

Overall Conclusions Report

Introduction

Thank you for taking the time to review our [report](#) on Diabetes.

Outputs for Healthcare Professionals

- No fixed address needed to register with a GP.
- Changing nominated pharmacy using the NHS App (QR code to FFT video guide).
- Medication pick-up at local Co-op or DHL points.
- Use battery-operated insulin pumps; prescribe insulin monthly.
- Support asynchronous data upload and free SIM access via National Data Bank.
- Check phone compatibility for diabetes apps.
- Use ReachDeck/Browsealoud; visual QR codes; tackle low expectations about type 2 diabetes.
- Give patients physical/digital records for continuity of care.
- Be sensitive to cultural views (e.g., cancer discussions); collaborate with FFT workers.
- Use updated 2025 ethnicity codes in records to improve data and care.

Insights for Industry

- Devices should function with standard or rechargeable batteries; consider solar-powered options.
- Support asynchronous data upload and offline use to account for data poverty.
- Optimise apps for low-storage, lower-end smartphones.
- Co-create digital tools with diverse users to improve usability and relevance.
- Make ReachDeck a standard feature on all apps and websites.
- Ensure data is exportable and compatible with current healthcare systems.
- Build features allowing users to lock or hide sensitive data (e.g., cancer or reproductive history).
- Use inclusive data categories; move beyond outdated ethnicity classifications by co-designing with communities.