



# My Diabetes Healthcare

**Birmingham and Solihull CCG**

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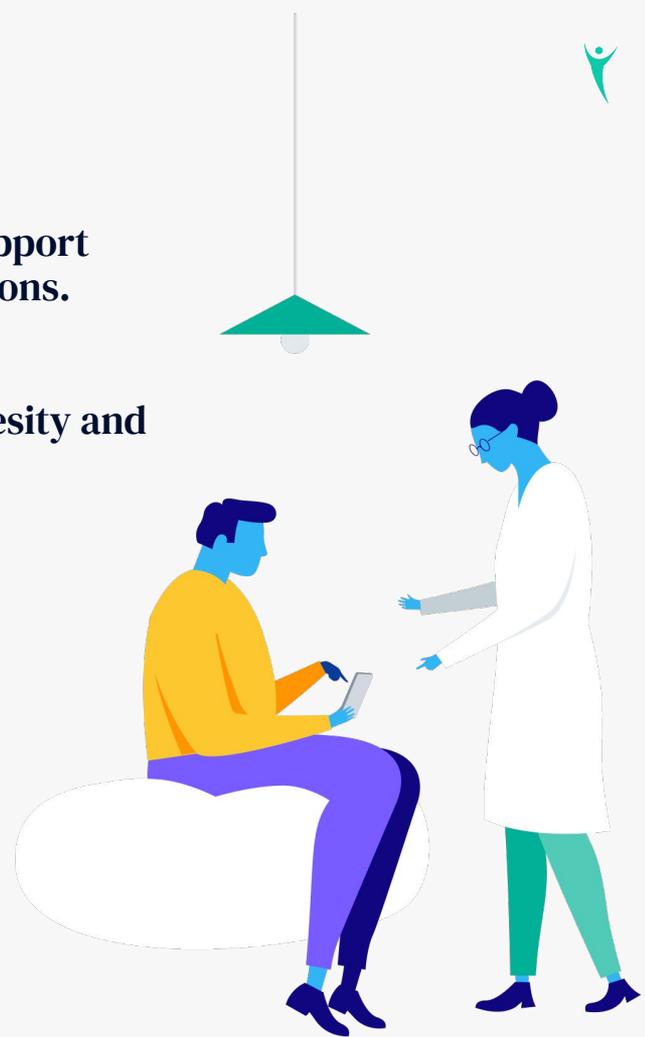
# About Oviva

**Oviva is a digital behaviour change provider. Our team of specialist healthcare professionals combined with our unique digital tools support people to improve their health and better self-manage their conditions.**

**We partner with NHS to offer 7 proven digital behaviour change programmes covering prediabetes, type 2 diabetes, tier 2 and 3 obesity and adult and paediatric nutrition.**

Oviva offer:

- ✓ Superior accessibility, patient engagement and retention compared to face-to-face care, especially in harder to reach groups such as ethnic minorities, men, working age.
- ✓ At least equivalent clinical outcomes at significantly lower per patient delivery costs compared to face-to-face services.
- ✓ 97% of our participants would recommend our services



# About My Diabetes Healthcare

**My Diabetes Healthcare is a fully remote, personalised type 2 diabetes structured education and behaviour change programme, led by a diabetes specialist dietitian over 12 weeks.**

The programme aims to widen access to structured education, support participants to learn how to self-manage, and help drive significant improvements in the three treatment targets.

Oviva's Diabetes Support is a fully NHS certified type 2 diabetes education programme:

- ✓ Selected for the NHS Innovation Accelerator
- ✓ On NHS England's list of approved providers
- ✓ NICE aligned & QISMET certified
- ✓ GDPR compliant
- ✓ NHS Digital DAQ certified



# Oviva in partnership with Birmingham and Solihull CCG



## Diabetes in Birmingham and Solihull CCG

**82,180**

People living with Type 2 diabetes in 2020/21\*

**78.7%**

Of people with diabetes were offered structured education within 12 months in 2019\*

**2.1%**

Of people offered structured education attended in 2019\*

Oviva have partnered with Birmingham and Solihull CCG to deliver diabetes structured education to:

- Increase access and attendance to structured education
- Drive in-year cost savings by reducing diabetes-related medication needs and reduced secondary & primary care activity.

