



Impact Report 2024

Feb 25, DigiBete CIC.

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Introduction

DigiBete has made significant strides in improving diabetes care and education over the past eight years. Through a safe and secure platform, DigiBete has provided over 400 videos, games, and other multi-lingual essential resources to support children, young people, and their families in managing their diabetes. Developed in collaboration with over 150 families and a multi-disciplinary team of healthcare professionals, these resources are freely accessible via the DigiBete website and app.

Funded via central NHS health commissioning in the UK, DigiBete continues to scale its digital diabetes care model, with the DigiBete Clinic & Patient App supporting **256 clinics**, including **70 young adult clinics**, and reaching **35,000 patients and families** alongside almost **2,000 healthcare professionals** in the UK and has been centrally commissioned in Ireland by Diabetes Ireland. DigiBete crucially provides a clinically safe environment for young people and families to access highly important information out of hours.

The platform's **schools training initiative** and **mental health support tools** further enhance the quality of diabetes management. DigiBete's reach is now **global**, with projects supporting diabetes care inequalities in **Pakistan** through a collaboration with the **World Diabetes Foundation**.

DigiBete's resources are clinically approved by Leeds Childrens hospital part of Leeds Teaching Hospitals NHS Trust and the wider National CYP Diabetes Network (NCYPDN) across the country. DigiBete works in full collaboration with the NCYPDN who operationalise the NHS Diabetes programme's priorities. DigiBete then underpins the network's national aims and operationalises the key strategic priorities through the development of resources to address the emerging training needs of families and healthcare professionals from explaining the changing requirements of diabetes technology to delivering multi-lingual and multi-learning content to address health inequalities and Core20PLUS5. DigiBete's websites for families and their communities living with diabetes are all supported by reach deck accessibility functionality to ensure text-to-speech, reading and translation, providing instant access to assistive features and helping to reduce barriers.

This report outlines DigiBete's key achievements in 2024 and expectations for 2025.



An NHS-commissioned, multi-award-winning platform providing free resources to clinics and communities.

Type 1 Diabetes Web Platform 2024 Annual Stats

digibete.org is a type 1 diabetes self-management web platform delivering awareness, structured and informal education, training and ongoing support for all and is currently being accessed in 163 countries.



35,153 unique users accessed DigiBete.org.



200,000+ users have accessed the website since launch.



629,000 support videos watched.

Newly Diagnosed Section

The DigiBete App

115,747 page views, with top pages visited:

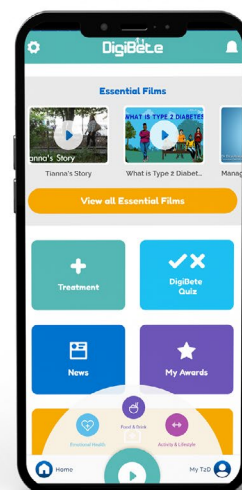
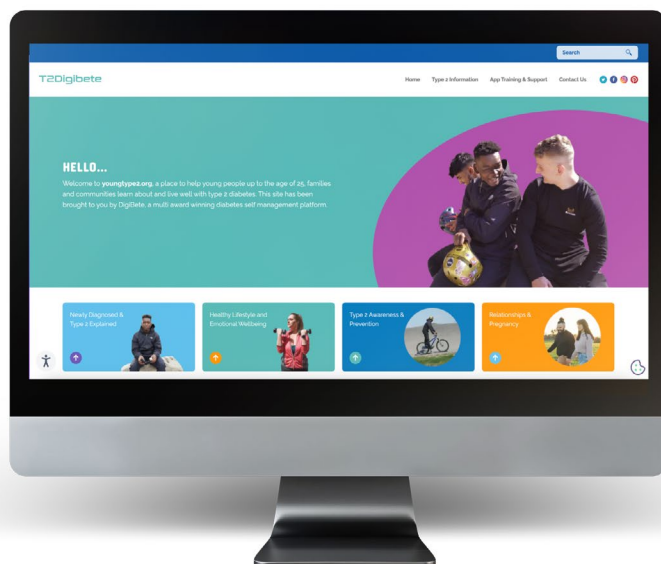
Type 1 Technology

Essential Care Videos and Resources

Type 1 in Schools pages



Used in **163 countries**, assisted by translation features.



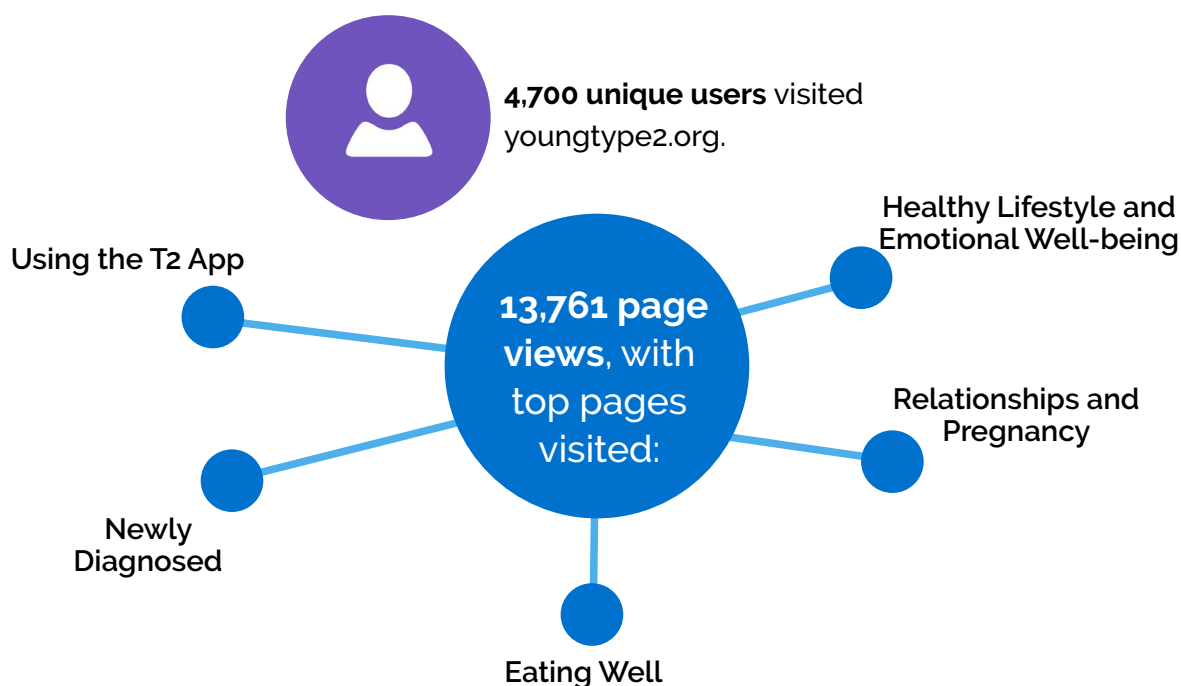
Type 2 Diabetes Platform 2024 Annual Stats

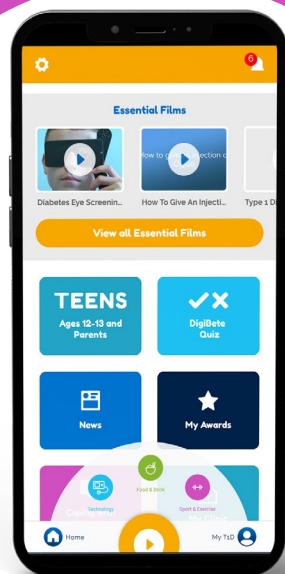
youngtype2.org is a type 2 diabetes self-management web platform delivering awareness & prevention, structured and informal education, training and ongoing support for all.



Introduced in 2023 it is currently accessed
in **12 countries**

Website Engagement in 2024





DigiBete App Implementation

The DigiBete app is used widely across the UK and Ireland to extend clinical care online.

Overall Reach

35,000
USER ACCOUNTS

35,000 user accounts, supporting up to five additional family members each.

2,000
HEALTHCARE PROFESSIONALS

2,000 healthcare professionals engaged through the DigiBete Clinic Portal.

