**MyWay Diabetes roll-out in your area**

Dear Sir/Madam,

MyWay Diabetes (MWD) s is an award-winning online service that helps empower and inform people living with diabetes.

MyWay Diabetes is being rolled out across the NW Coast (NWC) Clinical Network (CN) region right now, it is being provided at no cost to you or to you patients, and it is accessible here: <https://lsc.mydiabetes.com/> (also accessible via the Your Diabetes Your Way pages, a one-stop-shop for local info and educational resources across the region, here: <https://www.ydyw.co.uk/>)

In summary, MyWay Diabetes:

* Improves self-management of diabetes, leading to sustained reductions in HbA1c
* Leads to more collaborative and effective use of clinical staff time during consultations
* Promotes online care which is particularly important during the COVID-19 pandemic
* Improves clinical outcomes and saves the NHS money.

The purpose of this letter is to:

1. Introduce you to the project and provide some FAQs
2. Demonstrate that Information Governance (IG) and security issues are fully covered, and that no further action is required on your part in this regard
3. Highlight the simple steps required to enable MyWay Diabetes at your practice, together with links to marketing resources to help you promote the service (shown in yellow at the end of this letter if you want to skip straight to this)
4. List the local endorsements we have received for this service.

**Introduction to the Project and FAQs**

MyWay Diabetes has been operating across NHS Scotland (as My Diabetes My Way) since 2008, it is designed, developed and overseen in collaboration with NHS clinicians, and is in place across several regions in NHS England (e.g. Somerset, Manchester, NW London).

There are around 110,000 people diagnosed with diabetes in Lancashire and South Cumbria and an estimated further 20,000 people living with the condition but not yet aware of it[[1]](#footnote-2). Evaluation of My Diabetes My Way in Scotland has shown improved knowledge of diabetes leading to better self-management skills amongst people using the site, improved biomedical outcomes and health economic benefits.

The service in the NW Coast region is being funded in partnership by the [North West Coast Clinical Network (NWCCN) Diabetes Network](https://www.england.nhs.uk/north-west/north-west-coast-strategic-clinical-networks/our-networks/diabetes/), and [Cheshire and Merseyside Health Care Partnership](https://www.cheshireandmerseysidepartnership.co.uk/). It is provided at no cost to patients, GPs, or CCGs, and is functional for patient data currently residing within routinely used NHS systems. These include EMIS, with plans to extend to SystmOne’s TPP and Local Health and Care Record Exemplars (LHCRE) data streams in due course.

**Information Governance (IG) and security issues**

Data are being securely consumed by MyWay Diabetes via the GP IT Futures service (formerly GPSoC ), for which we have full IG approval (local DPIA in place). GP practices will have to turn on data sharing permission with MWDH and complete an online data sharing agreement.

<https://mywaydigitalhealth.co.uk/gp-practice-consent-page/>

People can self-register and sign up to the service via <https://lsc.mydiabetes.com> . They will have their identity securely verified with NHS login to allow access to their health record.

Registration video: <https://vimeo.com/578063655>

My Way Digital Health (MWDH) was founded by NHS staff who setup the original NHS Scotland version of MyWay Diabetes (called My Diabetes My Way). The team has 30+ years’ experience in securely handling patient identifiable data and managing online systems. They continue to retain roles in the NHS, and consequently help ensure MyWay Diabetes remains fully up-to-date with, and compliant to, all relevant IG and security standards.

MWDH are fully accredited and certified to the following information and security standards:

* ISO27001:2013 Information Security Management
* Information Governance (IG) Toolkit
* Data Security & Protection (DSP) Toolkit
* ISB 0129 / DSCN 14/2009 Clinical Risk Management Compliance
* Cyber Security Essentials
* Data Controller / Data Protection Register / GDPR
* Data Protection Privacy Impact Assessment(s)

**What’s Required from You**

MyWay Diabetes is already available across the NWCCN region as per the URL in the opening paragraph of this letter.

To allow your patients to use the service:

1.Ensure your practice is set up to securely share data with your patients living with diabetes by enabling EMIS bulk this takes one click:

<https://lsc.mydiabetes.com/healthcare-professionals/enabling-records-access/>

2.Sign the data sharing agreement

<https://mywaydigitalhealth.co.uk/gp-practice-consent-page/>

3.Promote the service with your patients through support materials included

4.Patients can register safely from home through NHS Login to access MyWay Diabetes

Please get in touch via support@mwdh.co.uk if you

* Would like us to send you more promotional materials
* Would like help with direct to patient communications e.g letters, texts, emails
* Need help with data sharing
* Or have any questions, feedback or there’s something else we can help with

More information about the service and to download promotion resources and access our weekly clinical and patient Q&A webinars go to:

<https://mywaydigitalhealth.co.uk/mdmw-nwc/>

Local engagement lead:**mark.orrell@mwdh.co.uk**

Yours Sincerely,

MyWay Digital Health Team



**Local endorsements for this service**

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We endorse and support the use of MyWay Diabetes. We are confident that all IG and security issues are properly covered. Please ensure your patients are aware of MyWay Diabetes and encourage anyone with diabetes or an interest in it to use the site.

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| Picture 437 |  |
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1. <https://www.diabetes.org.uk/resources-s3/2017-11/diabetes_in_the_uk_2010.pdf> [↑](#footnote-ref-2)