

A new person-centred  
approach to type 2 diabetes  
structured education  
**Oviva Diabetes Support**



## Commissioner Information Pack, August 2018

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## Oviva Diabetes Support is a fully NHS certified type 2 diabetes education programme

- ✓ Selected for the NHS Innovation Accelerator
- ✓ On NHS England's list of approved providers
- ✓ NICE aligned & QISMET certified
- ✓ GDPR compliant
- ✓ NHS Digital DAQ certified & in the NHS app's library



## Summary of Oviva Diabetes Support:

- **A fully remote** type 2 diabetes structured education and behaviour change programme, delivered 1-to-1 by a diabetes specialist dietitian over 12 weeks
- Aim is to **widen access to structured education**, support participants to learn how to **self-manage**, and help drive significant improvements in the 3 diabetes treatment targets
- Inclusion criteria is both newly diagnosed and people with diabetes for a long time

**Diabetes Support tested in 18 NHS CCGs to date, including:**

  
**Buckinghamshire**  
Clinical Commissioning Group

  
North West London Collaboration of  
Clinical Commissioning Groups

  
Northern, Eastern and  
Western Devon  
Clinical Commissioning Group

Oviva placed **people with diabetes at the heart of the problem**, consulting with them to understand what their barriers towards attendance were.

We also worked closely with diabetes education experts including Professor Vivian Coates (Diabetes Nurse) and Dr Rifat Malik (Consultant Diabetologist) to **understand the evidence**.

The evidence shows\*:

- 47% said 3 hours was too long
- 41% had other health problems that were more important
- 33% had other things to sort out
- 32% didn't feel the need to go
- 32% didn't have time
- 29% couldn't get to the venue








## Barriers identified

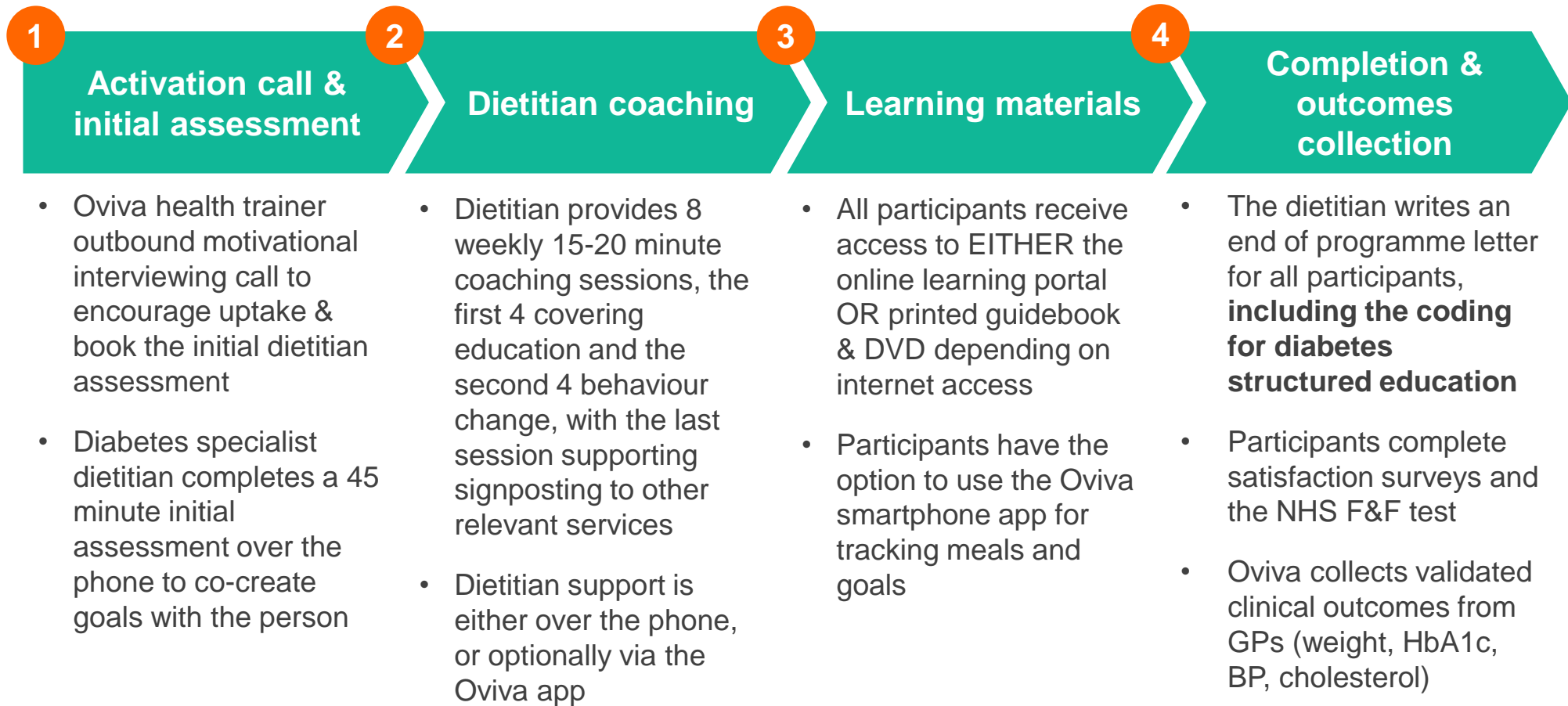
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-  3 hours in a group is too long
-  Other health problems that are more important
-  Other things to sort out or didn't have time
-  Didn't feel the need to go
-  Unable to access the venue

