

# Building educator confidence, through training workshops, to deliver structured self-management education for type 2 diabetes and pre-diabetes virtually during the COVID-19 pandemic



Leicester Diabetes Centre  
Committed to Growing International Research, Education & Innovation



Harrison S<sup>1</sup>, Brant F<sup>1</sup>, Douglas T<sup>1</sup>, Farmer J<sup>1</sup>, Johnson V<sup>1</sup>, Northern A<sup>1</sup>, Rodgers A<sup>1</sup>, Troughton J<sup>1</sup>.

1. University Hospitals of Leicester NHS Trust.

## Objective:

To provide training and support to build confidence of educators delivering an adapted portfolio of diabetes education and self-management for ongoing and newly diagnosed (DESMOND) structured education programmes during the COVID-19 pandemic.

## Method

The DESMOND curriculums and resources were adapted from face to face delivery to support virtual delivery, but remain congruent to the theoretical and philosophical underpinning of the interventions and content.

A virtual DESMOND academy was established, offering a portfolio of 2 hour workshops to support existing DESMOND educators with confidence to set up and deliver bespoke virtual DESMOND programmes.

Workshops included a demonstration of visual resources available to support virtual delivery and discussions about how to use behaviour change techniques virtually, based on the DESMOND philosophy and learning theories.

## Results

- > 47 workshops were delivered to 329 attendees.
- > The workshops were rated as useful/very useful and attendees were more confident to deliver virtually afterwards.
- > Aspects of training reported as most useful were; an overview of the visual aids, facilitation skills for virtual delivery and sharing good practice.
- > The main concern was the use of, and access to, reliable technology by educators and participants.

## Conclusions

Workshops designed to build confidence of educators to deliver self-management education virtually are effective in increasing educator confidence. Technology skills and access are concerns that need to be further addressed.

## Corresponding Author:

Sarah Harrison sarah.m.harrison@uhl-tr.nhs.uk  
Leicester Diabetes Centre, Leicester General Hospital  
Gwendolyn Road Leicester LE5 4PW



**84%**  
of attendees felt more confident to deliver virtually following the workshop

**95%**  
of attendees rated the workshops as useful/very useful



For more information: [www.desmond.nhs.uk](http://www.desmond.nhs.uk) | [@DESMOND\\_Tweets](https://twitter.com/DESMOND_Tweets)

