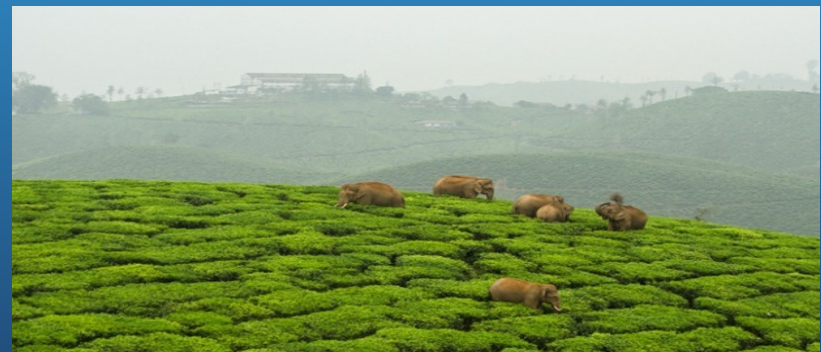
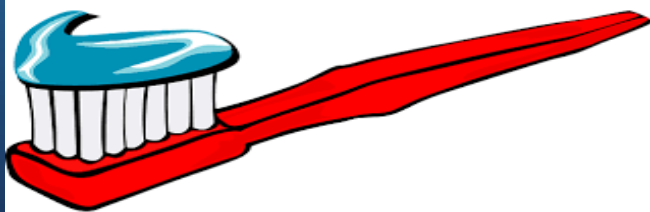


# Using Coproduction & WhatsApp™ to improve engagement of adolescents with Type 1 Diabetes Mellitus

Sarah Blackstock, Shirley Solomon, Mando Watson, Priya Kumar  
North West London Health Care Trust

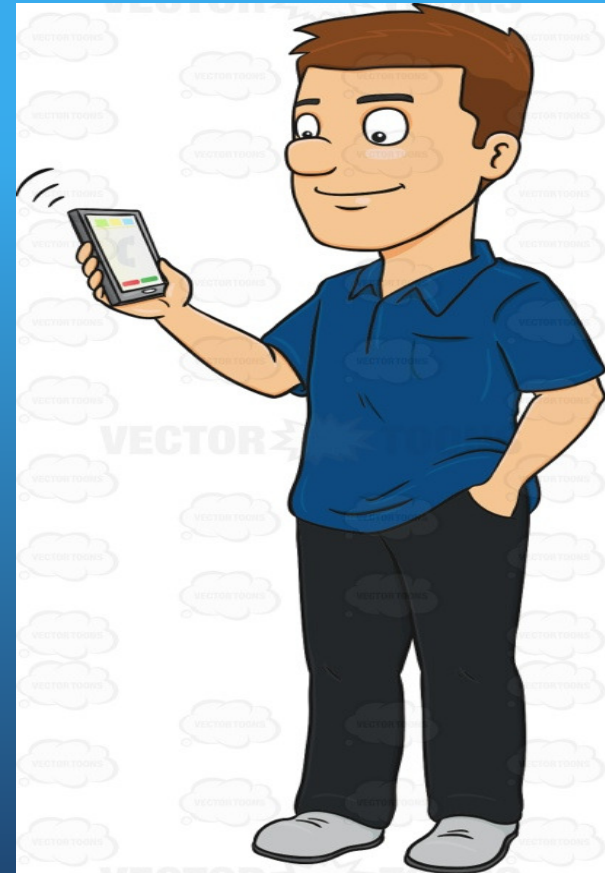






# Broadcast logistics

- 'Broadcast' not 'group'
- WhatsApp™ is not secure
- Calidicott/local guidelines
- Discussion with Information risk manager at NWLH
- Consent forms
- Business plan
- All patients were over 11 years old
- Number of patients = 20, staff = 4
- No one dropped out



## Benefits

- Quickly send out information to a large group without patients feeling they have been singled out
- Patients can be actively or passively involved
- Facilitating sharing information about health, services and experiences
- Encouragement/Emotional support
- Bridge gap between appointments
- Virtual community/forging relationships peers

## Risks

- Professional boundaries blurred
- Intrusive
- Digital footprint-permanency of internet



