

# Healthy Living

Online structured education for  
people with type 2 diabetes

## Primary Care Referral Toolkit

**Healthy Living**  
for people with type 2 diabetes

Healthy Living is a free online structured education programme designed to help people learn more about and live well with type 2 diabetes.

The programme is user-led offering an alternative means of accessing support to traditional, group-based programmes. It can be used as a refresher course for people to update their knowledge or to look up quick questions.

Available to people aged over 18, including carers and family members, the service accepts self-referrals by visiting [www.HealthyLiving.nhs.uk](http://www.HealthyLiving.nhs.uk)

By reading this toolkit you will understand –

- What Healthy Living is, how it meets accessibility needs and how people can join the programme
- How to refer and sign post eligible people to the programme
- How to access referral and comms resources to help you promote the programme with people at your practice

The information in this toolkit has been adapted from the resources on the Healthy Living FutureNHS platform. For further information, promotional resources and FAQs please visit the NHS Diabetes Programme platform [here](#).

“The changes I've seen in my health since starting Healthy Living have been massive. I have lost two stones!”



### What is Healthy Living?

Healthy Living is an accredited online type 2 diabetes structured education programme commissioned by NHSE. The programme supports QOF achievement and is shown to improve glycaemic control over 12 months and reduce diabetes related distress in those recently diagnosed.

### Is this service suitable for people with accessibility needs?

The programme can be accessed by people with lower digital literacy levels, barriers to accessing digital services and learning disabilities. Participants with impairments to their vision, hearing, mobility or thinking and understanding (for example dyslexia, autism) can also access Healthy Living.

### Is Healthy Living content adapted to different cultures?

Healthy Living provides tailored information on healthy eating adapted for service users from Black African, Black Caribbean, and South Asian backgrounds.

### Is it available in other languages?

Participants can translate the text using an online tool such as google translate.

### Who is eligible for the programme?

#### Quick Reference Eligibility Guide

##### Participants must be:

- Aged 18+
- Diagnosed with type 2 or;
- A carer or relative of a person living with type 2 diabetes

##### Participants must not be:

- Living with type 1 diabetes
- Non-diabetic hyperglycaemia (NDH)
- Less than 18 years old
- On the End of Life (EOL) pathway

##### Participants must have:

- An email address and;
- Regular access to a smartphone, tablet, laptop or desktop computer

### How do people join the programme?

People complete the self-referral registration page through this webpage [www.healthyliving.nhs.uk](http://www.healthyliving.nhs.uk) providing their name, date of birth, email address, postcode and a few other details. An NHS number is not required.

### How do I promote the programme?

There are several ways, including:

- **On diagnosis and throughout the diabetes care pathway**
- **Bulk referrals:** Search the practice system for those eligible and contact them to offer the programme via text message or letter.
- **Direct-to-consumer routes:** The Healthy Living web address can be promoted on your practice webpages and social media accounts.

### Are there referral resources to support practices to refer and signpost eligible participants?

There are invite letters, invite texts, leaflets and website and social media resources in our comms toolkit to support with whole-system referral activity. To download these please follow the links below -



Click for invite text template



Click for invite letter template



Click for participant information leaflets



Click for direct-to-consumer comms toolkit

### I'm a healthcare provider, can I sign up?

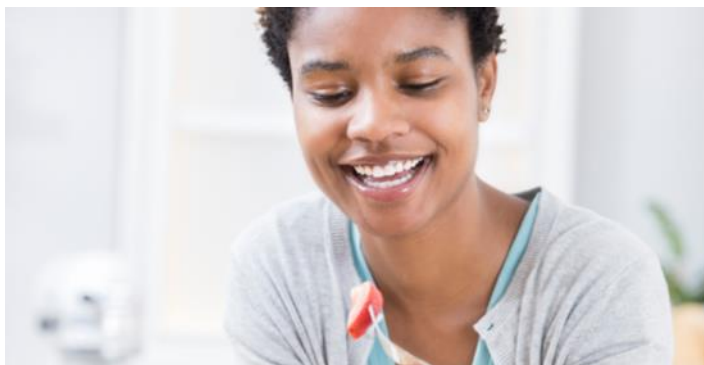
Healthcare providers who wish to access the programme to better understand the service offer can sign up using the self-referral route at <https://www.healthyliving.nhs.uk>. Select "I am a healthcare professional / I work in the diabetes field" on the registration form.



## How can Healthy Living help me?

Healthy Living provides knowledge and information so that you can:

- feel confident in managing your type 2 diabetes
- reduce diabetes-related distress
- improve your health and wellbeing
- achieve and maintain a healthy weight
- feel motivated to continue making healthy lifestyle choices



## How does it work?

- Create an account online and start your learning.
- In the programme, find information and guidance to support you to live well with type 2 diabetes.
- Learn at your own pace and at a time that suits you.
- Access quizzes and make use of the 'Tools' section to set goals and track your progress.

## How to join

To join the Healthy Living programme visit the website at [www.healthyliving.nhs.uk](http://www.healthyliving.nhs.uk) or scan the QR code below with your mobile phone.

Once you have completed the registration questions on the homepage, Healthy Living will send you an email so you can activate your account.

If you care for someone living with type 2 diabetes, you can sign up too.

Register today at

[healthyliving.nhs.uk](http://healthyliving.nhs.uk)

or scan the QR code



## Frequently asked questions

### Q. What is 'Healthy Living for people with type 2 diabetes'?

**A.** Healthy Living for people with type 2 diabetes (or Healthy Living for short) is a free online service designed to help you learn more about type 2 diabetes. Healthy Living has been clinically proven and can help you improve your health and live well with type 2 diabetes.

### Q. Who is the programme for?

**A.** Anyone over the age of 18, living in England with type 2 diabetes, no matter when you were diagnosed. If you care for someone living with type 2 diabetes, you can sign up too.

### Q. How can I join the programme?

**A.** See "how to join" inside this leaflet.

### Q. How do I use the programme?

**A.** Login to the programme at [www.healthyliving.nhs.uk](http://www.healthyliving.nhs.uk) using a web browser on a desktop computer, tablet, or smartphone and find information, quizzes and more under the 'Learn' section.

Starting off with the key essentials about type 2 diabetes, you will unlock more content as you progress through the articles. Aim for bite-sized sessions on a regular basis, so you can take time to put your learning into practice and form new habits.