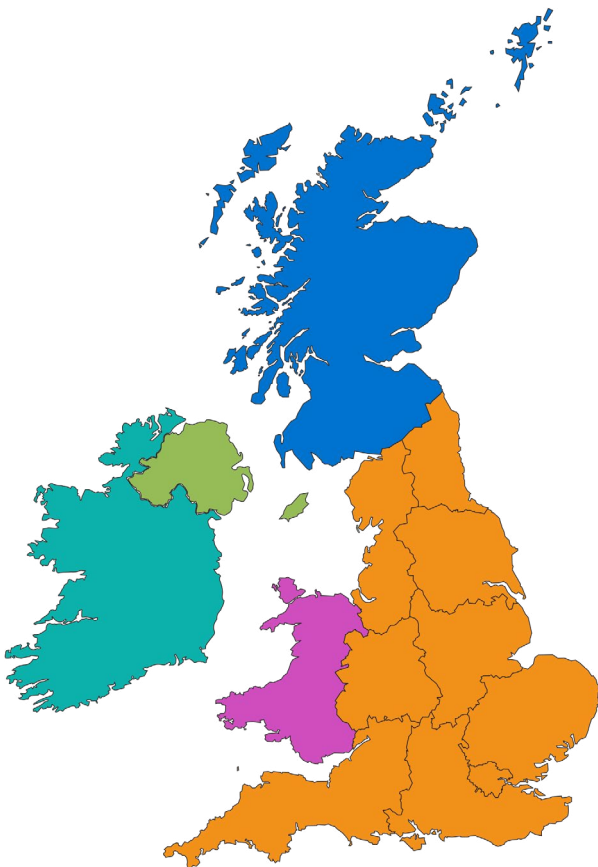


Collaboration with **Breakthrough T1D** and **Diabetes UK** has led to **two major projects** and several minor initiatives aimed at increasing diabetes awareness, education, and support.



DigiBete, through its established strong communications functionality, is able to reach **2,000 healthcare professionals** via its clinic portal and **35,000 patients and their families** through the DigiBete App, with supportive communications and good care reminders, technology updates and so much more.

Regional Engagement



England

- 1,720 Admin Users
- 29,536 Patient & Family Accounts
- 154,548 Videos Watched
- 22,017 Learner Quizzes Completed
- 5,912 Structured Learning Awards Earned

Wales

- 121 Admin Users
- 1,521 App Users
- 5,315 Videos Viewed
- 956 Learner Quizzes Completed
- 267 Structured Learning Awards Earned

Scotland

- 113 Admin Users
- 1,994 App Users
- 7,113 Videos Viewed
- 1,078 Learner Quizzes Completed
- 214 Structured Learning Awards Earned

Other - N.I. and Islands

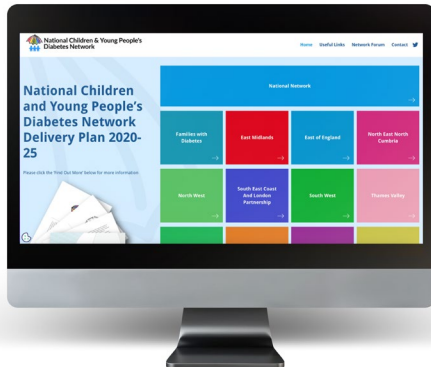
- 139 Admin Users
- 25 App Users
- 318 Videos Viewed
- 38 Learner Quizzes Completed
- 15 Structured Learning Awards Earned

Ireland

- 1,140 Admin Users
- 60 App Users
- 7,542 Videos Viewed
- 840 Learner Quizzes Completed
- 306 Structured Learning Awards Earned

Special Partnership Projects and Major Collaborations

National CYP Diabetes Network Website



DigiBete continues to support and host the National CYP Diabetes Network's Website

<https://www.cypdiabetesnetwork.nhs.uk/>

This collaboration is in its 9th year.

This year DigiBete has worked with the National strategic aim groups to create resources that support the NHS for:

1

Reducing inequalities in health outcomes between children and young adults with diabetes, including more equitable access to treatment technology.

Access and development of diabetes technology information in multiple languages to standardise and prioritising access to information especially around Hybrid Closed Loop Technology

2

Reducing variation in care and outcomes between paediatric departments.

Diabetes in Schools training platform to standardise training and provide robust evidence and lived experience. This reduced workload for HCPs and addressed stigma.

Supported the development of a new First Year of Care pathways and currently developing corresponding digital solution.

3

Improving care for those transitioning from paediatric to adult care and addressing the poorer outcomes seen in children and young adults with diabetes at transition age.