## Solutions in Diabetes Support

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-  Longest dietitian session is 45 mins, with coaching sessions of 15 mins
-  The dietitian's specialist training and 1-to-1 delivery allows tailoring to specific health problems of participant
-  Online learning can be undertaken in their own time, coaching via the app does not require specific appointments
-  Benefits of attending, including personalisation explained in Oviva health trainer activation call
-  All sessions are delivered remotely, at a time of the participants choosing, including after hours and weekends



- ✓ **Over 3 hours of 1-to-1 patient-centred support from the diabetes specialist dietitian**
- ✓ **Over 10 hours of engaging learning content, including videos & podcasts, which can be accessed by participants in their own time, at their own pace**

- All coaching is completed by a **diabetes specialist dietitian**
- This is over the **phone** and through the **Oviva smartphone app**
- Oviva dietitians manage interactions through the **Oviva clinical record system**
- Dietitians are able to **securely access** participants **food intake** and **activity levels** through the clinical record system



Half of our dietitians during Dietitians Week

# Online learning portal OR guidebook & DVD for non-digital pathway



**OVIVA** | DIABETES SUPPORT

## Welcome to Oviva Diabetes Support

Click on the topics below to find important information about living a healthy life with diabetes.

Need help? [Click here for more information](#)

Getting started	1. Introducing diabetes	2. Looking after your diabetes	3. Eating a healthy diet
4. Making healthy carbohydrate choices	5. Getting active	6. Making changes	7. Living with diabetes

**OVIVA** | DIABETES SUPPORT

## 4. Making healthy carbohydrate choices

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Video | Choosing healthy carbohydrates

Lucy Diamond introduces Glycaemic Index and explains the benefits of following a low GI diet.

PREVIOUS

NEXT

### Looking after your diabetes

Watch the video

Explaining diabetes complications

**Key Points**

- Diabetes increases your risk of developing other health problems. These complications can be divided into macrovascular complications (heart disease and stroke) and microvascular complications (problems with your eyes, kidneys and limbs).
- The longer you have diabetes and the less controlled your blood glucose levels are, the higher the risk of developing complications.
- Keeping your blood glucose, blood pressure, and cholesterol close to the targets agreed with your healthcare team could prevent complications.

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### Getting started

## So How Does It Work?

Get weekly tailored diet to help you manage your healthy weight. Don't have allergies, your diet will work around these to give you the best advice possible.

Learn how to manage your body and mind. It's key to focus on the mental, as well as physical, side of your health. Throughout the programme you will learn about different topics related to diet, lifestyle and diabetes as well as develop valuable skills to create healthier habits and overcome any obstacles you may have faced in the past. The information focusing on the body will have this (🍴) symbol and those focusing on the mind will have this (🧠) symbol.

