**Co-designed Priority Setting Tool: Enhancing proactive care for people with type 2 diabetes**

Introduction:

Western Sydney Diabetes includes multi-disciplinary case conferencing between specialists, general practitioners and patients. This study evaluated a digital priority setting tool to support patient-centred diabetes consultations.

Method:

The tool includes 44 questions including emotional wellbeing, medications, self-management, lifestyle, concerns and support needs. A link was sent by SMS after booking the appointment. Responses from Feb 2024-March 2025 were evaluated.

Results:

Of 597 links sent, 42% were opened (251/597) and 57% were completed (144/251). Most of the 144 people (75%) completed the tool on the same day it was sent, and 57% completed within 15 minutes. 60% were born overseas, and 40% identified with a diverse cultural background. Most respondents wanted help avoiding high blood sugar (86%) and stop diabetes complications (63%). Major concerns included worries about eyesight (62%), foot health (54%) as well as their heart and kidneys (Figure 1). 56% felt worried or stressed about diabetes. 25% didn’t check blood sugar at home and 32% feared needles. Among those taking weekly injections, 33% didn’t know the injection name. 30% were unsure how to manage low sugar, of which 73% requested an educational video. While 90% had a blood test in the past 3 months, 52% didn’t know their HbA1c result. 64% showed interest in educational videos; “Understanding carbohydrates” was most popular (77%) and “Preparing for your appointment” was least (32%).

Conclusion:

The tool provides insights into patient support and education needs for diabetes to enhance consultations and shared decisions. Future work will explore language translations and conversational voice AI calls; and impact on patient-reported outcomes.

**Figure 1: Concerns (n=136)**