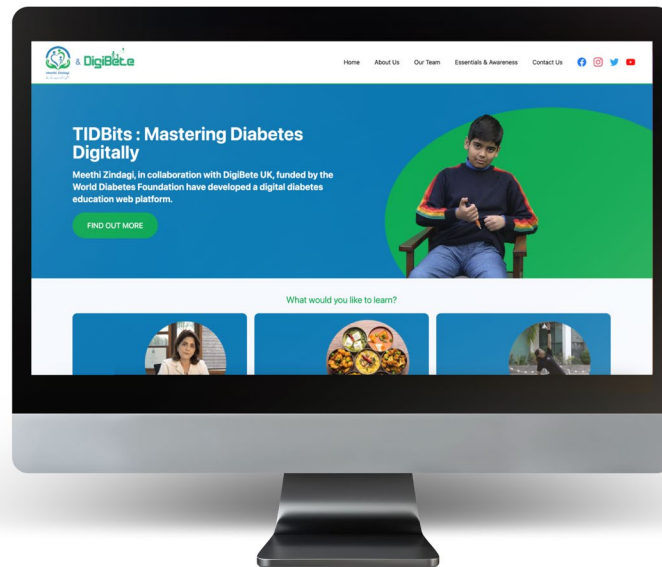
Developing a transitions to Young Adult Services pathway through DigiBete's digital offer extending support to all resources up to the age of 25.

Delivery of the Seamless Diabetes Transition training platform.

4

Improving care and outcomes for children and young adults with Type 2 diabetes.

Further and ongoing developments of youngtype2.org new treatment and Pregnancy resources were created this year.



Type 1 Diabetes Platform in Collaboration with Meethi Zindagi, Pakistan

Pakistan, classified as a low-middle-income country (LMIC), faces significant challenges in literacy and healthcare, particularly in managing chronic conditions like diabetes, especially in rural areas. With limited public healthcare funding, the system is divided into public, private, and non-profit sectors, with approximately 70% of healthcare services provided by the private and non-profit sectors (Hassan et al., 2017).

Type 1 diabetes (T1D) is a growing health concern, affecting an increasing number of individuals, including children. Without proper management, it can lead to severe complications, exacerbated by limited access to specialised care in remote and resource-limited areas.

With support from the World Diabetes Foundation (WDF), DigiBete and Meethi Zindagi have developed Pakistan's first digital diabetes education resource, (available at www.type1diabetespk.org). This platform extends the DigiBete model and has been co-designed with service users and diabetes healthcare professionals (HCPs) across Pakistan. It provides structured, culturally tailored, and clinically reviewed awareness, education and support.

Additionally, the establishment of Digital Diabetes Education Centres within tertiary care hospitals has significantly improved access to effective diabetes education, even for individuals with limited internet or technology access, ensuring more consistent and widespread care across the country.

Currently, the Type 1 Pakistan website supports:



- 14 diabetes clinics
- 3,235 users
- 10,485 webpage hits

DigiBete & Breakthrough T1D Joint Collaboration

DigiBete and Breakthrough T1D have continued their impactful partnership to provide essential resources and support to individuals living with type 1 diabetes (T1D).

Highlights for the key achievements and progress made through major and minor collaborations in 2024-2025 have focused on the new 'Coping with Diabetes' feature.

Coping with Diabetes Early Intervention Tool



Phase 1: Development and Initial Impact

The 2020/2021 National Paediatric Audit highlighted that 46.5% of children and young people (CYP) required additional psychological support. Breakthrough T1D UK funded DigiBete to develop the Coping with Diabetes Early Intervention Tool, to provide psychological support for 10–14-year-olds, later expanding to individuals up to 25 years old and their parents.

Key Highlights of Phase 1

9-month co-design period involving young people, paediatric clinical psychologists, and diabetes specialists.

Resources Developed

Peer-to-peer films, animated explainers, and interactive activities based on narrative therapy, compassion-focused therapy, and acceptance and commitment principles.

Initial Testing

Conducted at Leeds Children's Hospital with 16 respondents.



80% rated the resources as high quality.

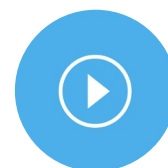


81% found access to the tool helpful.

First 3 Months of Launch



46,258 events recorded.



17,726 activities completed.

717 active users completing **745 activity sessions** (avg. 25 sessions per user).



