

# Adapting and implementing an online social support tool intervention (GENIE): Focus Groups with insulin pump users and clinicians

Reidy, C.

## Background:

Determining ways and means for people with Type 1 diabetes (T1D) to address the challenges they come across in incorporating a new health technology could have an impact on how they are able to self-manage. The online social support and networking tool “Genie” enables navigation to means of support and resources. However, it is not known how Genie can be



best implemented with people using insulin pumps. The aim of this study was to gather pre-implementation insights of pump users and clinicians to determine how Genie needs to be adapted to be successfully implemented in clinics.

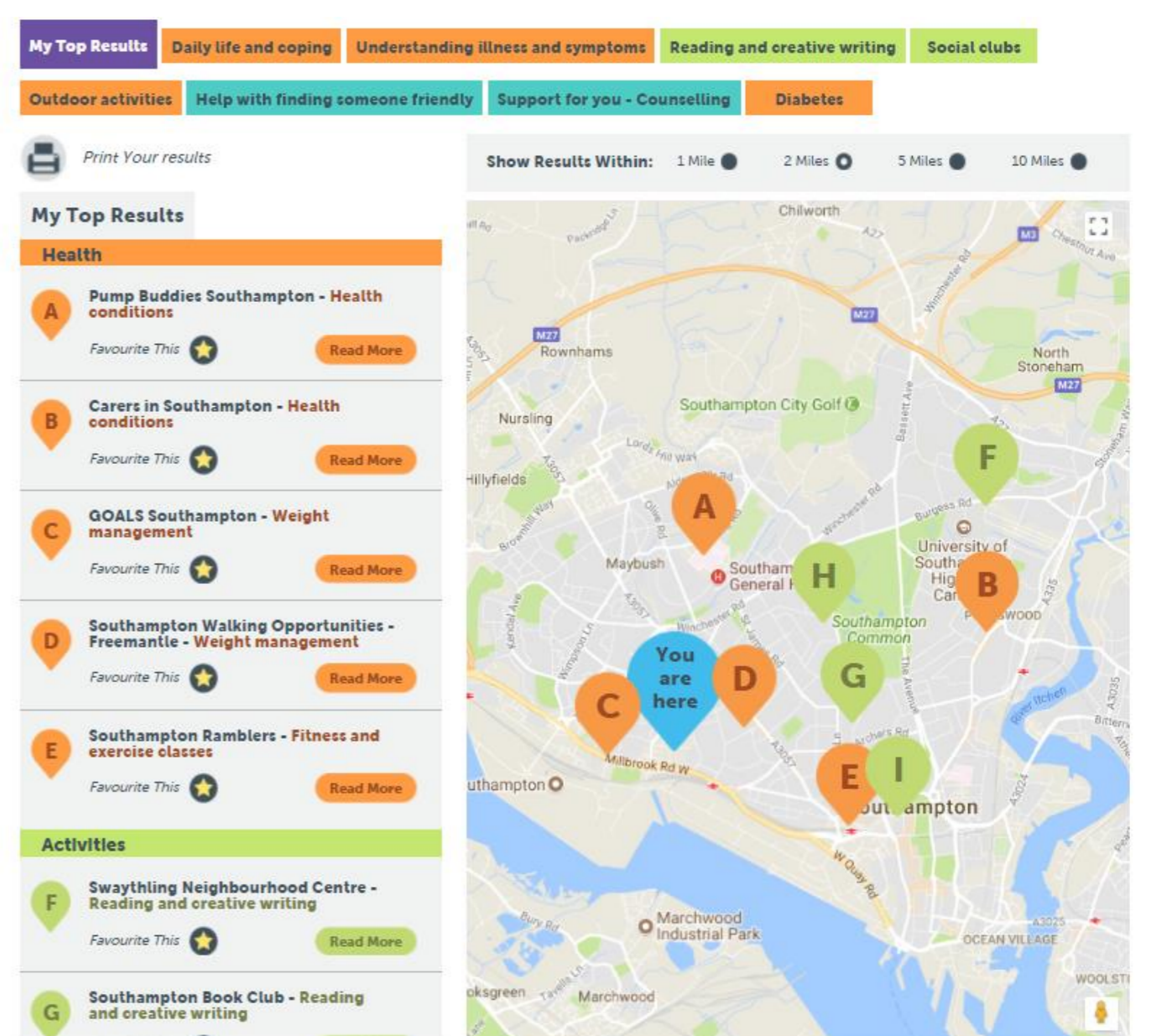
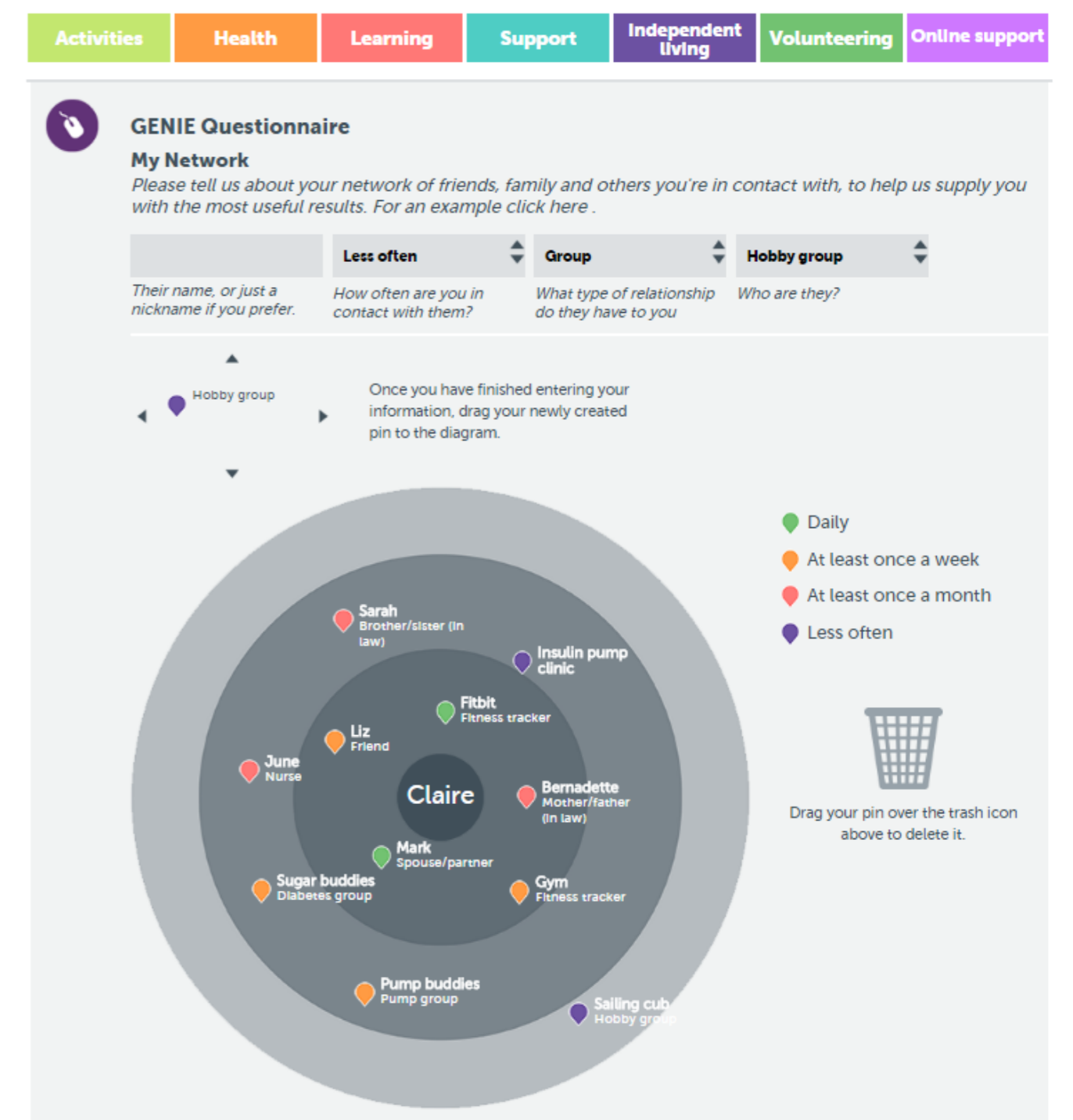
## Methods:

Focus Groups with current pump users (N=20) were employed to inform the condition-specific adaption and delivery of the online social support intervention (named Genie). Focus Groups and interviews with health care

professionals (HCPs) (N=20) were then undertaken to explore the barriers and facilitators involved in implementing Genie into practice. Focus Groups were analysed using the framework approach.

## Results:

- Pump users were **eager for access to personalised, varied resources**, and not to be restricted by HCPs in accessing individualised support.
- Pump users were especially **keen to have contact with other people with T1D**.
- It was common for aspirations to be voiced about **adapting Genie** to allow **registration of particular interests** such as a local **Type 1 diabetes specific running group**.
- HCPs were encouraging of additional ways to **facilitate patient’s access to tailored support**, especially **outside of clinic hours**.
- However, **concerns** were raised about the **capacity and likelihood** of the NHS to **maintain and fund any additional provision of care**.
- **Social support was considered important** in relation to reducing the burden of T1D, but concerns were raised over the *potential* for peers to “give bad advice”.
- HCPs often **do not have the capacity** in their clinic to **amend their routine care** but were enthusiastic and interested in **innovative ways** for their patients to **access holistic, emotional and practical support**.



## Conclusions:

Genie appears to offer an additional mode of self-management support while complimenting NHS services, but not without some concerns. Concerns include; how Genie would be best delivered in consideration of the constraints on NHS funding of pump support and HCP and patient contact in clinic. All-in-all the tool was deemed as an attractive means to offer personalised support for people with T1D in the process of incorporating a new health technology, by both clinicians and people using insulin pumps. Key points to address when implementing this tool into practice include; **security of funding for ensured maintenance**, concerns about **HCP responsibility** when signposting to outside agencies or support and the **ability for users to actively engage with other people living with diabetes**