

DigiBete – FAQs and promo materials

FAQs for Healthcare Professionals

What is DigiBete and who is it for?

DigiBete is a free online service to support children and young people to manage their Type 1 diabetes. The service is available via the DigiBete App or online at www.digibete.org.

The DigiBete App allows diabetes teams to send relevant information and resources about managing Type 1 diabetes at home, allows patients to store insulin ratios safely as well as care plans, future appointments and notes and essential help and resources including access to over 200 Type 1 diabetes films.

How do patients access it?

Children and young people and their families can access DigiBete via their local care teams by using a unique code to download the DigiBete App for free. The DigiBete website can be accessed at www.digibete.org without a log in, however this doesn't provide the functionality to store ratios, add appointments or receive clinic communications.

How do local teams find out their unique clinic code?

Local Paediatric diabetes teams can contact their regional Children and Young People's Diabetes Network Manager or app@digibete.org, who will arrange a unique clinic code and additional helpful resources to get them started.

Is there any cost to local diabetes teams for the DigiBete service?

No, the service has been centrally commissioned by NHS England and Improvement and is free to access for clinics and their families.

How long is the DigiBete App available for on the NHS?

DigiBete is one of a number of 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 DigiBete?

We have developed a number of resources to help you promote the service to patients. We have drafted a template letter/email which can be sent to all patients/carers and young people with Type 1 diabetes in your care. If you have access to a text service then we have also provided some copy for a text communication. There is also newsletter copy, a leaflet, some social media images and a short video that can be used in your newsletters, on your social media channels, websites and/or digital screens.

How can healthcare professionals learn more about DigiBete?

The DigiBete.org platform is open for all to access with specific information on how to download and use the App and clinic portal on www.digibete.org/digibete-app/. Remote training will be offered to every team to help them get started and implement the resource.

Is there a similar service for adults?

Yes. NHS England and NHS Improvement have commissioned My Type1 Diabetes, a free online platform to support adults to manage their Type 1 diabetes. It is available at www.mytype1diabetes.nhs.uk.

Are the courses accredited?

No.

How are the resources kept up to date?

DigiBete reviews all resources annually to ensure accuracy and continually adds new approved resources when required. Any new resources undergo a strict co-creation and then clinical review cycle.

Are the resources accessible to people with disabilities?

DigiBete aims to make all content accessible through a mix of highly visual multi-media content aiming to cover a range of learning styles. The web platform also has translation functionality up to 99 languages, a readback facility, and the ability to enlarge text to support those who are visually impaired.

Are the resources available in languages other than English?

Yes, there is an auto translation facility on the web platform enabling all written resources to be translated into up to 99 languages.

[Template patient letter/email 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 DigiBete, a free service to support children and young people and their families with their Type 1 diabetes. The service can be used at home and can support communication with your clinic and provides additional education resources for you to view whenever you like.

The DigiBete App provides:

- **Better Communication:** Your diabetes teams can send you relevant information and resources about managing your Type 1 diabetes at home – newsletters, as well as updates, including those relevant to Covid-19, in these unprecedented times.
- **Store Ratios:** You will have a place in the App to store all your insulin ratios safely should your pump break. You will also be able to store care plans, future appointments and notes.
- **Essential help and resources:** You will have direct access to over 200 Type 1 diabetes films including sick day rules and age appropriate resources to support self-management, including exercise and all essential training.

To download the DigiBete App:

1. Search for 'DigiBete App' in your usual app store
2. Once downloaded, you will be asked to enter either 'log in' or 'sign up'
3. You will need to press 'sign up' on your first visit
4. You will then create an account and enter your unique clinic code

Your Clinic Code is: **[Enter clinic code here]**

You can find a guide on how to register and how best to use the App at:

www.digibete.org/digibete-app/.

You can also access a version of DigiBete at www.digibete.org. If you have any questions about access, email app@digibete.org.

Please sign up with one family email address and a password that can be shared with carers. Up to six devices can access the same App. We hope this helps you and we wish you good health during this difficult period.

