

## MyType1Diabetes – FAQs and promo materials

### FAQs for Healthcare Professionals

#### What is MyType1Diabetes and who is it for?

MyType1Diabetes is a free online platform to support adults to manage their Type 1 diabetes. It is available at [www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk).

MyType1Diabetes, provided by MyWay Digital Health, includes tailored advice and educational resources created by NHS experts in diabetes and in association with people with diabetes.

Adults with Type 1 diabetes can use this platform to access lots of information about diabetes in different formats, including videos, leaflets and eLearning courses. The platform aims to support users to gain more understanding of their Type 1 diabetes and increase their confidence in how to manage it. The site also occasionally links to content produced by accredited 3<sup>rd</sup> parties. The site is divided into a public information site (no login required) and the eLearning courses (login required).

#### How do I refer someone for eLearning? / How do patients access it?

Due to current system pressures the platform is designed to allow users to self-refer for eLearning. Adults with Type 1 diabetes can sign up directly at: [www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk). This web address can be shared with any of your patients that would find it helpful.

#### Will I find out if my patients have completed the course?

If the patient signs up for the eLearning courses available and consent to sharing their information, primary care will be informed of their progress via a monthly report.

#### What will patients learn?

The four structured eLearning courses that are currently available are:

- Understanding Type 1
- Living and Growing up with Type 1
- Considering an insulin pump?
- My insulin pump.

More information on the content of these courses can be found here: [elearning.mytype1diabetes.nhs.uk](http://elearning.mytype1diabetes.nhs.uk).

#### How is user progress evaluated?

All course participants must complete a pre-course questionnaire. This is based on goal setting and action planning principles. The courses include regular mini quizzes to test progress as people progress. A post-course questionnaire enables a comparison to be made for each individual and collects patient reported outcomes around knowledge, goal setting and course satisfaction.

In addition, monthly reports to GP practices will include enrolment, progress and completion data. In the future, it may be possible to assess impact on metabolic outcomes with appropriate consents and data sharing permissions.

### **Are there any resources for healthcare professionals?**

Yes – MyType1Diabetes also includes a range of resources for healthcare professionals.

This includes COVID-19 specific advice, NICE pathways, ABCD technology resources, key patient resources such as sick day rules, hypoglycaemia treatment, DVLA guidance plus a range of relevant leaflets by TREND UK.

### **Can carers use the site?**

Yes. The public information website is open to use by family, friends and carers. The registration process enables identification of these different roles meaning that only users who register as a patient with Type 1 diabetes is logged in the national diabetes audit as having accessed/completed the digital structured education.

### **Are the courses accredited?**

All four-eLearning courses have been accredited by QISMET, which means they are appropriate for QOF – “referred to structured education” and count towards completion rates for the National Diabetes Audit.

### **Do they link to the national diabetes audit?**

Results of patients using the course are reported directly to the National Diabetes Audit.

### **How are the resources kept up to date?**

The content of the website is reviewed on a continual basis by a multi-disciplinary education group which includes consultant diabetologists, specialist nurses and patients as well as education specialists. Specific content is also reviewed by topic experts (e.g. nutritionists, obstetricians).

### **Are the resources accessible to people with disabilities?**

The website has been designed with disabilities in mind with a number of adaptations to enable those with sight and hearing difficulties to get the most from it.

### **Are the resources available in languages other than English?**

Whilst the eLearning courses are not yet translated, we have a range of resources on the public site available in the following languages: Arabic, Bengali, Cantonese, French, Gujarati, Polish, Punjabi, Somali, Spanish and Urdu.

### **Does it cost my organisation anything?**

No – the My Type 1 diabetes is fully funded by the NHS England and NHS Improvement.

### **Is there a limit on the number of people referred?**

The only limitation is that people have a diagnosis of Type 1 diabetes and are over 18.

### **How can I give feedback?**

Please use the ‘Contact us’ link in the website footer or email [support.myway@nhs.net](mailto:support.myway@nhs.net).

### **How long is MyType1Diabetes available for on the NHS?**

MyType1Diabetes is one of several services being centrally commissioned to support people with diabetes in response to the COVID-19 pandemic. The service will be available for a minimum of 12 months.

### **How can we let our patients know about MyType1Diabetes?**

We have developed a range of resources to help you promote the service to patients. This includes a template letter/email which can be sent to all adults with Type 1 diabetes in your care. If you have access to a text message service, then there is some copy provided for this. Further resources include: newsletter copy, leaflets, social media images and a short promo video that can be used in your newsletters, social media channels, websites and/or digital screens are also available.

