Evaluating a digital diabetes self-management programme (MyDESMOND) during COVID-19

Leicester Diabetes Centre
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myDesmond ™

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Background:

MyDESMOND is a responsive website that can be used on smartphones, tablets, laptops and PCs; designed to support self-management of and prevention of type 2 diabetes (T2DM) through interactive educational material. There is an 'Ask the Expert' facility, where users have access to Leicester Diabetes Centre's multidisciplinary team to help answer their questions. There is a Chat forum where users can talk together and share successes /challenges relating to their diabetes management. During COVID19, MyDESMOND was offered freely to anyone with T2DM across the UK.

Aims/objectives:

To evaluate uptake, accessibility, and acceptability (March- September 2020).
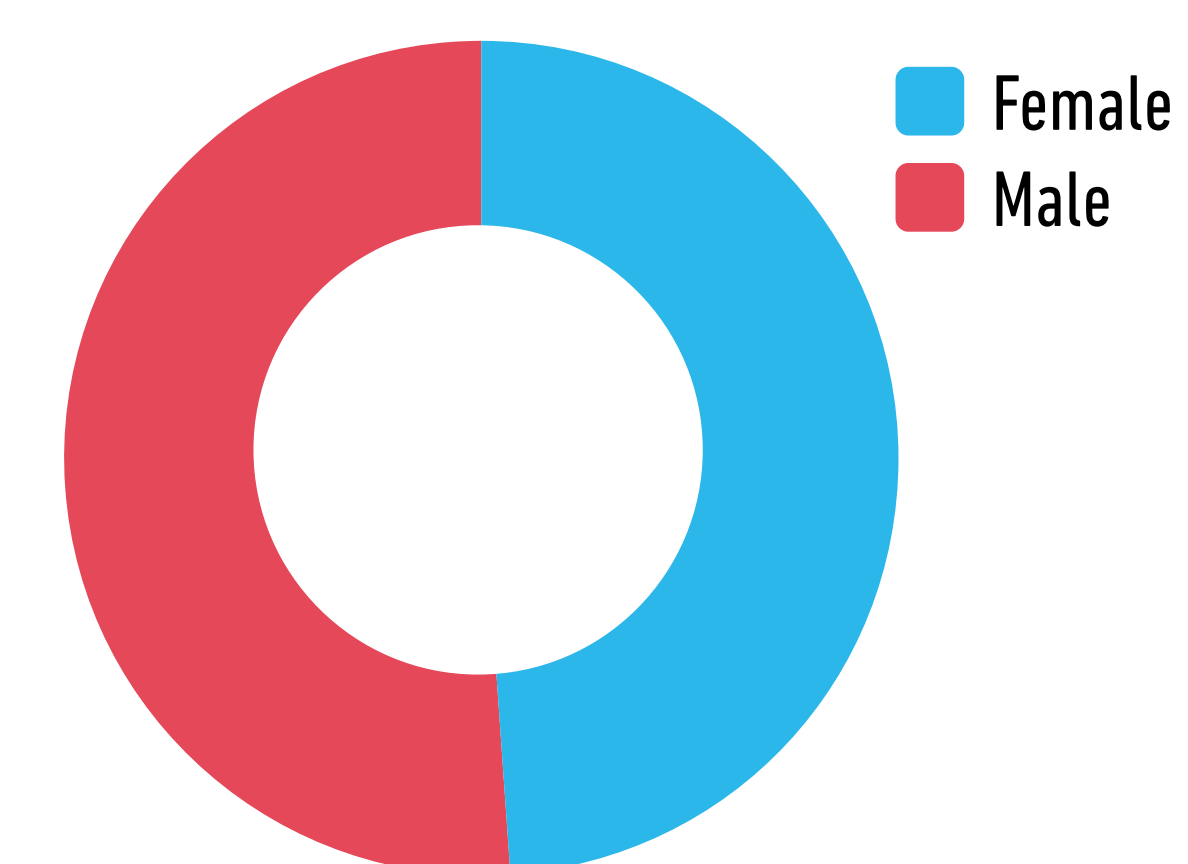
Methods:

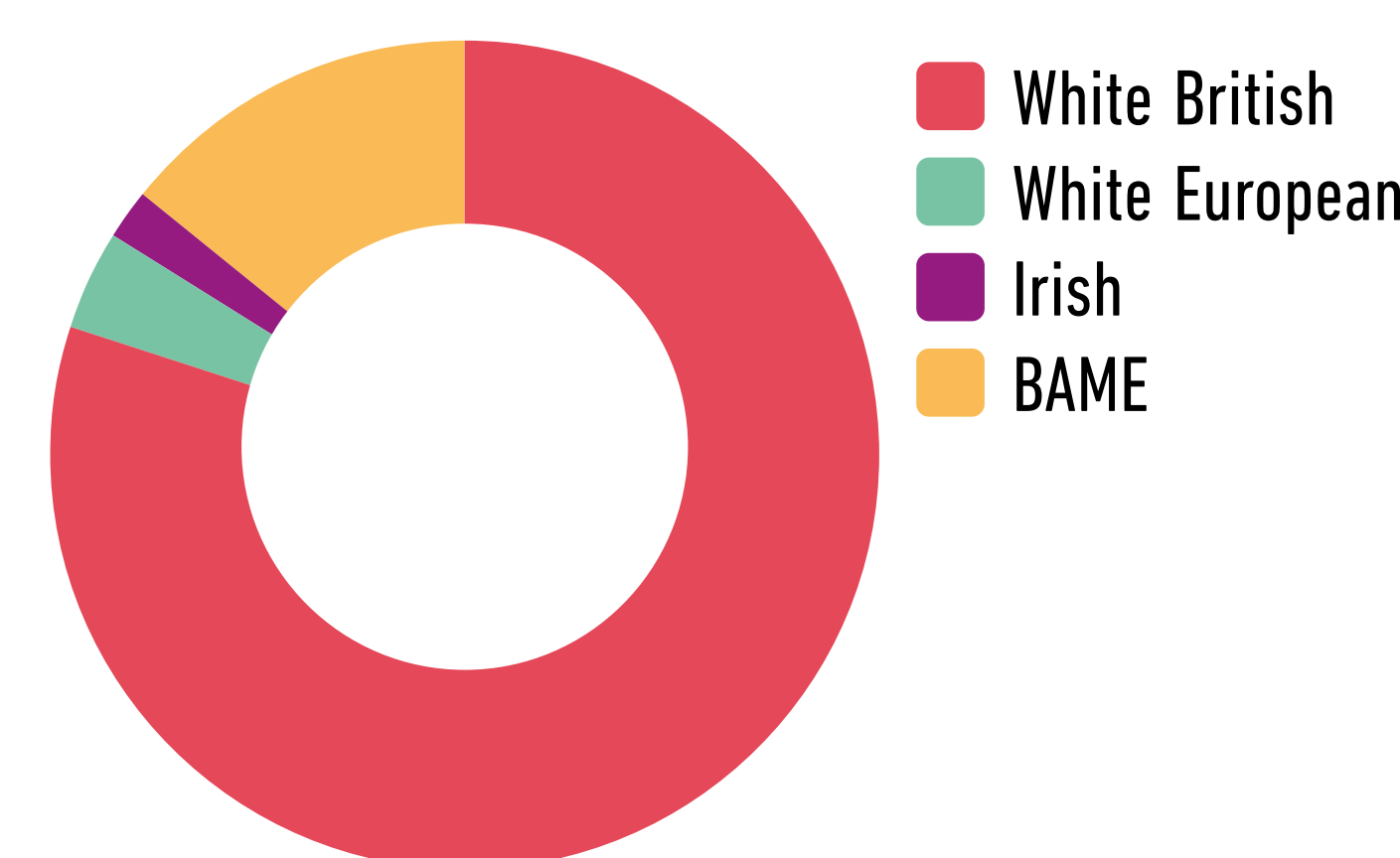Service evaluation of data captured during period of March- September 2020.