Yours sincerely,

<<Clinic / GP Practice>>

Patient FAQs (to accompany patient letter)

How do I register for DigiBete?

Registering for DigiBete is easy.

1. Obtain a unique code from your local paediatric diabetes clinic.
2. Download the DigiBete App from Google Play or the App Store.
3. Go to www.digibete.org/digibete-app/ and watch the videos on how to sign up and set up the App. Then, watch the 'Using the DigiBete App' film to gain maximum benefit from the app. If you have any technical issues please contact app@digibete.org for further assistance.

Do I need to pay anything?

No, the DigiBete App and web platform is funded by the NHS and is free for you to use.

Can my friends and family use this too?

Yes, if they are a trusted carer. Up to six devices can access the same App login. Alternatively, for training materials, friends, family, community members and school staff can all access www.digibete.org platform freely where they will find lots of information to support their understanding and training of Type 1 diabetes in children and young people.

How do I get the next set of age resources?

All DigiBete resources are set into age brackets in line with the 'Goals of Diabetes Structured Education' milestones. When you or the young person you care for reaches the next age bracket your App will automatically repopulate with the next set of age resources.

What happens to my data?

Any data you input into your app, such as your insulin ratios etc, is stored securely and is not shared with either DigiBete or your clinic. The only App data your clinic will see is your registration email and patient / carers name. DigiBete does not have access to any personal identifiable data including registration data.

How can I give feedback?

We'd love to hear your feedback. Please contact app@digibete.org and let us know your queries and thoughts on how we can improve the service.

How many devices can the App be available on?

Up to six devices can access the same App login making it easy for additional trusted carers to have access to your child's Type 1 diabetes information.

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

Dear Health Care Professional,

Your clinic has acquired DigiBete; a service to support children and young people and their families with their Type 1 diabetes. It is available for healthcare professionals to use to support communication with your patients and provide additional structured education resources for them to view at home.

DigiBete will be particularly beneficial during this period of uncertainty and once your patients and families are signed up, it will mean you can contact your cohort of families with useful good care reminders and updates on the changing situation, at the touch of a button. It is available via an app and online.

The DigiBete App provides:

- Better Communication: As a clinic you can send your relevant information and resources about managing Type 1 diabetes at home, as well as sick day rules reminders, newsletters and updates, such as those relevant to Covid-19 in these unprecedented times.
- Store Ratios: Your patients will have a place in the App to store all their insulin ratios safely, should they need them. They will also be able to store care plans, future appointments and notes.
- Essential help and resources: Patients and families will have direct access to over 200 Type 1 diabetes films and age appropriate resources to support management, including sick day rules, exercise and all essential training. This can also be supplemented by teams sending their own resources and guidelines.

Your Clinic Code to access the DigiBete App is: [Enter code here]

To start using the DigiBete App:

1. Visit www.digibete.org/digibete-app/ and view all the one minute training videos on how to sign up to the DigiBete App, how to use the DigiBete App and how to use the Clinic Portal.
2. Download the App yourself from Google Play or the App store and sign up with your clinic code so that you can see what your patients will see and view any practice newsletters/updates you send (prior to giving out codes to patients)
3. If you wish to be an admin user (this could be any member of the diabetes team), email app@digibete.org and we will add you as an 'admin' to your clinic portal. You will then review very simple email instructions on next steps.
4. Practice sending some news items into the App using our super-simple clinic portal and contact us if your clinic would like further training.
5. Send App code letters out to all your families, for their benefit in these difficult times (a template is available).

Please note: DigiBete will also send 'Public Health' messages centrally when directed, to support all patients.

A version of DigiBete is also available online www.digibete.org.

If you have any questions on how to use DigiBete, contact your regional Children and Young People's Diabetes Network Manager or email app@digibete.org.

Yours sincerely,
<<Local Lead>>

[Copy for patient-facing newsletter or bulletin]

DigiBete – Type 1 diabetes support for children and young people

NHS England and NHS Improvement have launched DigiBete to support children and young people with Type 1 diabetes. The DigiBete App allows diabetes teams to send information and resources about managing Type 1 at home, allows patients to store insulin ratios, care plans, future appointments and notes and provides help and advice through access to over 200 Type 1 diabetes films.