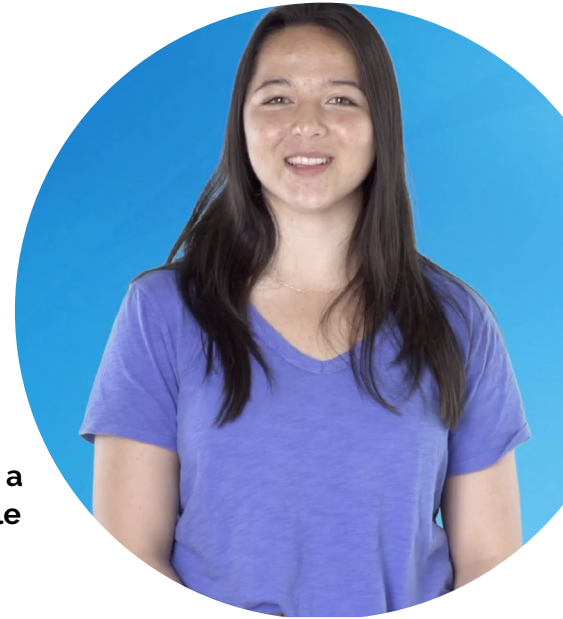
User satisfaction rating: **4.5/5**.

Now available to all 10-14-year-olds with T1D across the UK and Ireland.

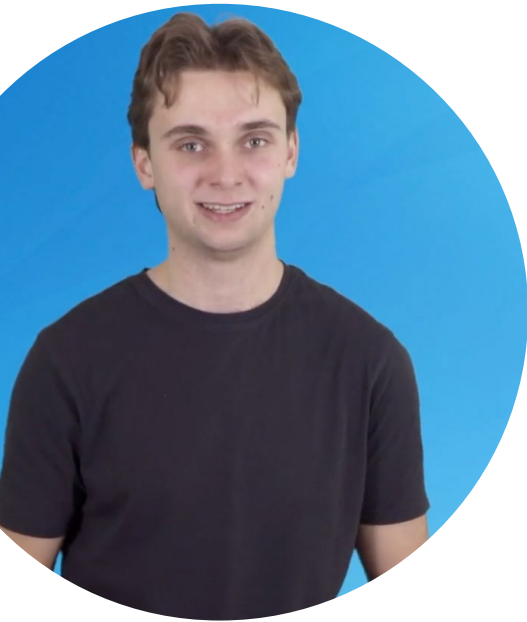
Phase 2: Expansion & Learning

This phase has expanded the scope of Coping with Diabetes to support all ages from 0-25 years and parents.

DigiBete has expanded its community of young people and young adults with T1D who are supporting the iteration of these resources and will continue to evolve the resources. In this project alone, DigiBete has worked with a group of 35 young people/adult volunteers who have supported the co-design of this phase of work.



This project has really highlighted a huge unmet need for young people aged 14-25.



Most young people involved in the co-design elements of this project felt there was a lack of public understanding and awareness about the pressures T1D had on their emotional well-being, and for those involved in the testing of the resources, they felt 'it was exactly what they needed', and took comfort in the validation these resources brought to them especially from the peer support films.

Young People also commented on how the practical activities helped them to navigate difficult feelings and conversations.

DigiBete and Breakthrough T1D have collaboratively strengthened their partnerships with the clinical networks including the CYP National Networks and most importantly the new National Diabetes Psychology Networks, where DigiBete was able to engage with 10 psychologists from across the country to co-design the curriculum for these new resources as well as NHS organisations and the Together T1 Programme.



Of those surveyed:

100% said yes to 'will the new Coping with Diabetes button help you manage your feelings/or other young people with their feelings around diabetes?'

100% agree that 'having access to the Coping with Diabetes films and resources is helpful and they would recommend it to a friend'.

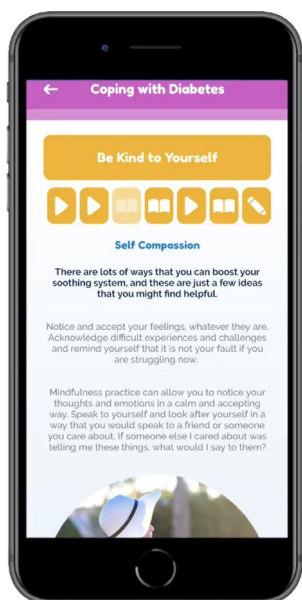
Our learning from this phase has led us to determine that the lack of joined-up mental health support for Young People to access, especially during their transition to adult services, leaves young people very vulnerable and likely to fall out of care, as evidenced in the National Audit, until they are older and then needing to address long and short-term complications including type 1 disordered eating.