# Participant journey



Initial Assessment & onboarding to provide a personalised healthcare plan\*



One-to-one pathway



Group pathway

12 week course with remote one-to-one support

12 week course with remote group support



App for self-monitoring



Structured curriculum via Oviva Learn portal & emails



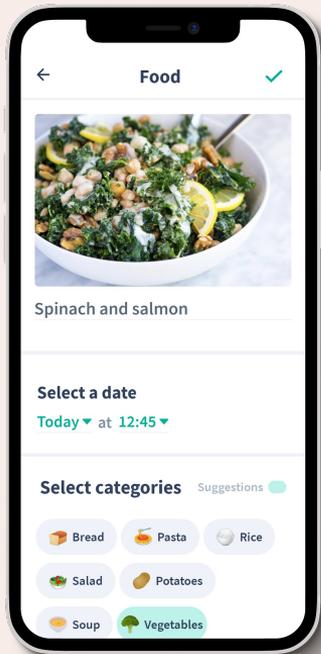
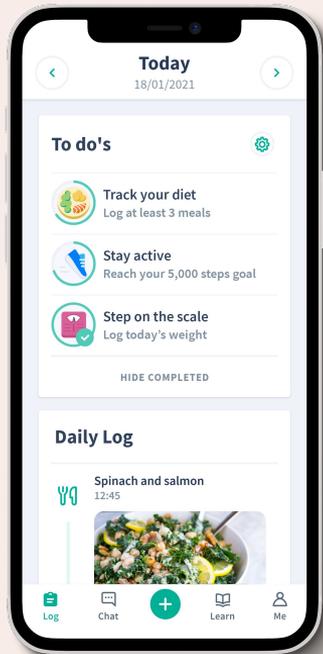
Podcasts and videos



Written resources, recipes and meal plans

\* Pathway personalised based on patient preference and self-efficacy

# Our digital tools



## NHS Digital approved Oviva app

Available in iOS and Android and it connects with Fitbit, Apple Health and Google Fit for activity tracking.

Patients can track their

- food & fluids
- blood glucose & blood pressure
- waist circumference
- bowel movements
- mood & symptoms

They can create their own daily goals and update them in the app to help keep motivated, speak with their coach or Oviva Connect community, access Oviva Learn on the go and see their progress in our new and improved graphs for all tracked activity.

The app is optional, people without a smartphone can access the programme as phone calls.