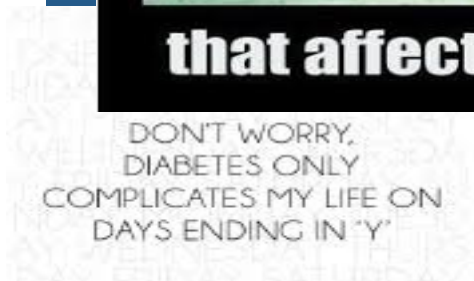


Diabetes.co.uk

## Sugar in cereal: Who are the worst offenders?

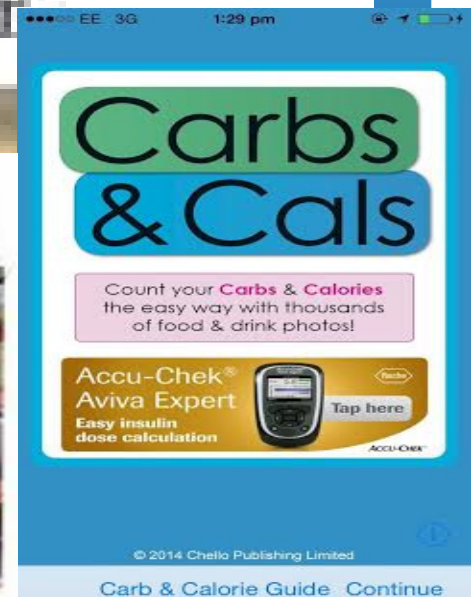
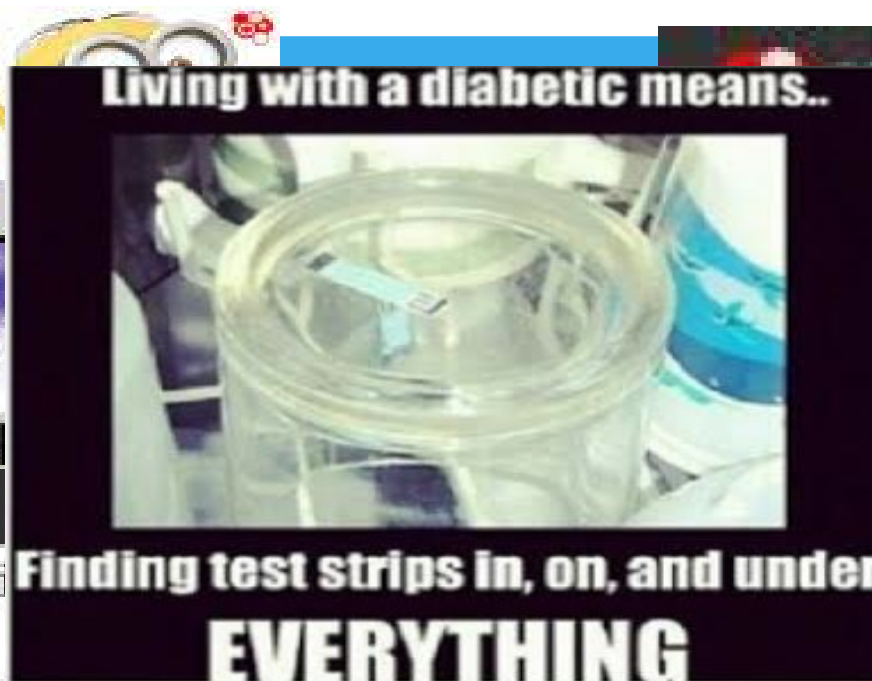
A close-up of a spoon filled with cereal, including cornflakes and a red fruit piece, set against a blue background.