Children and young people and their families can access DigiBete via their local care teams by asking for a unique code to download the DigiBete App for free. A version of DigiBete can also be accessed at www.digibete.org.

[100 words]

[Example text to patients/carers from onboarding clinic]

DigiBete is now available for free to support children and young people with Type 1 diabetes. Receive information and resources about managing Type 1 at home, store insulin ratios, care plans, appointments and notes and access 200+ Type 1 diabetes films. Search 'DigiBete App' in your app store and use code: **[code]**.

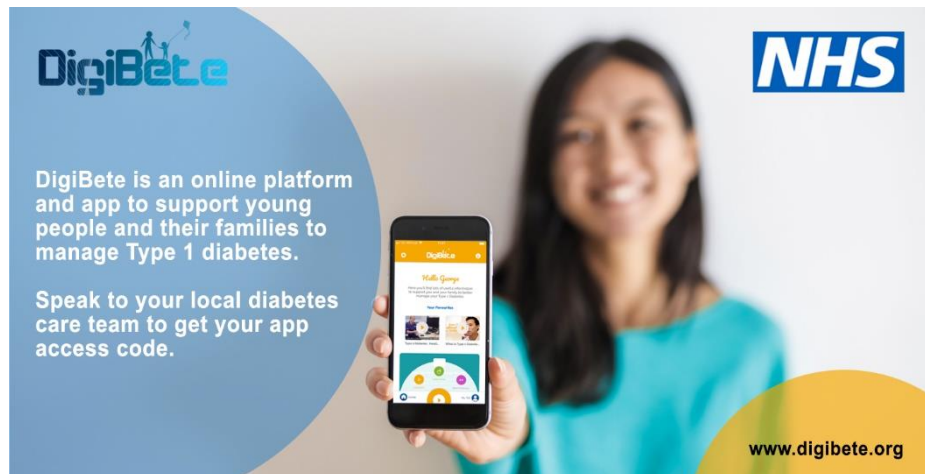
[265 characters]

[Example tweet to promote the service]

@DigiBeteUK is now available for free to support children and young people with Type 1 diabetes. The app has info on managing Type 1 at home, stores insulin ratios, care plans, appointments and notes and has 200+ Type 1 films. Contact your local care team for your access code.

[316 characters]

Twitter images



DigiBete

NHS

DigiBete is an online platform and app to support young people and their families to manage Type 1 diabetes.

Speak to your local diabetes care team to get your app access code.

www.digibete.org

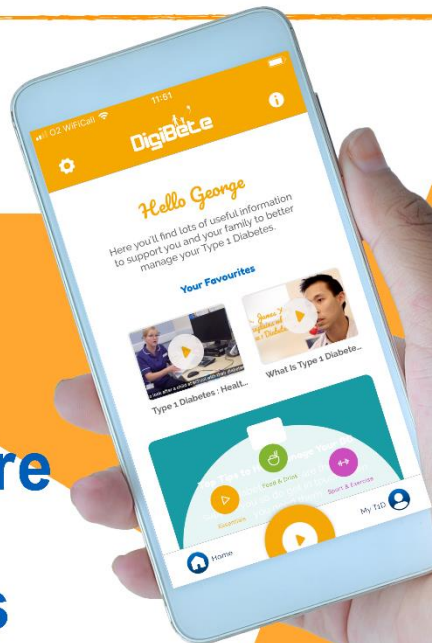


DigiBete

NHS



Download the DigiBete App — an online platform to support young people and their families to manage Type 1 diabetes



**Speak to
your local
diabetes care
team to get
your access
code**

- Tailored support and education for children, young people and their families
- Improved clinic communication
- Organise Type 1 diabetes ratios, care plan and appointments

Download your app from



Contact us for more information

app@digibete.org

www.digibete.org

In partnership with

The Leeds Teaching Hospitals NHS Trust



caring about children

Promotional video

Available on the NHS England and NHS Improvement YouTube channel:

<https://youtu.be/goqN572kjjk>