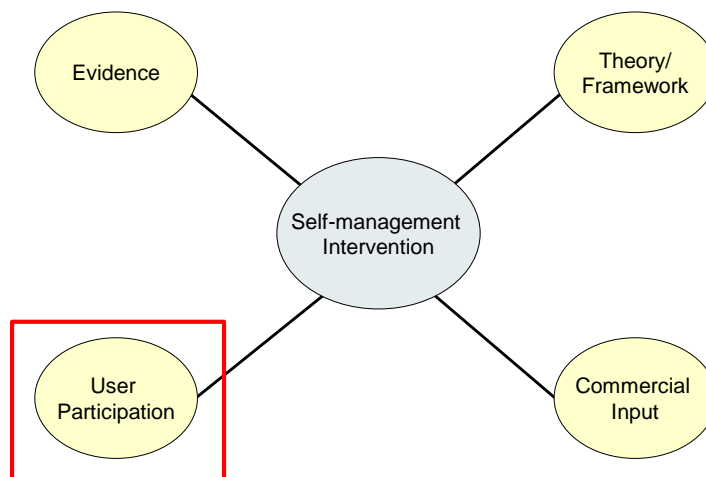


Developing an internet self-management intervention for people with type 2 diabetes: **What did patients tell us?**

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Developing an internet based self-management intervention for people with type 2 diabetes



Potential advantages of internet self-management interventions

- Convenience, accessibility, anonymity
- “Just in time” information
- Interactivity, enabling:
 - Behaviour change support
 - Decision support
 - Emotional support
 - Peer support

BUT

- Evidence of internet interventions efficacy is weak
 - Interventions may not work
 - Poor implementation track record
 - High attrition rates/Problems with engagement
 - Digital divide / health inequalities

Aims: Development

To determine:

- User wants and needs
 - **Patients' perspectives of the essential and desirable features of the intervention**
 - Health Professionals' perspectives of the essential and desirable features of the intervention which would encourage uptake and use in the NHS

Investigating patients' perspectives - Methods

Design

- Qualitative study using focus groups and individual interviews

Recruitment (20 pts)

- Local Diabetes UK support groups (6)
- Flyers (2)
- Self-management course graduates (3)
- Diabetes UK Balance magazine (6)
- Email (3)

Procedure

- Semi-structured interviews or in focus groups
- Analysed using a content analysis approach
- Coding framework agreed in multi-disciplinary meeting

Results: Who did we speak to?

Data Collection

- 1 interview and 4 focus groups
 - FG1 = 6pts, FG2 = 5pts, FG3 = 5 pts, FG4 = 3 pts

Demographics

- **Gender:** 12 Males, 8 Females
- **Mean Age:** 57 years 8 months (36 – 77 years)
- **Time since diagnosis:** 10 years (3 months – 36 years)
- **Ethnicity:** 14 White, 2 Asian, 4 Black
- **Internet access:** 19/20
- **Internet experience:** 3/20 basic, 14/20 experienced, 3/20 expert

What did they say?

Themes

- Likes and dislikes
- Useful features
- Presentation
- Engagement



Likes and Useful features (1)

- Tools to track self-monitoring data
 - diaries/planners/targets/calculators/feedback
- Information
 - diabetes/medications/treatments/complications/myths/advice/ food/local services/population norms
- Links to other useful sites

Information really is the most important thing you can have. You know about carbohydrate counting and this, that and the other, but also, the information about the most common...'
 P48: Female, 59 yrs old, White British, 15 years since diagnosis
 P57: Female, White British, 36 years since diagnosis



Likes and Useful features (2)

- Quizzes/Games
- Personal stories
- Ask an expert/FAQs
- Access to EMR
 - Summary/appointment/prescriptions

Yes, I mean, it's a serious subject... but to have a quiz is a fun aspect to it, and I think it's important as well. You do think if you had access to it, that would be brilliant. You've understood something, and it's only when you're asked a question, you realise you didn't quite understand it up to that point. It's a good way to learn that.'
 P43: Male, 54 yrs old, White British, 8 years since diagnosis
 P38: Male, 61 yrs old, White British, 26 years since diagnosis

People love quizzes, you know, I can't... I'm a terrible... I waste so much time doing those quizzes .
 P27: Male, 60 years old, White Irish, 14 years since diagnosis



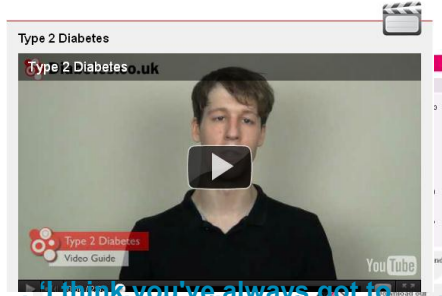
Presentation

- Consistent format
- Easy to navigate
- Up to date
- Colourful
- Interactive and visual
- Clear accessible language

Tone

- Positive
- Supportive
- Fun, humorous
- Professional

If resistance to insulin increases, people with type 2 diabetes may need to take oral anti-diabetic medications, or take insulin to keep their blood sugar levels stable.



'I think you've always got to look at the positive side of your illness. But yes, you're always going to have a negative side... and sometimes you've got to have a funny side. You can either make your own choices around a particular question or aspect that they have.'
 P13: Female, 46 years old, White British, 16 years since diagnosis
 P55: Female, White British

Dislikes

- Messy/Busy/Lots of writing
- Non-British
- Complicated/Medical language
- Broken links
- Adverts/Trying to sell something

Most doctors are used to discussing these types of issues, and will aim to assess whether your problems are physical or psychological in nature.

Many cases can be helped through psychological methods.

Many men are choosing to use drugs to help their arousal, and some successful cases have been reported of diabetic erectile dysfunction being aided by Viagra, Cialis and Levitra.

I'm not sure if the sexual problems are due to diabetes or not, what should I do?

The best thing to do is see your doctor.

Tests can be conducted to discover whether the damage done to your nervous system by diabetes is affecting your sex life. First, the

'The just the page was the rubbish, just lots of writing, it ended you had to read a lot of stuff, it was a bit of a struggle to find it. They talk about candy, you know? Instead of saying sugar or carbohydrate or fat, that sort of thing, it was candy.'

P27: Female, 52 years old, White British, 6 years since diagnosis

P43: Male, 54 yrs old, White British, 6 years since diagnosis

P45: Male, 36 yrs old, Asian Indian, 6 years since diagnosis

'Possibly too much information, some screens were too busy, just, you were overwhelmed with, what do I click next?'

P36: Male, 58 years old, White British, 4 months since diagnosis

Engagement (1)

- Has to be easy to use
 - Catchy headings/few dropdowns/able to go back
- Trust content
 - Recommended by HPs/charities/courses
 - Moderated/Secure
- Tailored to them
- Able to share with a community

Engagement (2)

- Personalised emails/texts
 - Regular updates/new content
 - Encouragement
 - Appointments, Prescriptions
- Easier to communicate with different HP's
 - Summary print outs
 - Information in one place

Summary

- Improving self-management of diabetes using technology is a potential key tool in tackling the growing challenge of treating diabetes.
- Patients were supportive of an internet SMP.
- Working with potential users to develop interventions will
 - ensure they fit the needs of people with T2DM
 - Improve implementation and engagement

Developing an internet self-management intervention for people with type 2 diabetes:
What did patients tell us?

Thank you 😊
Questions and suggestions

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