Like 772 Tweet 20 +1 0



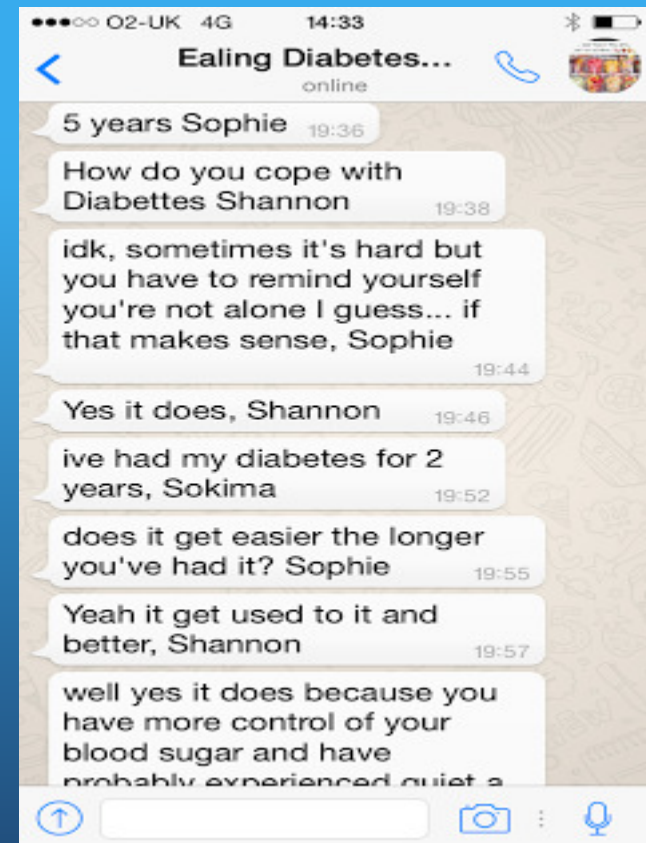
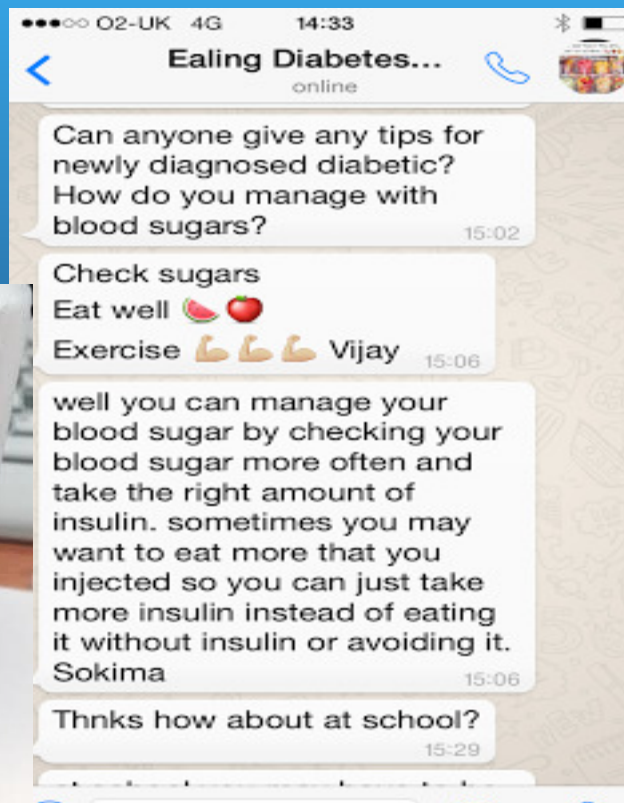


Can people with diabetes get special access to theme parks?



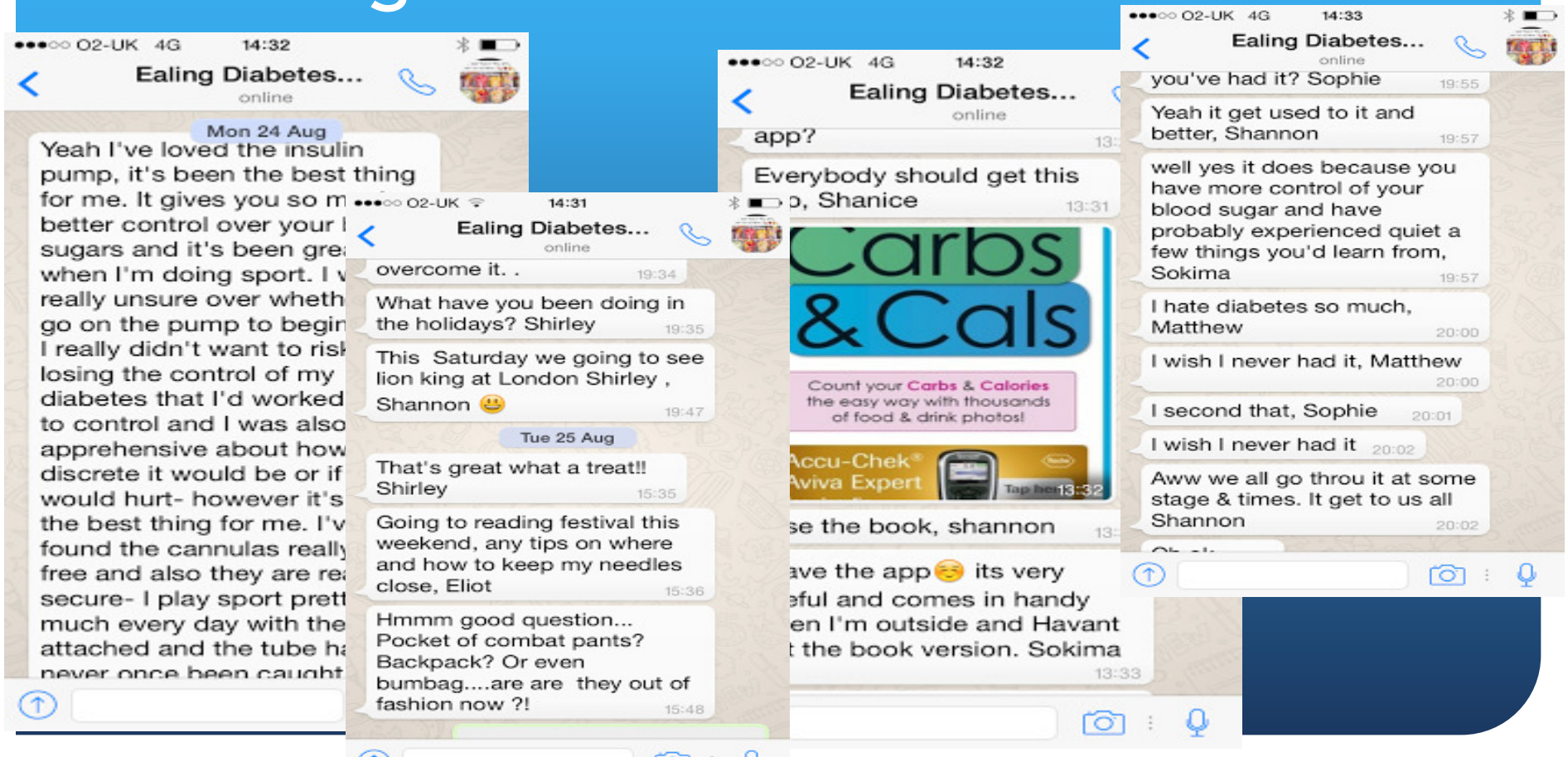
# What used for...

