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| To: | Healthcare Professionals in General Practice  GP Practice Managers |
| Cc: | Diabetes Regional Leads  ICB Diabetes Leads |

**9 February 2023**

Dear Colleague,

**Healthy Living for people with type 2 diabetes – self-referral and direct GP practice referrals routes now available**

[Healthy Living for people with type 2 diabetes](https://www.healthyliving.nhs.uk/) (Healthy Living) is a web-based structured education programme that provides information about type 2 diabetes and its management, alongside support with adopting and maintaining healthy behaviours and psychological wellbeing. The Healthy Living programme:

* is QISMET accredited
* has randomised controlled trial evidence for improving HbA1c
* is fully funded by NHS England and free-of-charge to participants
* is suitable for people with type 2 diabetes at any point after diagnosis

Healthy Living is available for all people with type 2 diabetes in England and can be accessed through self-referral or direct referral from GP practices. NICE NG28 recommends that adults with type 2 diabetes and their family members or carers (as appropriate) should be offered structured education at the time of diagnosis, with annual reinforcement and review.

Sending a direct referral or taking action to encourage self-referral (e.g. sending an SMS with a link to self-refer to the programme) may be coded as a referral to diabetes structured education. This would therefore count towards relevant QOF achievement.

Please see the accompanying FAQs and resources in [appendix 1](#appendix) for further information.

Yours sincerely,

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| **Dr Chirag Bakhai**  Primary Care Advisor  NHS Diabetes Programme  NHS England | **Shaun Crowe**  National Programme Director  NHS Diabetes Programme  NHS England |

**Frequently Asked Questions**

**What is the evidence base?**

The programme was originally developed by University College London (UCL) and was known as HeLP Diabetes. Randomised Control Trial (RCT) outcomes demonstrated improved glycaemic control over 12 months, a reduction in diabetes related distress in those recently diagnosed and lower incremental costs (ROI estimated at £111) compared to the control group.

**Who can access the service?**

Any adult living with type 2 diabetes (or their family and/or carers) with digital access (smartphone / tablet / computer) and an email address. Responsibility for assessing of clinical suitability for referral sits with the referrer.

**How can someone access the service?**

1. **Self-referral:** people with type 2 diabetes and their carers / family can self-refer at <https://healthyliving.nhs.uk>

Practices can support self-referral of their appropriate population with type 2 diabetes through signposting to the sign-up link via SMS or written communication. Bulk communications may be used alongside system searches / reports (see next page)

1. **Direct referral from GP practice**: email referral forms to [england.referralhealthyliving@nhs.net](mailto:england.referralhealthyliving@nhs.net)

It is anticipated that most ICBs will centrally upload the referral form onto their GP systems. If this is not possible, practices may have to manually upload the form (see next page).

Practices using Ardens should find that the referral form is available on the Ardens diabetes template and on local communications templates.

Actions taken to refer using direct referral or signposting to self-referral (using text, letter, leaflet, etc) may be coded as a referral to diabetes structured education and therefore count towards relevant QOF achievement.

**How does this fit alongside other structured education services?**

Systems should continue to provide a choice of delivery models for structured education and commission these based on local population need. Healthy Living is a nationally-commissioned offer which can support this provision of choice and improve overall uptake of structured education. It provides long-term access to content and support which can be used alongside locally-commissioned structured education.

**Where can I access supporting resources or further information?**

* [Click here](https://www.england.nhs.uk/publication/healthy-living-for-people-with-type-2-diabetes-patient-leaflet/) to access the programme leaflet online as well as letter templates and other resources such as web banners.
* For further information or support, contact the Digital Team in the National Diabetes Programme at [england.digitaldiabetes@nhs.net](mailto:england.digitaldiabetes@nhs.net)

**Appendix 1**

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| **Item** | **Resource** |
| Referral form |  |
| SystmOne and EMIS searches / reports | Systems may develop their own searches / reports or may use those from other systems if these have been locally tested and meet their needs.  The searches / reports in the zip file below have been shared by an ICS. They may be imported into the relevant clinical systems (.xml in EMIS and .rpt in SystmOne). The files should only be opened in the relevant clinical system, opening them in elsewhere **corrupts the files**. |
| Letter: invitation to self-refer |  |
| Self-referral SMS template #1  *160 characters inc. spaces* | Your GP is offering you referral to Healthy Living for people with type 2 diabetes, a free online NHS service. Please visit www.healthyliving.nhs.uk to register |
| Self-referral SMS template #2  *159 characters inc. spaces* | A message from your GP: You can find free, online information and support to help you live well with type 2 diabetes. Sign up today at www.healthyliving.nhs.uk |