Results

During time period, there was a 400% increase in uptake to MyDESMOND .Demographic self-reported data showed:
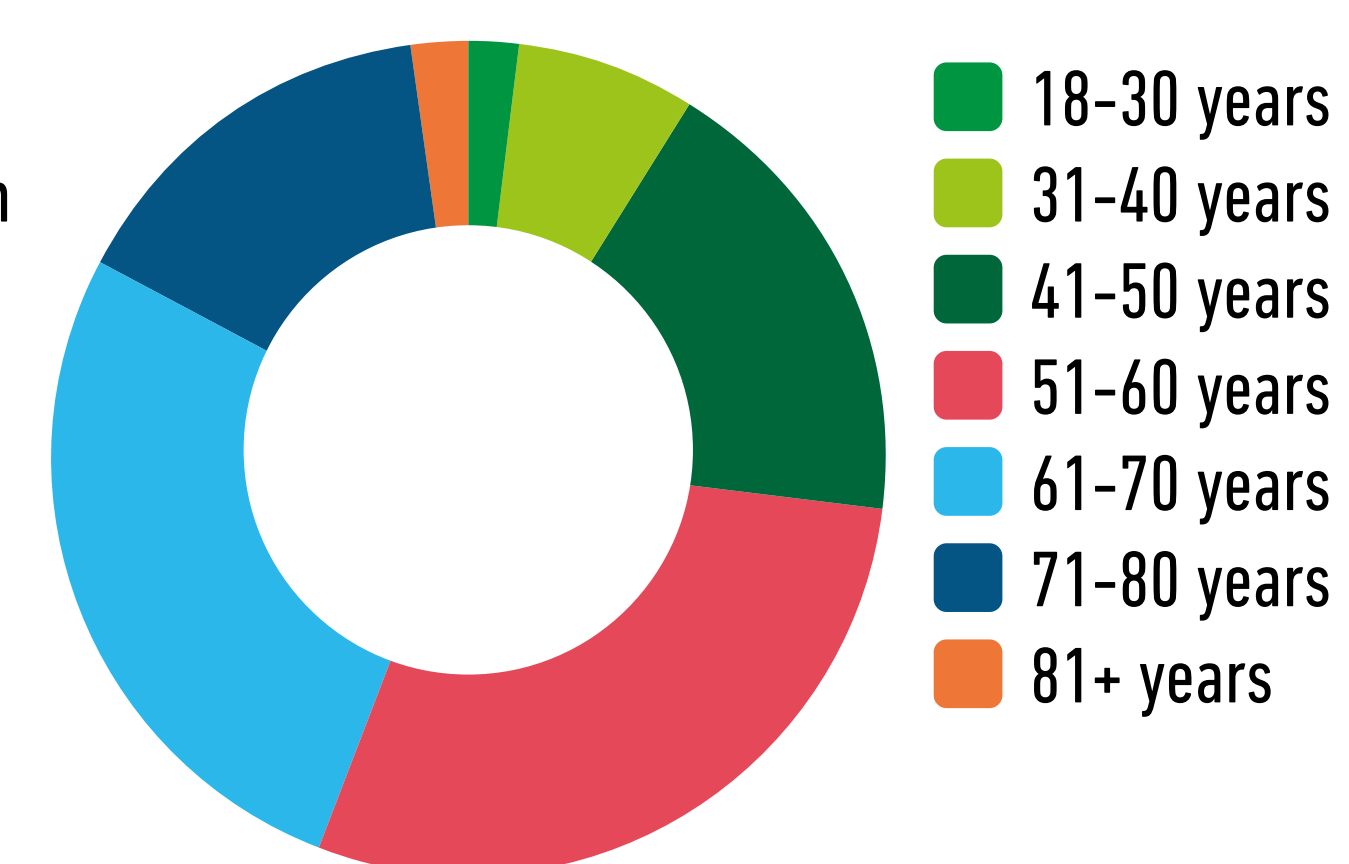
Gender:

- Female
- Male

Ethnicity:

- White British
- White European
- Irish
- BAME

Age:

- 18-30 years
- 31-40 years
- 41-50 years
- 51-60 years
- 61-70 years
- 71-80 years
- 81+ years

Uptake to 'Ask the Expert' and 'Chat forums' has been high. Feedback from service users suggests that during COVID, My DESMOND has provided them with a place to go to find out information, have their concerns addressed, and access avenues of support.

Conclusions/summary:

MyDESMOND is accessible across gender; age and ethnicity for those with T2DM. It has filled an unmet need during COVID19 for those who cannot attend face to face education or easily access healthcare professional support

