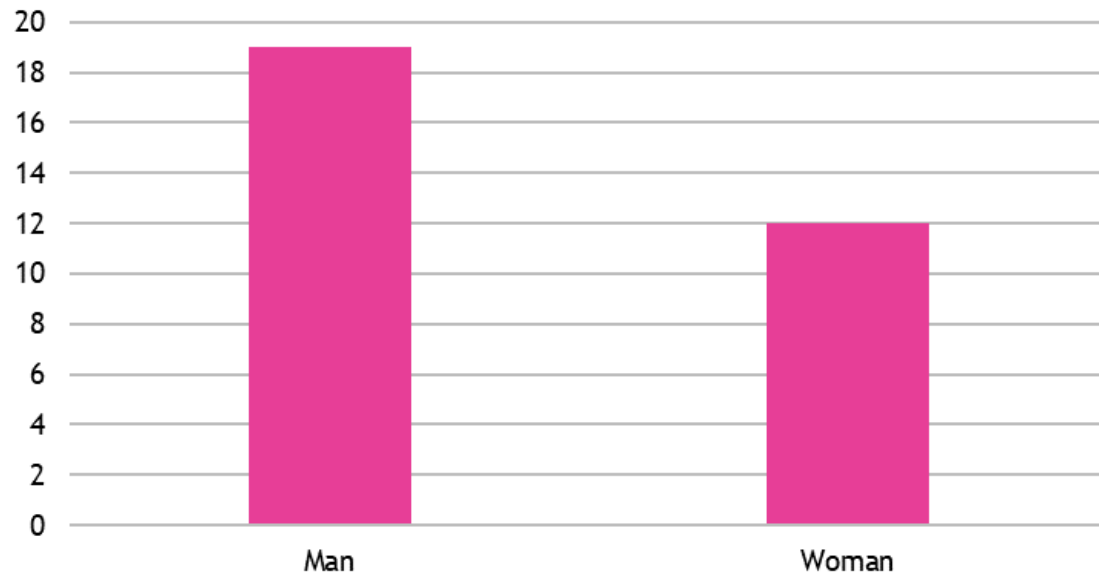
Age of respondents



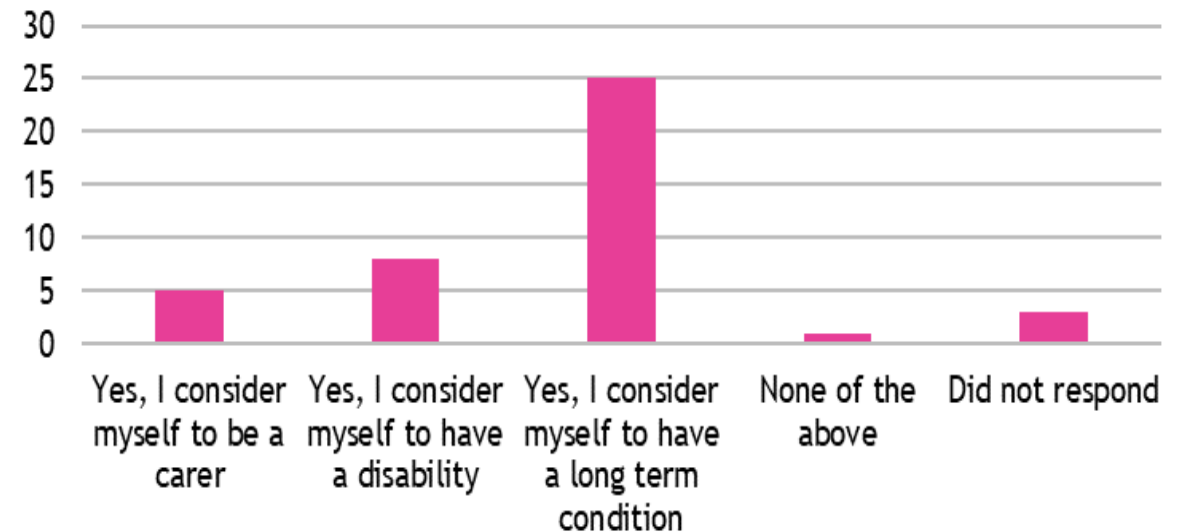
- 25 - 34 years
- 35 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 - 74 years
- 75+ years

Demographics of respondents

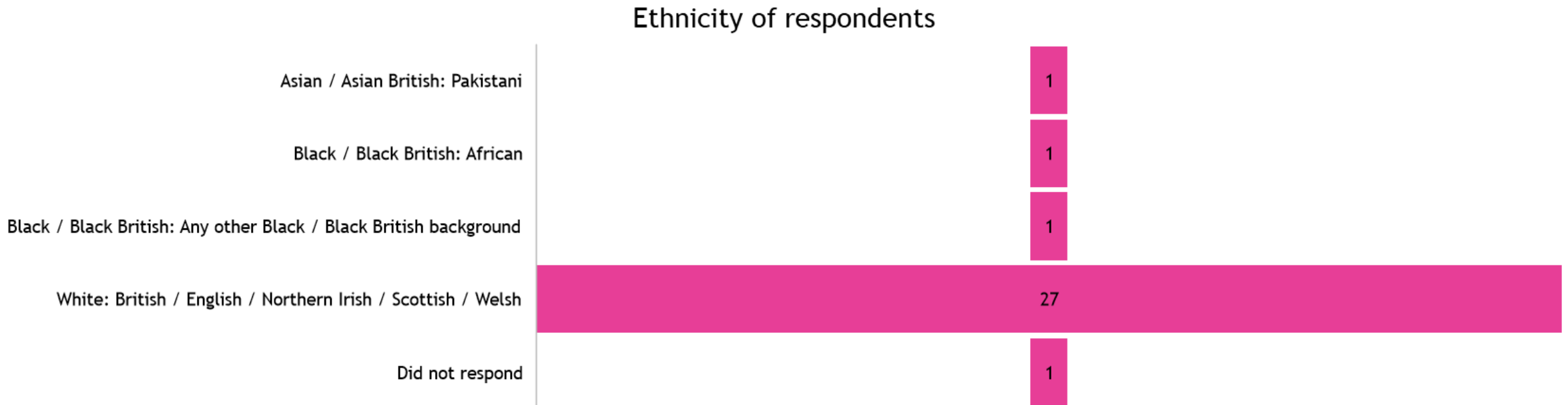
Gender of respondents



Are respondents Carers, do they have a Disability or a Long Term Health Condition?
(respondents were able to answer yes multiple times)



Demographics of respondents



Demographics of respondents

Do you consider yourself to be neurotypical?



Of the 6 people who said No, they were not neurotypical: 1 said they have a Learning Disability
5 said they have Neuropathy