- Giving each other advice...



Support.....

# Sharing information..



# Qualitative data

‘This is what my son needs, he knows no one with diabetes and often feels he is the only one who has to inject then acts out.’

‘I find it good to get support from others’

‘I find it easier to ask questions on the WhatsApp group’

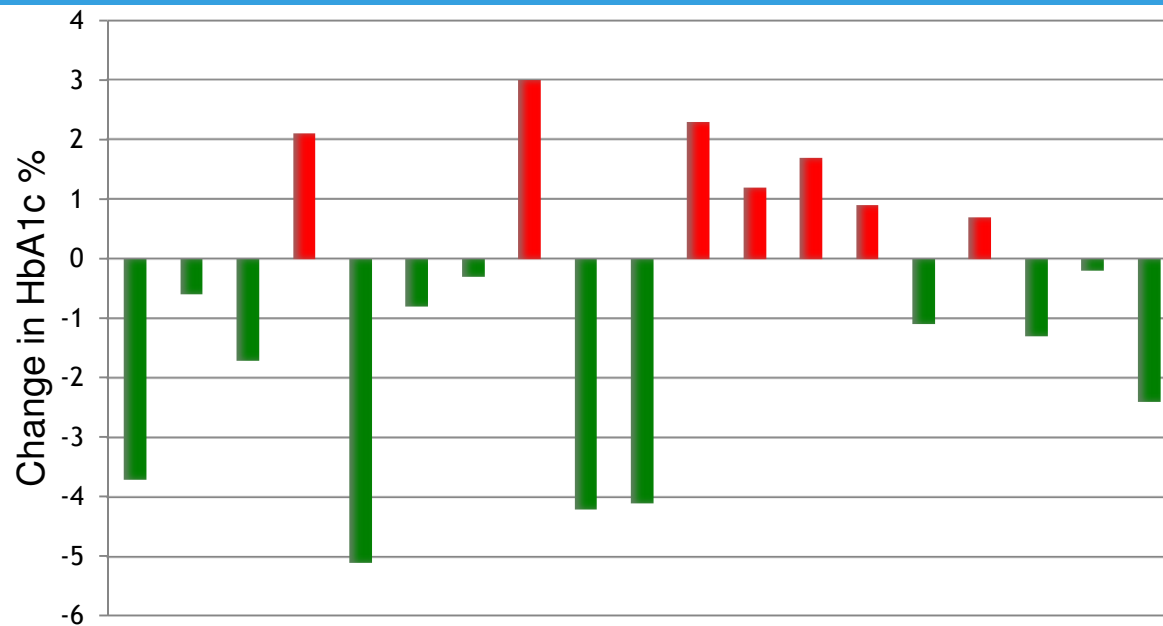
Positive things: ‘Talking to others about diabetes’

‘The tips from Dr Kumar and the tips for the cookbook from Sakaria’

# Patient feedback

- 100% respondents thought WhatsApp™ improved access to information & that they had learnt something new
- 67% felt more motivated to managed there diabetes

# HbA1c Change (%)



Mean Pre = 9.7%  
Mean Post = 9.0%

Median Pre = 9.8%  
Median Post = 7.9%

# Summary

- Digital strategies can be easily adopted into diabetes care
- Improve patient experience, information & engagement
- Poorly controlled patients can engage and improve control