



Managing Long Term Conditions with Mobile Apps

PATIENT INFORMATION SHEET

Liva, a digital health-coaching programme designed to help patients newly diagnosed with type 2 diabetes make lifestyle and behavioural changes to improve their health and wellbeing

INTRODUCING CARE CITY

Care City is a healthy ageing innovation centre based in Barking, jointly founded by North East London NHS Foundation Trust and the London Borough of Barking & Dagenham. We are part of a programme being run by NHS England that is testing new ways of delivering health services to improve outcomes.

ABOUT LIVA

Working with GP practices across Barking & Dagenham, we are testing Liva, a 9 month healthy lifestyle e-coaching programme for people newly diagnosed with type 2 diabetes. Once on the programme you will be given a personal coach. You will meet this coach over live video to discuss and set your individual health goals related to lifestyle factors that affect diabetes like diet and exercise. Once you've set your goals, you can then use the app to log and track your progress towards these goals. You will work with the same coach for 9 months through the Liva app.

USING LIVA



Get paired with your Liva app which is available to download on iPhone and Android. Search for **Liva UK**.



www.carecity.london/testbed-takepart

WHAT WILL HAPPEN DURING THIS PILOT?

INITIAL CHECKS

Before signing up to Liva you will need to have had a HbA1c level check within the last three months and a weight and waist circumference check within the last month. If it's been longer you will need to schedule this at your surgery.

DECIDING HEALTH GOALS

Once registered, you will be matched with a health coach. You will meet your health coach via live video to agree health related goals.

9 MONTH CHECK IN

To have your HbA1c and weight checked you will need to book an appointment at your GP Practice. The blood form for this appointment can be posted to you or made available for collection from your GP Practice.



GET INFORMED

You will receive information about Liva from a member of your GP practice team like your health care assistant (HCA), nurse or GP.

BOOK AN APPOINTMENT

Once your checks are up to date you can schedule an appointment with your HCA or nurse to get access to Liva. You will need to use the code **carecity** to access the app.

3 MONTH CHECK-IN

To have your HbA1c and weight checked you will need to book an appointment at your GP Practice. The blood form for this appointment can be posted to you or made available for collection from your GP Practice.

WHAT ARE WE DOING WITH THE DATA WE COLLECT?

We are working with Nuffield Trust to evaluate this service in order to understand the following

- How many people use Liva?
- What are the outcomes of using Liva?
- Whether this service is good value for the NHS, both by way of your experience and the cost of running the service.

All data used to answer these questions will only be de-identified and anonymous results.

DO YOU HAVE ANY MORE QUESTIONS ABOUT LIVA?

For more information about the Liva service or any queries please call **0800 030 6909** between 8.30am and 5.00pm Monday-Friday. Mention your full name and programme **Care City** to the operator.

SHARE YOUR VIEWS & EXPERIENCE

We are interested in hearing your experience and views of using this service. If you would be happy to share your experiences and any ideas for improvement please call Julie Atkins on **0300 300 1548** or email julie.atkins@nelft.nhs.uk



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PILOT PARTICIPATION CONSENT FORM

Pilot participants are required to read and agree to each statement below:

- I have read and understand the information in the Patient Information Sheet.
- I understand this is a pilot (test) service and is not a full time commissioned service, however the service is delivered by NHS staff and held up to the same standards that an NHS service would be.
- I understand that the purpose of this pilot is to explore the role of Liva to improve care for patients.
- I understand that there will be no cost to me for these assessments.
- I understand that an assessment with this device does not protect me (the participant) against negative health implications nor does it confirm the diagnosis of medical conditions.
- I understand that I may withdraw consent at any time and for any reason and that this will not effect my ability to receive healthcare.
- I voluntarily agree to participate in this pilot.

Information will be used in line with the privacy policy which is available online or you can ask your clinician for a copy. All personal data will be handled securely and confidentiality and in line with the Data Protection 2018 and General Data Protection Regulation 2018.



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