With the unique Oviva app, you will be able to self-track your diet, activity, weight, blood sugars and more. There is a lot of evidence on the positive relationship between self-monitoring and successful outcomes related to weight management.

Improve your health. Feel better. Look better. Reduce your risk of complications. Achieve your goals. Feel confident. We're with you every step of the way.

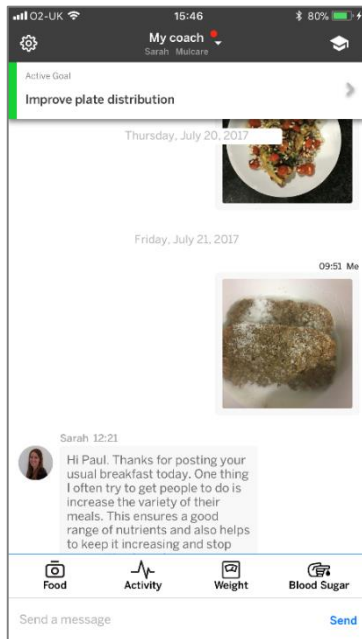
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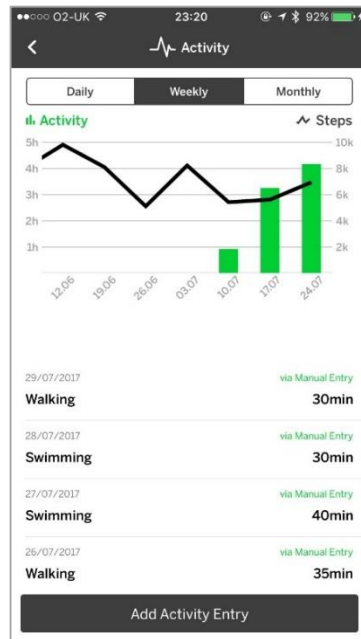
# Optional app for tracking, goals and communication



