

## What we offer your patients

The NHS Know Diabetes Service offers your diabetes patients an interactive health platform that can provide timely nudges by email or SMS. It is a place where they can find out 'what is going on locally' and how others, like them, are interacting with various evidence-based programmes. With several interactive e-learning programmes, and a selection of health tools at their fingertips, the Know Diabetes platform is increasing patients' confidence and conviction in self-management and behaviour change.

Once your patient has visited the Know Diabetes website they can quickly create their account, allowing them to access their personalised diabetes health record online, including their latest 3TT.

## Account features

- ✓ 250 self-management resources
- ✓ Monthly newsletter
- ✓ 200+ videos
- ✓ KD blog
- ✓ Interactive zone
- ✓ Ask the expert
- ✓ Webinar invites
- ✓ Learning courses
- ✓ Meal plans
- ✓ Recipe guides
- ✓ Targeted health campaigns
- ✓ Online health record after ID verification

## How to refer

Signpost your patients to our Register/Login pages, and they can gain access with their NHS Login in one or two clicks.

We have evaluated various sign-up approaches and have found that the approach that gets the highest conversion of accounts created is when a practice sends an SMS to its patient list, requesting they register interest via [knowdiabetes.org.uk/register](https://knowdiabetes.org.uk/register). Try to make every contact count.

## Contact Us

To get in touch with us, visit [knowdiabetes.org.uk/contact us](https://knowdiabetes.org.uk/contact-us). We aim to respond within 3 business days.

Please visit our Professionals page for training opportunities and the latest news at [knowdiabetes.org.uk/professional](https://knowdiabetes.org.uk/professional).

## Privacy Policy

You can find our privacy policy and fair processing notice, which explains how we use your data, on our website here: [knowdiabetes.org.uk/fair-processing-notice](https://knowdiabetes.org.uk/fair-processing-notice).

"Hundreds of our patients are receiving helpful emails and are now logging in to view their latest test results and signing up to local courses."

Dr. Woodhouse,  
Harrow



[knowdiabetes.org.uk/register](https://knowdiabetes.org.uk/register)

# The NHS Know Diabetes Service

For healthcare professionals



The vision of Know Diabetes (KD) is to reduce the workload of healthcare professionals in North West London by supporting patients living with diabetes or those at risk of type 2 diabetes.

If your patient is: registered with a GP in North West London; is over the age of 18; and has been diagnosed with diabetes or Non-Diabetic Hyperglycaemia (high risk of type 2), they are eligible to create an NHS Know Diabetes account.



## How we get patient data

The Know Diabetes Service has previously requested all NWL GP Practices to sign our data processing agreement, and we have had **100% success** with this. We now get all diabetes-related patient information from SystemOne and EMIS. This agreement, and our service, have been reviewed and mandated by the London wide LMC and the NWL Information Governance Group.



## Programmes

Ensure your patients are first to know about NICE-approved structured education courses and how to access them online. We share success stories and nudge users at timely points throughout the year, to ensure they are well informed and know how to access the array of evidence-based programmes available in NWL.



## Patient record access

Patients can view their personalised health dashboard with all the essential information. They will receive reminders to get their 9KCPs (including retinal screening) and advice on how to improve their 3TTs by setting goals and targets.



## Email campaigns

KD account holders can sign up to a number of exclusive email campaigns tailored to their personal needs and desires, covering topics such as **weight management, foot and eye care, healthy eating, and well-being**. They can also sign up for exclusive webinars and interact with NHS healthcare professionals.



## Website

**Read, listen, watch or interact** with over **500 resources**, from meal plans to 'how to' videos. With fresh content being uploaded monthly, people can start to learn about diabetes in an 'unstructured' environment at a time that suits them. The Know Diabetes website can be translated into over 100 different languages.