

HEALTHIER YOU

NHS DIABETES PREVENTION PROGRAMME

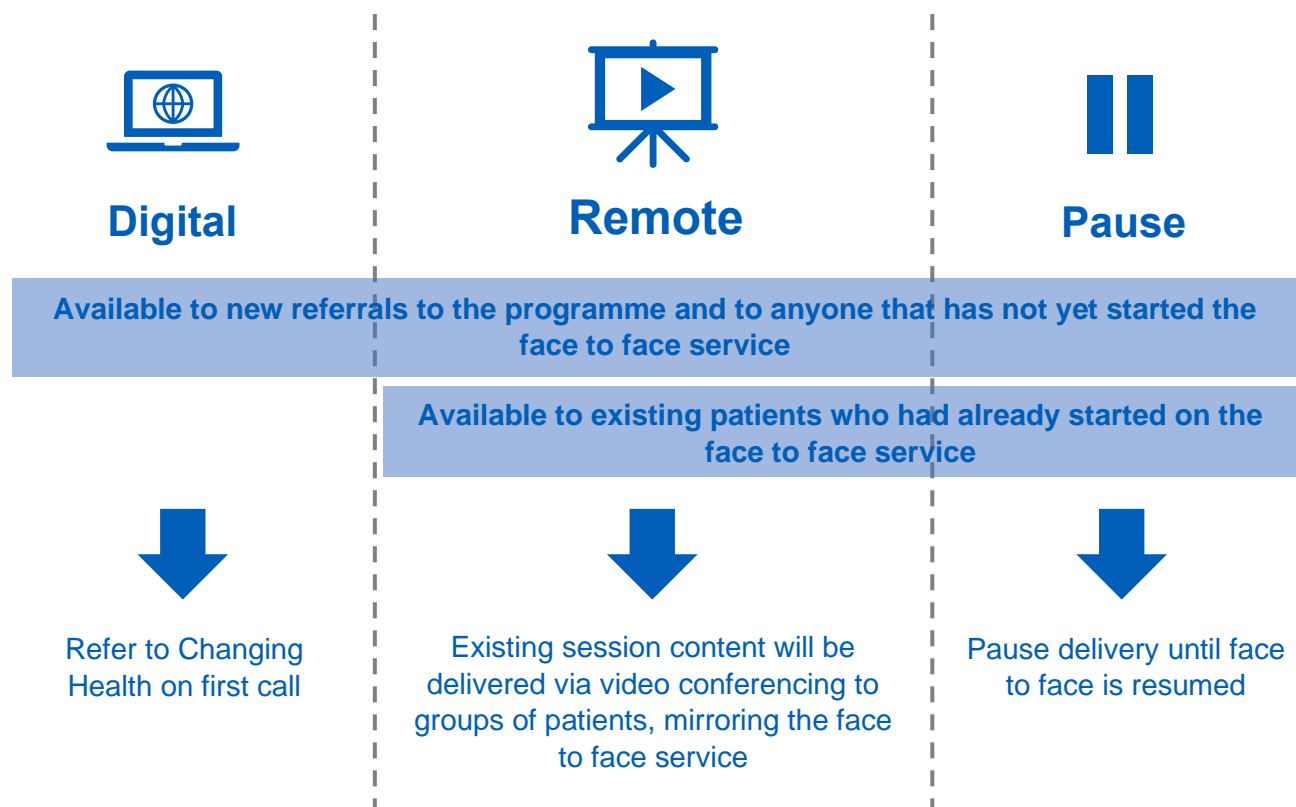
INGEUS SERVICE DELIVERY DURING COVID-19

Ingeus continues to deliver the Diabetes Prevention Programme during Covid-19. Patients are being offered 3 choices to access the service:

- 1) A fully digital pathway via an online platform
- 2) The ability to continue to take part in group sessions via a remote service; or
- 3) Pause their journey until the face to face service resumes.

Ingeus will continue to receive referrals and offer these services to new patients and those who are currently on the programme.

The Ingeus contact centre will discuss the most appropriate pathway for individual circumstances as well as offering support and advice regarding the digital and remote options.



Service provided by

ingeus



Leicester Diabetes Centre

In partnership with

Changing Health.

Remote delivery



Interactive video call



Interactive call without video streaming



Interactive free phone call via telephone

Before the session

- ▶ Joining instructions will be provided.
- ▶ There is a dedicated support number for Patients to call if they need help accessing the remote service.
- ▶ All sessions will start 15 minutes ahead to support users with the technology.
- ▶ Patients can access via video conference or telephone only.

During the session

- ▶ Educators will deliver approved content, using existing delivery materials.
- ▶ Group exercises and group interactions are still included.
- ▶ The Educator ('host') will have full control to manage the meeting and the participants.

Curriculum content for remote delivery

The curriculum will be based on the existing 13 sessions of 90 minutes, focussed on supporting behaviour and lifestyle changes to prevent Type 2 Diabetes, including:

Materials used in face to face delivery will be used throughout remote delivery.

Curriculum continues to include group exercises/discussions and maintains focus on participants.

An e-pack of materials to issue for new participants attending Session 1.



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Paused delivery



Pause

If a participant chooses to pause their journey:

- They will receive a monthly motivational ‘keep warm’ call from our Healthier You Team.
- They will be reminded they can start remote delivery at any time.
- They will also receive regular updates via email.

Programme model for remote and face-to-face delivery



The participant's weight is taken at these sessions to track progress, and this is reported back to NHS England as part of the MDS.

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stopdiabetes.co.uk

Patients are eligible for this service if they meet all of the following criteria:

- Aged 18 years or over
- Not currently pregnant
- Have non-diabetic hyperglycaemia - a HbA1c 4247mmol/mol (6.0%-6.4%) or FPG 5.5-6.9mmol/l reading within the last 24 months

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