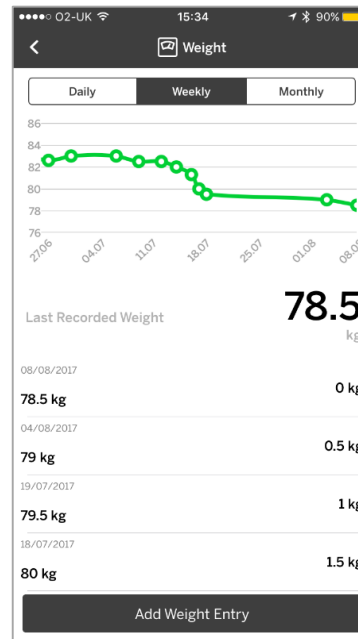
## Home screen



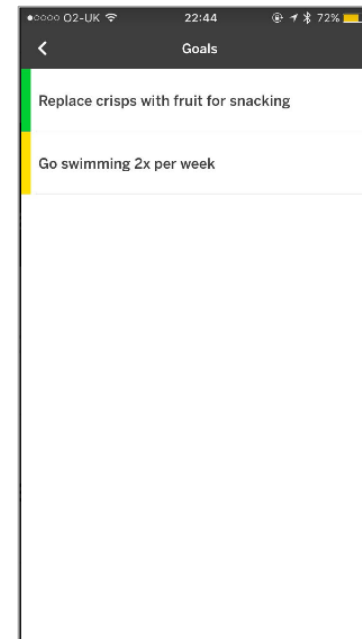
## Activity tracker



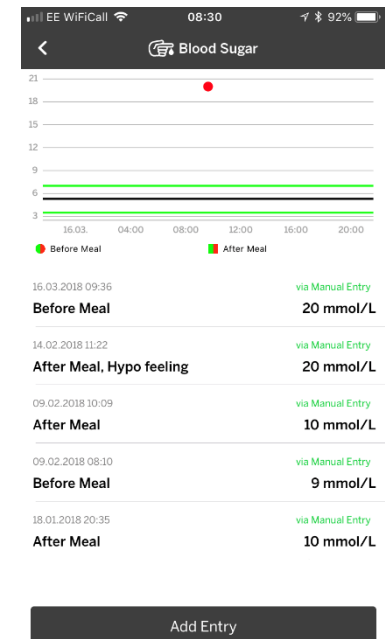
## Weight tracker



## Personal goals

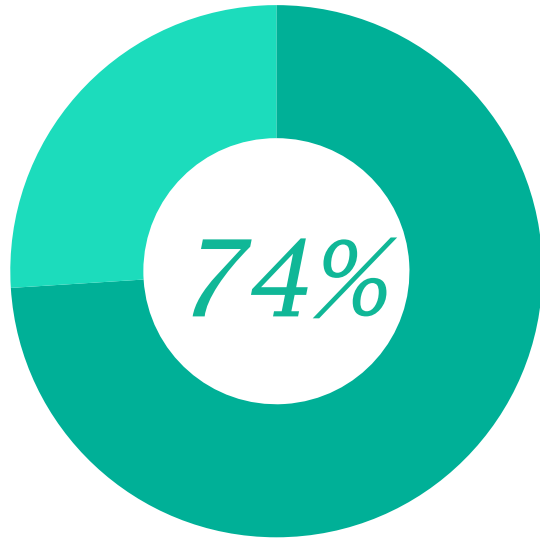


## Glucose tracker



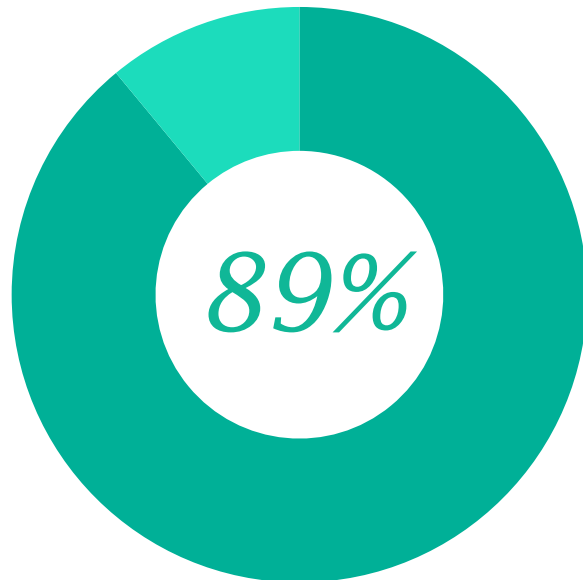
Available in iOS and Android, the Oviva app syncs with Blood Glucose trackers (e.g. Contour One) Fitbits, Apple Healthkit and Google Fit





Enrolment rate from 2,010 referrals

(c.6% decline / 20% cannot be contacted)



Education attendance rate of 1,392 enrolments

**97%**

'Patients are 'extremely likely' or 'likely' to recommend in Friends & Family Test

**4/10 – 8/10**

Average improvement in self-confidence in managing diabetes

*"I felt the Oviva programme was **easy to understand and helped a great deal**, especially with things like meal planning... I was very frightened when I was first diagnosed, and did not accept my diagnosis for a year - but I've found **the programme has helped me come to terms with my diagnosis**"*