# Our digital tools

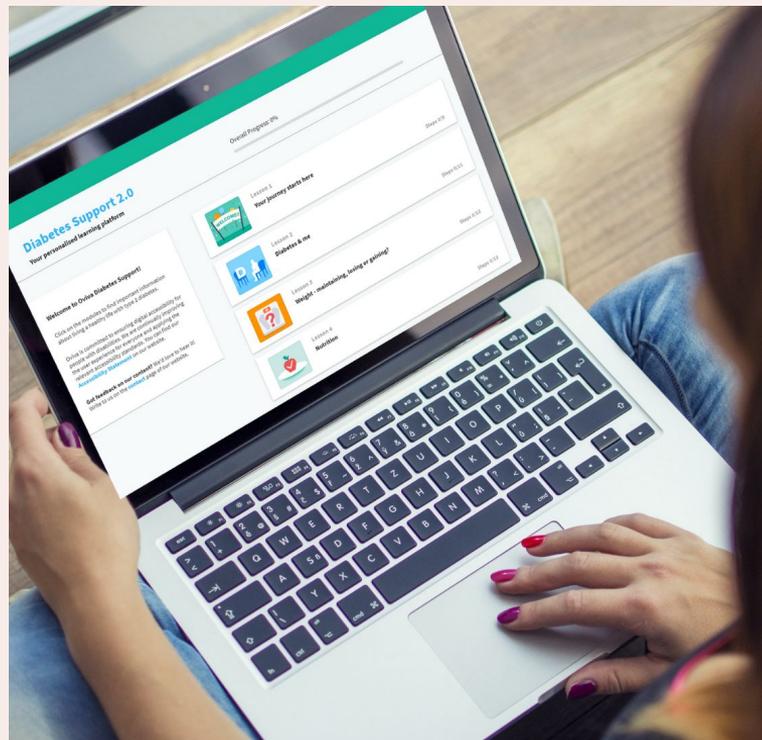


## Oviva Learn portal

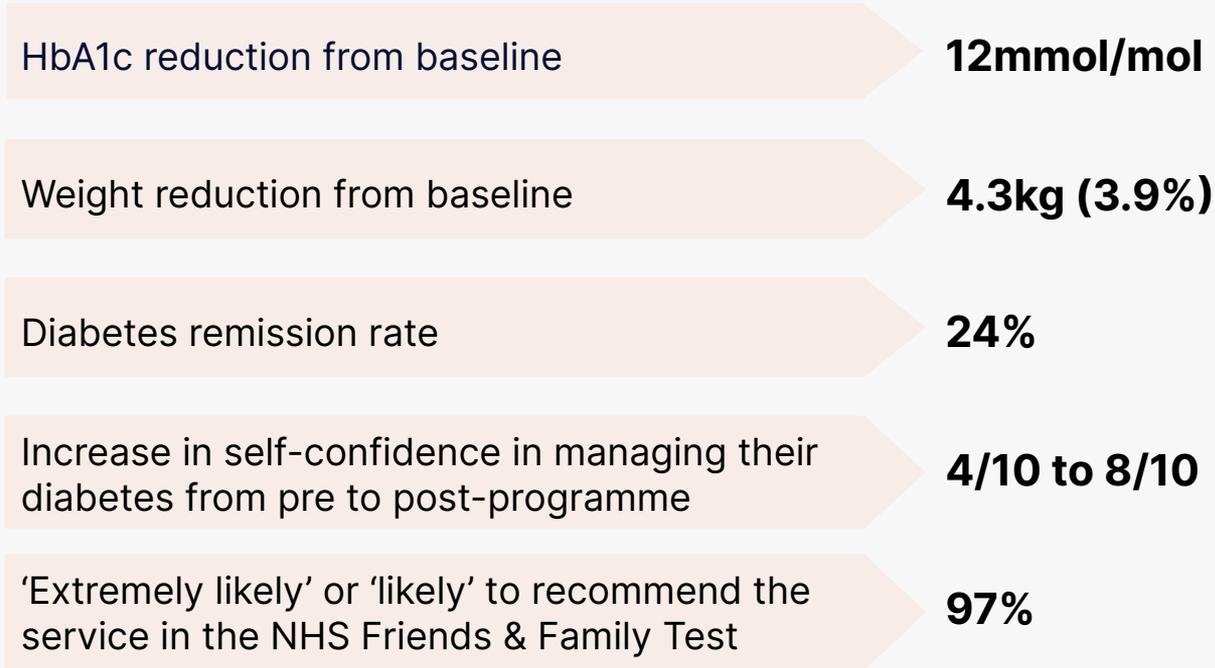
All learning materials are NICE and Diabetes UK aligned.

The content is reviewed at least every 6 months and we collect and collate service user feedback to continue to evolve the programme.

Content on our Oviva Learn platform appears in various formats to appeal to different learning styles, and is divided into modules that unlock at various points throughout the programme which participants are guided through by their dietitian or health coach.



# 12-month published outcomes for Oviva Diabetes Support<sup>1</sup>



# Benefits for primary care



## Transformative healthcare:

New lifestyle-led health management rather than a medication first approach



## Unlock efficiency savings:

Reduce diabetes-related medication needs; three treatment targets for QOF & medicines savings for QIPP



## Accessible for everyone:

Increased access to men, ethnic minorities and working age groups 100% remote delivery



## Reduced workload:

10% reductions in primary care attendance for diabetes

# Benefits for participants



Expert-led care tailored to individual needs delivered by Oviva's multilingual coaches



100% remote delivery with flexible appointments for intensive and convenient coaching



Free unique digital tools & resources for self-led learning to support behaviour change

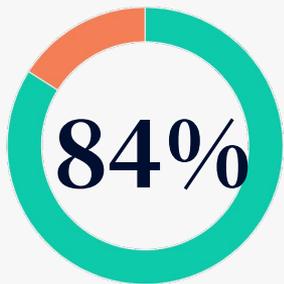


Proven results Lose weight  
Improve blood glucose 1 in 4 people achieve remission of their diabetes!