Young people have articulated that these resources will have a huge impact on giving them and their peers a quality and evidence-based early intervention tool potentially preventing ill health and support the embedding of DigiBete's digital transfer of care to ensure no young person is left behind.

We do acknowledge though, that while this current phase is vital, a final project to support the phase 3 requirements that have surfaced throughout the phase 2 co-design process, is clearly necessary.

DigiBete is moving at pace to enter a final NIHR phase for developing the first-ever responsive diabetes chatbot to support young people's mental health around their diabetes and provide a 24/7 solution that will be fit for the new AI age and meet the changing needs of young people. However, in preparation for this, DigiBete needs to complete the development of the Coping with Diabetes Phase 3 project which, although stand-alone, completes the very necessary resources and milestones to support all young people's clinical self-management needs no matter what their learning style or cultural background, and responds to the actions already logged in phase 3 by users as well as requirements by NHSE.

Phase 2: Testing and Feedback from Young People



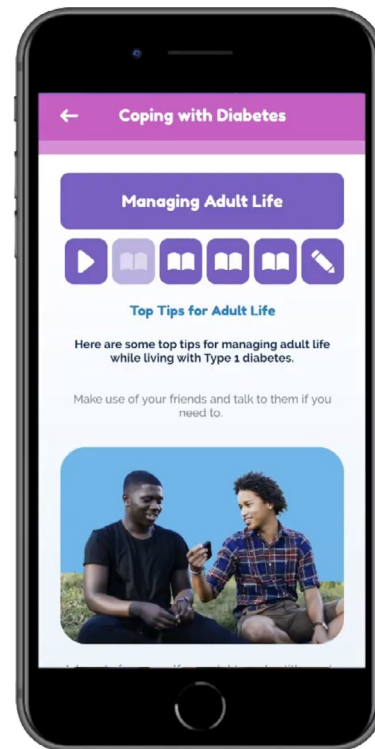
"I like that it is not overly positive and acknowledges how difficult living with diabetes can be, while offering advice and considering positive aspects. I like the introduction of psychological concepts (the three systems, cognitive diffusion, mindfulness, etc.), to help people understand how they are feeling as well as trying to deal with it. I like that the sections start with the peer videos as these offer a more gentle, relatable and conversational introduction to the topics before trying to introduce other, possibly new ideas. It is a useful space for people's feelings to be validated and to find tools and coping mechanisms for life with diabetes".

"I really like the tool particularly the different topics covered on the Coping with Diabetes tool as I feel they cover all aspects of living with diabetes. I also really like that there are links to documents and websites and I like that the peer videos are personable and are people talking about diabetes factors that you're also going through - I find it very calming and gives the impression there are other people going on a similar journey".

"Shows a lot of information to help you cope. Enough detail and informative. Helps you learn and understand how you can cope with things you may feel, and it shows you what you can do to help yourself with these things".

"It shows that you're not alone and helps you navigate adult life".

"It's a lovely, bright, informative app with very educational information and resources"



Impact Statistics:



Children (0-11)
7,497 beneficiaries.



Young People (12-17)
18,261 beneficiaries



Adults (18-64)
6,592 beneficiaries.



Older People (65+)
0 beneficiaries.

Key Learnings:

Unmet psychological support need for 14-25-year-olds.

Young people highlighted a lack of public understanding of the emotional challenges of living with T1D.

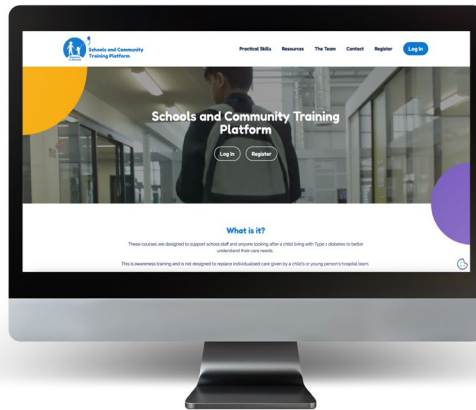


100% of surveyed users found the tool helpful and would recommend it to a friend.



Phase 2 resources rated 4.8/5 stars.

DigiBete aims to develop a Phase 3, addressing mental health needs during transition to adult care and exploring AI-driven chatbot support.