– Oviva service user

# Real world clinical outcomes benefits at 6-12 months

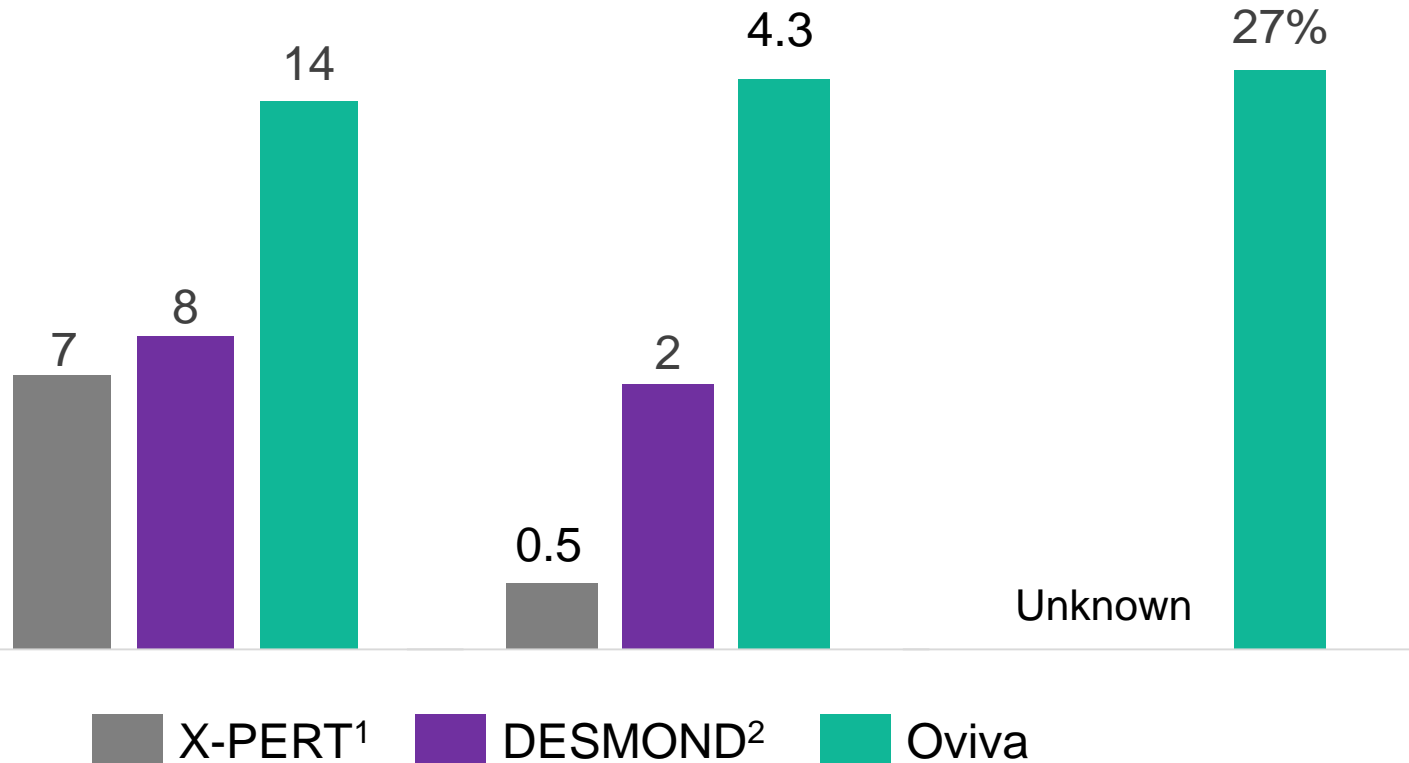


Oviva n = 107

**HbA1c reduction  
(mmol/mol)**

**Weight reduction  
(kg)**

**Diabetes remission  
rate<sup>3</sup>**



**1<sup>st</sup> prize for  
innovation**

**DiABETES UK**  
KNOW DIABETES. FIGHT DIABETES.

2018 conference

1 X-PERT 2006 RCT publication

2 DESMOND 2018 RWE publications

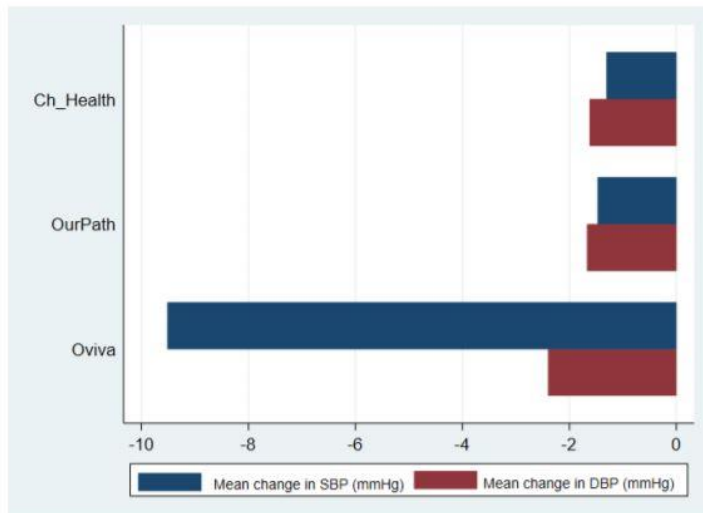
3 Defined as HbA1c <48 mmol/mol, excluding medications

