

How do we improve access to diabetes technology?

The Unbiased Study, a diabetes UK funded project interviewed 32 young people and parents across England to discover the barriers to accessing diabetes technology.

Barriers



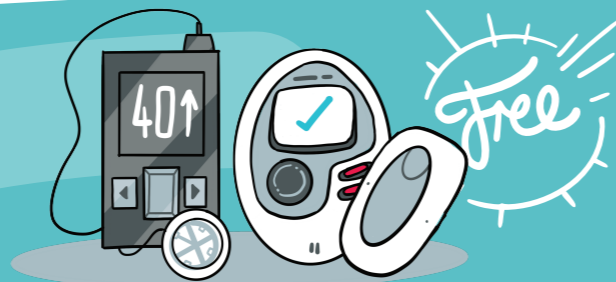
Being understood

Communication with healthcare professionals was challenging - if young people and HCPs didn't share the same background, young people found it hard to connect and trust them. Some felt misunderstood in terms of language, faith, and food.



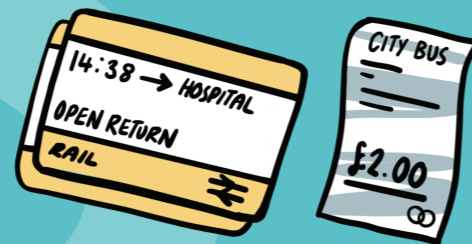
Variability in support

some children and young people get excellent support, others struggle alone. It's a postcode lottery.



Awareness

Not all young people understood that diabetes technology is free.



Travel and geography

travel costs, healthcare locations and safety concerns made attending hospital appointments difficult.



Jargon

children and young people don't always understand medical acronyms (CGM, HCL) and find industry pamphlets too technical.

Recommendations

Awareness

Ensure all children and young people, especially from minority or low-income families, are aware diabetes technology is free.



Education

Equitable access to structured education: Implement standardised diabetes technology education programmes across all NHS Trusts.

Train educators to be culturally sensitive and compassionate. Improving healthcare by making sure staff reflect the communities they serve.



Provide outreach services, where healthcare professionals go out into communities to support children and young people with their questions around technology.



Space for questions

Ensure there's no discrimination in the healthcare system. Create a judgement-free space for patients to ask questions.

Space to meet others

Create a 'Diabetes Network' for young people to meet others with diabetes that look like them, offer peer support, and access educational materials that are clear and engaging.



Visit www.diabetes.org.uk to find out more.

Watch the research animation here:

