What's the point?

- Feels well must be well
- Fatalistic attitude
- I'm being looked after
- I know enough

What I don't

Make it Real!

- Doesn't feel real
- Seeing is believing
- Scare tactics

know will not

annoy me What's the point?

Why people with Type 2

diabetes decline structured

diabetes education

- Don't want to think about it
- Don't want to hear about it
- Don't want to know about it

I feel like a number - disease-centric **HCP** relationships

- Feeling unsupported
- · Feel like a number

I feel valued person-centred **HCP** relationships

- Ease of access
- Relationship continuity
- Feel supported and valued

Life gets in the way - practical barriers

- Illness & Bereavement
- Too busy
- Work & Vacation
- Sessions too long