### **Is there a similar service for children and young people?**

Yes. NHS England and NHS Improvement has commissioned DigiBete for children and young people with Type 1 diabetes. This service can be accessed by patient and carers via their local diabetes teams.

[Template patient letter/email and FAQs from GP Practice or Diabetes specialist team]

Dear <<patient name>>

We are writing to you to let you know that we can now offer you access to MyType1Diabetes, a free platform to support adults with their Type 1 diabetes. The service can be used at home and includes tailored advice and information created by NHS experts in diabetes.

You can use this platform to access lots of information about diabetes, including videos, leaflets and eLearning courses, to learn and understand more about your Type 1 diabetes and increase your confidence in how to manage it.

The eLearning content covers four key topics:

- **Understanding Type 1.** This course is aimed at anyone diagnosed with Type 1 diabetes, ideally completed near diagnosis, but can be a useful refresher for anyone at any time. It focuses on what diabetes is, how it is treated, complications, diet and lifestyle advice, and includes sick day rules, carbohydrate counting and insulin adjustment information.
- **Living and Growing up with Type 1.** This course provides information about living with Type 1 diabetes, and is especially aimed at young adults, but may be useful for others facing new experiences, such as alcohol, sex, driving, travelling, employment and leaving home. It is best completed after Understanding Type 1 diabetes.
- **Considering an insulin pump?** Switching from insulin injections to an insulin pump can be a daunting time for people. This course provides an introductory guide to insulin pump therapy and is aimed at people with Type 1 diabetes considering making the switch.
- **My insulin pump.** This course is a comprehensive guide which is aimed at people who are actively starting insulin pump therapy or as a refresher for those that are already established on insulin pump therapy.

You can view the public site and educational resources without registering, but to sign up for an eLearning course, please go to this website: [www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk) and click on the blue 'Register' button. You will then be asked to enter the following:

- GP practice, first name, last name, date of birth, email address and NHS number.

Have a password in mind and follow the guidance on the black 'info' button to make it secure.

You will also be asked for three forms of consent around data use. Whilst only one is mandatory to get on to the platform the other two enable us to support you even further – the choice is yours.

If you need any support with registration, use the "contact us" link and form which you will find on the website. Or you can email [support.myway@nhs.net](mailto:support.myway@nhs.net).

Yours sincerely,  
<<Clinic/ GP Practice>>

## **Patient FAQs (for reverse of patient letter)**

### **What does MyType 1Diabetes contain?**

Good quality information on Type 1 diabetes which is all clinically approved and reviewed by patients so is trustworthy.

Plus, four structured e-learning courses once you have registered.

- Understanding type 1
- Growing up with type 1
- Considering an insulin pump?
- My insulin pump

### **How does the platform support my learning?**

Before you start any of the courses you will be asked to answer a few questions and to set goals about your diabetes self-care and how important this is to you. There are regular check point during the courses to help embed learning and there is a post-course questionnaire so you can reflect on the impact of the course for you. This is also helpful for us to continually evaluate and improve the content for future users.

### **How do I register for MyType 1Diabetes?**

You can view the public site without registering, but to sign up for an eLearning course, please go to this website [www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk) and click on the blue 'Register' button. You will then be asked to enter the following:

GP practice, first name, last name, date of birth, email address and NHS number.

Have a password in mind and follow the guidance on the black info button to make it secure.

You will also be asked for three forms of consent around data use. Whilst only one is mandatory to get on to the platform the other two enable us to support you even further – the choice is yours.

### **Do I need to pay anything?**

The platform has been fully funded by the NHS, so is free for users in England to access.

### **Can my friends and family use this too?**

The public information website is available for everyone to use and you, your family and friends can individually register to go through the eLearning course content. This can help you build up a support network across your contacts.

### **What happens to my data?**

Firstly, your data is stored on a secure server so it is very safe. What happens next depends on which of the consent options you choose.

If you only consent to use the platform, we will share only a minimum data set which does not include your name or full address for national audit purposes only (unless there is a legal cause for us to share more). If you consent for us to share information with your local GP practice, we will update them on your activity in the eLearning courses so they can also support your progress. If you choose to, we will keep you up to date with any developments and updates.

### **How can I give feedback?**

Please use the "contact us" link and form which you will find in the footer at the bottom of the site. Or you can email directly using [support.myway@nhs.net](mailto:support.myway@nhs.net).

**[Template healthcare professional letter/email from local implementation team]**

Dear healthcare professional,

MyType1Diabetes is a new free online platform to support adults to manage their Type 1 diabetes. The service is available at [www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk).

MyType1Diabetes, provided by MyWay Digital Health, includes tailored advice and information created by NHS experts in diabetes.