DigiBete, Breakthrough T1D, Together Type 1 at Diabetes UK and the National CYP Diabetes Networks create the new Diabetes in Schools Platform

Diabetes in Schools

DigiBete, Breakthrough T1D and the Together Type 1 Programme at Diabetes UK co-funded and launched a dedicated www.diabetesinschools.org platform to improve diabetes awareness and education within schools. This project was supported by education grants from Lilly, Sanofi and The Steve Morgan Foundation. It has fulfilled a huge need for young people's care, with excellent feedback, and has been a huge success with instant impact.

Impact Statistics

4 Months Post-Launch



31,000 users



726,000 views



10,303 staff
started courses



7,592 completed
courses



Final assessment: 91%
pass rate

Participant Feedback

School Staff



91% felt more confident in managing diabetes after training.



92% would recommend the course to a colleague.

Sample Feedback

School Staff commented

"The course was informative and I feel more confident when supporting the child in my care".

"Very comprehensive training - will be recommending this to school staff".

"The training course was great! I feel all staff in school should do this course to learn about Type 1 diabetes and how all school staff can support a child".

"Really good course, educational, informative, easy to understand with the videos".

"Very interesting and great information provided".

"The course was very comprehensive and effective at imparting the relevant info".



Healthcare Professionals commented

"The course was excellent loved the psychology bit, really helps people understand. great videos hearing from the young people"

"I am really impressed with this course".

"As a diabetes HCP, this is a very thorough course and explains key diabetes information very well and clearly".

"Training was clear and concise. The use of speed adjustments and closed captions was really beneficial".

"Modules undertaken as healthcare professional to gain insight into the course (which is excellent). It is delivered at the right level for school/care staff".



Strengthening Partnerships from this Collaboration

DigiBete has expanded its network by:

Strengthening ties with CYP National Networks and National Diabetes Psychology Networks.

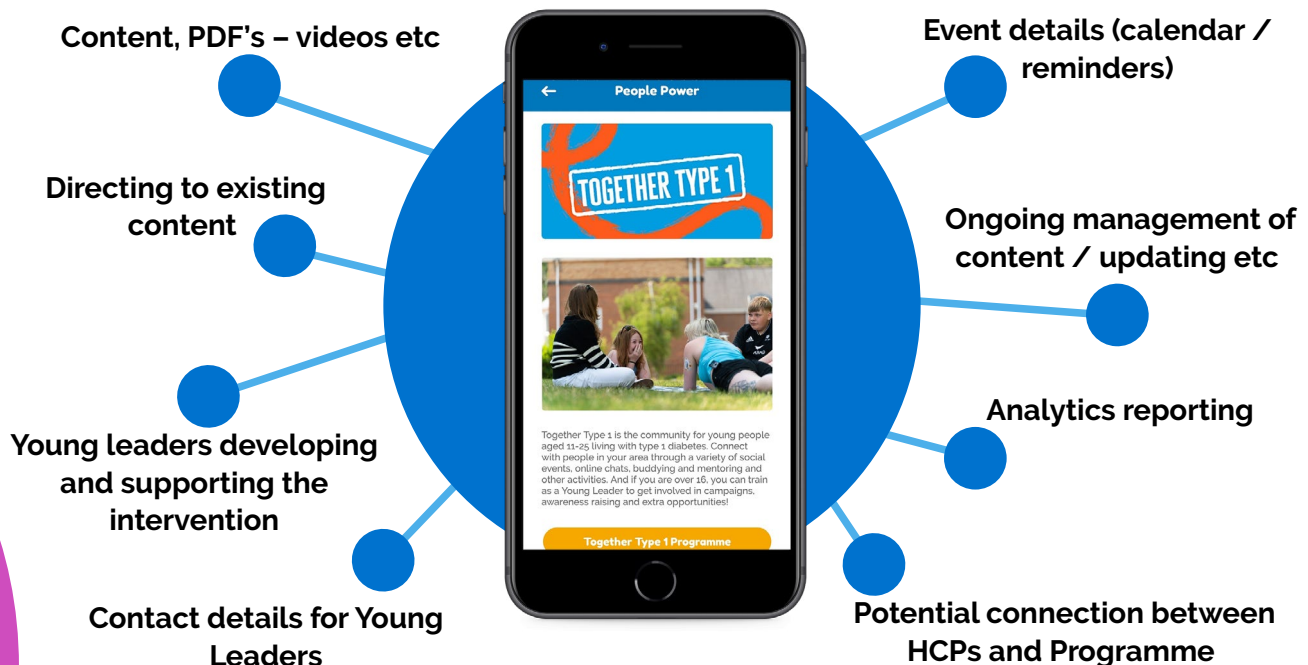
Expanding partnerships across the NHS and advocacy groups such as the Together Type 1 Young Leaders Programme.

