Improving Communication and Empowering Families and Children Living with Diabetes by using a Smartphone App

PC-25
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Background
A communication survey was carried out in June 2017 – 100% of families were interested in using an app. Previously communication was via email or post. However, we didn’t have email addresses for all families and posting information was expensive and time consuming. Locally written diabetes patient information was very heavy on printing costs and paper, e.g. handbook with 80 pages. Unwieldy, easy to lose and not available at families fingertips.

Aim
- To improve self-management
- To empower patients and their families with knowledge
- To reduce emergency contacts
- To communicate effectively to a wide but specific audience at low cost

Method
The App was designed with developer Piotra, based on a school app. Local information governance and communications departments were involved to ensure data protection & quality standards. The app is web-based, easy to send alerts & add information. App available for iphone & android.

Key Features
- Easy to set up and send alerts
- Notifications to publicise local events
- Periodical messages with tips and advice relating to diabetes
- Channels available for different patient groups
- Information section
- Information does not get lost in newsfeeds
- No facility for comments on alerts (no need to “moderate” comments, no trolling)
- Easier to maintain than website
- Ability to conduct surveys through the app

App Usage – March 2018

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of families attending service</td>
<td>220</td>
</tr>
<tr>
<td>App downloads</td>
<td>431</td>
</tr>
<tr>
<td>App sections viewed</td>
<td>121,048</td>
</tr>
</tbody>
</table>

Benefits
- Packed full of information
- Limitless space for expansion and storage of useful information
- Information at your fingertips
- Easy access to emergency contacts
- Seamless integration of contact details - linked directly to phone
- Direct links to relevant and approved websites
- Easy access for friends and family - free to download for anyone

References & Acknowledgements
- Piotra.com
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