Due to current system pressures, the platform is designed as a self-refer offering. Adults with Type 1 diabetes can sign up directly at: [www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk). Healthcare professionals can give this web address to any of their patients that would find it helpful.

This platform contains:

1. A public information website accessible to all. The 'Know More' section has searchable resources including videos and leaflets, and multi-language content in the MyLanguages section (no registration required).
2. Four E-learning courses for adults with Type 1 diabetes, to help increase understanding and confidence in self-management. These courses cover a range of topics useful for people who are newly diagnosed, or for those needing additional support with insulin management, carb counting, lifestyle change, complications management and include topics like driving, alcohol, and travel. There is a specific course for older teenagers and young adults, and courses for people thinking about, or starting insulin pump therapy (registration required).

If the patient consents to sharing their information, their GP will be informed of eLearning progress via a monthly report.

The site also includes lots of useful resources for healthcare professionals. This includes COVID specific advice, guidance on sick day rules, NICE pathways, ABCD technology resources, hypoglycaemia information, DVLA guidance plus a range of relevant leaflets by TREND.

All four eLearning courses on the site have been accredited by QISMET, which means they are appropriate for QOF and count towards completion rates for the National Diabetes Audit.

If you want to access/review the e-eLearning as a healthcare professional, please contact the MyWay Digital Health team on email using [support.myway@nhs.net](mailto:support.myway@nhs.net).

Whilst the structured courses are not yet translated, there are a range of resources on the public site available in the following languages: Arabic, Bengali, Cantonese, French, Gujarati, Polish, Punjabi, Somali, Spanish and Urdu.

We encourage you to share this new free resource with adults with Type 1 in your care.

Yours sincerely,

<<Local Lead>>

### **[Copy for patient-facing newsletter or bulletin]**

#### **MyType1Diabetes – Support for adults with Type 1 diabetes**

NHS England and NHS Improvement have launched MyType1Diabetes, a new free online platform to support adults to manage their Type 1 diabetes. The service is available at [www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk).

MyType1Diabetes, provided by MyWay Digital Health, includes tailored advice and information created by NHS experts in diabetes. Adults with Type 1 diabetes can use this platform to access lots of information about diabetes, including videos, leaflets and eLearning courses, to learn and understand more about their Type 1 diabetes and increase their confidence in how to manage it.

*[86 words]*

### **[Example text to patients/carers from onboarding clinic]**

The NHS has launched MyType1Diabetes, a new free online service to support adults to manage their Type 1 diabetes. The service is available at [www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk). It includes tailored advice and information created by NHS experts in diabetes to help adults living with Type 1 learn and understand more about their condition.

*[332 characters]*

### **[Example tweet to promote the service]**

#MyType1Diabetes is now available for free to support adults living with #Type1. It includes tailored advice and info created by NHS experts in diabetes to help those living with Type 1 learn and understand more about their condition. Register at [www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk)

*[273 characters]*

## Twitter images



**MyType1 ★ Diabetes** **NHS**

- Over 200 interactive resources
- Multi-language content
- Structured e-learning courses

[www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk)



**MyType1 ★ Diabetes** **NHS**

MyType1Diabetes is a new free platform to help you learn more about living with Type 1.

Register now.

[www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk)

Home | Know More

### Learn Diabetes

Browse the different areas of diabetes below, or you can search for a specific type of resource.

- What is Diabetes?**  
This section explains what type 1, type 2 and other types of diabetes, such as MODY and LADA, are. It covers what care you should expect to receive, symptoms of diabetes, and how to live with it.
- My Baby**  
This section will explain how diabetes can affect pregnancy, how you can reduce the risks in pregnancy to you and your baby, what helps you need to think about before becoming pregnant and what care you should receive, both during pregnancy and afterwards.
- My Complications**  
Diabetes can cause problems with a lot of different areas of your body, including your eyes, feet, kidneys, heart and mental health. In this section you can find out more about these problems and how to reduce your risk of developing them.





**MyType1Diabetes is a free online platform to support adults to manage their Type 1 diabetes.**

**[www.mytype1diabetes.nhs.uk](http://www.mytype1diabetes.nhs.uk)**

Tailored advice and information created by NHS experts in diabetes at the touch of a button.

- Over 200 interactive resources
- Multi-language content
- Structured e-learning courses
  - Understanding Type 1 • Growing up with Type 1
  - Considering an insulin pump? • My insulin pump



### Promotional video

Available on the NHS England and NHS Improvement YouTube channel:  
[https://youtu.be/V3\\_2eMRnFGk](https://youtu.be/V3_2eMRnFGk)