DigiBete Collaboration with the Together Type 1 Programme

This project was created in partnership with the Together Type 1 Programme and DigiBete to leverage the user base of the DigiBete App to provide Peer Support information, events and contact information, to support the Together Type 1 programme.



Peer Support 'button' included:



The programme is currently in testing and will shortly be available to all users who have access to all the Diabetes UK and Together T1 and Breakthrough T1D events, with stories to support direct access to real peer support. Also, a new Expert User Group of Young Leaders will review the content on a monthly basis.



Seamless Diabetes Transition in Collaboration with Leeds Children's Hospital and the National Diabetes Network

DigiBete is proud to have developed the Seamless Diabetes Transition, a Healthcare Professional Training Platform designed specifically to enhance the confidence and ability of Diabetes Teams to provide the best developmentally appropriate diabetes care for vulnerable groups of teenagers and young people living with diabetes whilst transitioning to Adult Services.

Seamless Diabetes Transition is a blended training offer combining modular e-learning and quality improvement team teaching and coaching delivered to each cohort over 9 months.

The course involves the Young People's Diabetes Services joining hands with the Adult services throughout the course, to improve care and access to age appropriate resources.

The Seamless Diabetes Transition Website: <https://seamlesstransition.org/>

Why is this training Platform important?

Young Adults are at considerable risk of adverse events such as diabetic ketoacidosis requiring emergency admission to hospital as well as the long-term consequences of sub-optimal glucose control.

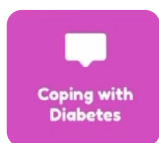
The services currently offered to young people are often poorly organised or are even non-existent in some areas of the country. This is in spite of many attempts in the past to promote the provision of services tailored specifically for these young people and encourage the commissioning of evidence-based care. Young people's specific needs often go unrecognised or may even be ignored in the prioritisation of funds and the design of services.

The Programme promotes the voices of young people living with diabetes who told us that transition from paediatric to adult care was a major milestone for them. They felt strongly that their diabetes care during the transition period should be explicitly planned with them. They told us that ineffective transition would certainly lead to many young people being 'lost' or 'dropping out' of adult services and therefore felt that effective transition should focus on the partnership with each young person to ensure that a service is provided which takes into account their views and wishes.

Training has already been delivered to the adult / paediatric diabetes teams in NHSE North West and North East and Yorkshire Regions with a plan to roll this offer out in 2025 and beyond.

Future Plans for 2025 and Beyond

Our plans (subject to funding) include:



Completion of Coping with Diabetes Phase 3, finalising key mental health support resources.



Continuing the development of DigiBete's first ever diabetes chatbot to provide 24/7 emotional and practical support.



Expansion of the Diabetes in Schools Programme, targeting 500+ schools.



Further international partnerships to extend diabetes education and support to underserved communities. Extending our service through NHS integrations.

Conclusion

DigiBete continues to innovate and expand its impact, ensuring that every young person with diabetes receives equitable access to care, education and support.

Through our collaborations with the UK & Ireland diabetes charities, international diabetes charities and medtech companies' support, DigiBete is able to transform the diabetes care landscape and make a tangible difference to the lives of thousands of children, young people and families in the UK and beyond.

Through our partnerships with the NHS, the Scottish and Welsh Governments and other related organisations, DigiBete delivers these essential self-management resources quickly, efficiently, cost-effectively and at scale, offering an important part of the solution to the problem of rapidly increasing rates of diagnosis in diabetes and cost and resource pressures on healthcare systems.

Support us - together, we can help families live better with diabetes.

Acknowledgements

Tech Partners

The main medtech companies are supportive of the work that DigiBete does for our wider community. This support helps us provide agnostic information on available diabetes technology which informs and empowers patients and families in this critically important area.



Supporters

DigiBete is very grateful to its many supporters, from our patients and families, healthcare professionals and the wider community, and the many organisations that help make DigiBete the successful diabetes self-management support platform that it is.

This combination of comprehensive, patient-led and clinically approved digital resources has made a considerable positive impact to date, on our community and the health services who support us and hopefully, will continue to do so into the future



Awards