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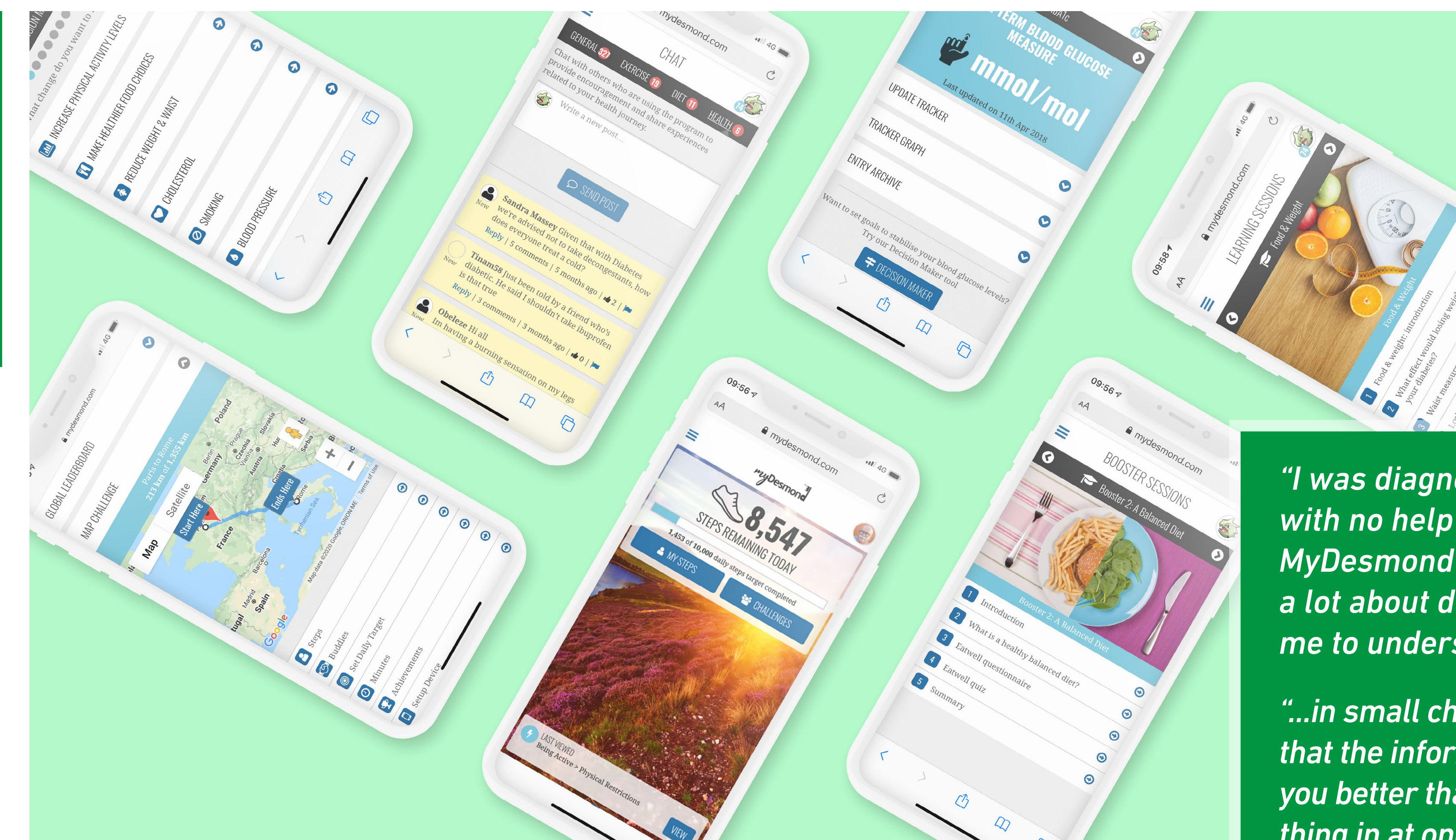
"I was diagnosed in March 2020 with no help because of lockdown. MyDesmond has helped me learn a lot about diabetes and helped me to understand it more"

"...in small chunks at a time I find that the information stay's with you better than trying to take ever thing in at once in a day session. Big thank you for putting it all together."

User feedback:

92% of users **agreed** or **strongly agreed** the information was presented clearly and concisely

81% of users were able to **better understand** their condition

85% of users **agreed** or **strongly agreed** that myDesmond was easy to use?

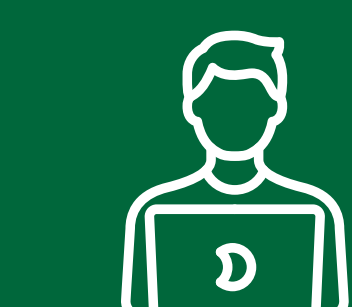**82%** of users **would recommend** myDesmond to others

83% of users found the information **valuable** or **extremely valuable**

310% **increase** in use of the **chat forum** compared to the previous 6 months

373% **increase** in the use of **Ask the Expert** compared to the previous 6 months

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www.mydesmond.com

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- @LDC_Tweets
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