# Oviva Diabetes Support local outcomes



## Sandwell and Birmingham CCG



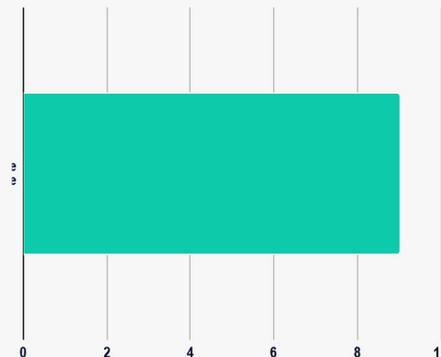
Proportion of attenders who completed the programme



Total average body weight loss

9

Confidence in self-management of diabetes score (post-programme)



# Oviva Diabetes Support local outcomes

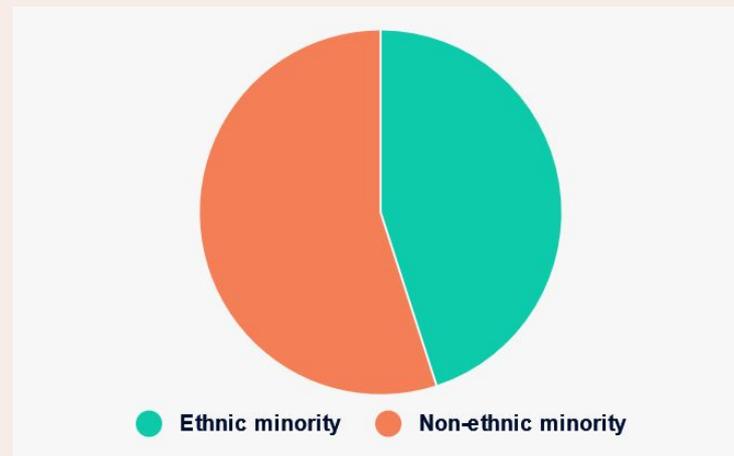


## Sandwell and Birmingham CCG

Demographics of attenders



79%



45%



# Maximising access through delivery of care in user's language

Oviva employs diabetes specialist dietitians who speak over 22 different languages including:

## European

- Estonian
- French
- Greek
- Lithuanian
- Polish
- Russian
- Spanish

## Asian

- Arabic
- Bengali
- Dhaka
- Cantonese
- Gujarati
- Hindi
- Japanese
- Malayalam
- Nepalese
- Punjabi
- Sylheti
- Tamil
- Urdu

For languages we do not directly cover, we use NHS-approved ClearVoice translators

# Patient feedback

**Mr D, 43, from Buckinghamshire took part in Oviva Diabetes Support in 2020, and so far has lost a total of 10.4kg. He was offered a place on the programme following an appointment with his GP.**

“This was my first time on a programme like this. I'd always avoided stuff like that, I thought they'd be all about salad but this was a different story entirely. My dietitian was very helpful - she's helped me beyond the programme. I spoke to her through phone calls and app messaging. She gave a meal plan, taught me about a balanced diet, flavours, what to add to a meal and what to reduce. She didn't tell me to just eat salad, I was able to eat proper meals but now I control the portion size and the number of meals I have.

I still eat all our usual Asian foods, but I've now learnt how to eat, how to manage my health, and there's no salad here.”



# Patient feedback

"The programme has really opened my eyes and I'm glad to have joined it. I have lost weight and I feel really good, thank you for all your support and **I'm now aiming for remission.**"

"Thank you for your support, it has been really useful, I found the programme and education really good"

"They have been a great help with my diet and getting my **Diabetes under control.** I've gone from **16st to 10st** - am eating better and have managed to cut out junk food"

Quotes from three patients treated in Dudley and Wolverhampton in 2021

# My Diabetes Healthcare



## Referral information

### Inclusion criteria

- Be registered with a GP practice within the CCG
- Be aged 18 or over
- Have a confirmed diagnosis of type 2 diabetes

### Exclusion criteria

- Pregnant people
- People with type 1 diabetes
- People with a significant learning disability or untreated mental health condition that makes it difficult for them to engage in care
- People who are under the current care of a dietitian

Your Clinical System Specialist (CSS) will be in contact to advise how to access the referral form via the clinical system.

If you have any further questions, please contact: [rasnaam.tiwana@oviva.com](mailto:rasnaam.tiwana@oviva.com)