## Diabetes Digital Behaviour Change Programmes: North West London Pilot

### Blood pressure

Mean reductions in SBP and DBP were observed among participants in all three digital behaviour change programmes. Participation in Oviva was associated with the greatest reductions in both SBP and DBP (Figure 14).

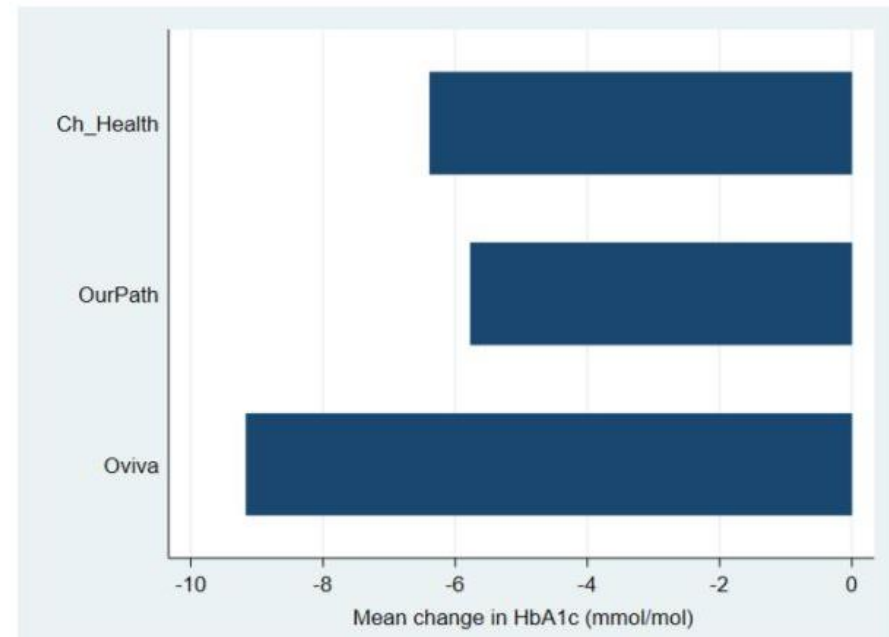
Figure 14 Mean change in SBP and DBP for Changing Health, OurPath and Oviva



### HbA1c

Most patients in the study population had a reduction in HbA1c (below the red vertical reference line, Figure 9). Mean reduction in HbA1c during the programme was 6.9 mmol/mol. Mean change in HbA1c was negative (i.e. a reduction) for all three digital behaviour change programmes, with the largest reduction seen for Oviva (Figure 10).

Figure 10 Mean change in HbA1c for Changing Health, OurPath and Oviva



## How did the pilot work?

- In July 2017 Oviva Diabetes Support was commissioned as an alternative to the current group based programme to **help increase access to type 2 diabetes structured education and attendance rates**, as well as improve achievement of the 3 diabetes treatment targets
- **Participants were offered a choice of face-to-face group education or remote education (with Diabetes Support) via an integrated adult lifestyle hub**

## What did we find?

- Approximately 60% of people referred for diabetes education chose face-to-face and **40% chose remote with Diabetes Support**
- Of 335 referrals to Diabetes Support, 74% were enrolled and **85% of those attended diabetes education**
- People who choose Diabetes Support were **more likely to be of working age (62%) and male (56%)**

*“Diabetes Support has offered our patients an alternative choice in the way they receive their diabetes support & this is proving to be **successful both in health outcome data as well as patient satisfaction.***

*The programme has been **vital during our diabetes transformation project and has allowed us increase education uptake and engage the hard to reach populations**”*

Angela Jessop, Long term conditions commissioner, Buckinghamshire CCG

Thank you!  
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