



<b>Name:</b> Liam O'Malley <b>Age:</b> 54 years old <b>Life course:</b> Working age adult <b>Need:</b> Chronic conditions <b>Connectivity:</b> broadband and mobile device	<b>Country:</b> Ireland <b>Gender:</b> Male <b>Job:</b> Plumber	<b>ICT skills</b> Internet usage: average Mobile device skills: good Affinity to new tech: average Digital health literacy: poor
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Liam is a 54-year-old plumber who lives with his husband, Callum O'Reilly, in the outskirts of Dublin. Liam's husband is 52 years old and works at the local theatre as an assistant. Liam has always been very active both at work and in his social activities. He used to play football competitively when he was younger. He kept playing with his friends three times per week until three years ago, when he stopped due to a knee injury. Now he spends most of his energy at work; one of his hobbies are do-it-yourself projects in his garage workshop. Liam loves entertaining and chatting with friends around the table. Amidst friends, the couple is renowned for Callum's reinventions of Sunday roasts, with great meat cuts, fries and homemade sauces. Liam has gained weight after stopping playing football and was diagnosed with type 2 diabetes (T2D) and hypertension, two years ago.

**What's important to Liam** **Own resources & assets/support**

- Being able to keep up with work and provide for his home, since his husband's job is unstable.
- Being able to enjoy tasty meals with friends and family.
- Being able to travel with his husband when he retires.

- Liam makes enough money to pay the bills and put some in savings; but any reduction in his income can cause financial trouble.
- Being self-employed and earning enough money, Liam is not entitled to a Medical Card Scheme enabling free GP care, so Liam has to pay privately for his GP visits. As diabetes is included in the Long-Term Illness scheme, Liam does not have to pay for his medicines out of pocket and collects all diabetes-related medicines from his pharmacy for free.
- Liam lives with his husband in a two-floor semi-detached house.

**Daily living**

- Liam has busy workdays with no routines. He doesn't plan his meals and sometimes skips lunch due to his job.
- On workdays, Liam often eats at a nearby restaurant and makes unhealthy choices, including high sugar and high-fat foods. He is unaware of its effect on his health.
- Liam does not cook, and Callum prepares the meals at home.
- Occasionally Liam has days off from work during the week; at the same time, he often responds to work requests at weekends.
- When he is not working or socializing around the table, he enjoys spending time at his garage workshop.

**Health concerns**

- Hypertension and T2D with elevated glucose values.
- Liam has low acceptance of his hypertension because he doesn't have any symptoms.
- Overall, Liam is not worried about his health, as he puts it: "Everyone will have diabetes and high blood pressure one day. It's the ageing package".

**Events, issues & personal concerns**

- Since Liam stopped playing football, he has gained weight and his body mass index (BMI) is 28.9 kg/m<sup>2</sup>.
- Liam was diagnosed with hypertension and T2D, and his glycated haemoglobin (HbA1c) is above the guidelines-based target.
- Liam doesn't feel limited by his diabetes, despite his general practitioner (GP) warnings about the risk of complications.
- Liam attributes his increasing tiredness after work to ageing.
- Recently, Liam noticed an increase in his abdominal volume. This made his clothes tighter and impairs work tasks requiring squats. This situation is perceived as uncomfortable and worries him.
- Liam is not clear about changes he could make in his diet to improve his health.
- He has considered joining a gym but never did due to time constraints; he completely gave up on the idea when he gained weight because he is not comfortable with his body image.
- Liam's husband is not supportive of lifestyle changes.

**Health tests**

- Liam attends his local GP on a regular basis since he was diagnosed with T2D. He does laboratory blood tests for monitoring and check-up on a yearly basis.

**Treatment: medications, therapies, etc.**

- One oral antidiabetic agent.
- One oral antihypertensive medicine.

**Care professional concerns**

- Liam cannot afford paying for private consultations with a dietitian or/and exercise professional.
- The local pharmacist provides lifestyle recommendations to Liam when dispensing his medication.
- Liam pays attention but struggles to understand some recommendations, particularly why and how to improve his physical activity and diet.

**Unmet needs** | Liam is comfortable with his lifestyle. Albeit the difficulty in squatting worries him, he considers it isn't related to his health status. He has received lifestyle changing recommendations from his GP and diabetes nurse specialist, including diet and physical activity, but has not given it a serious thought. Frequently, he forgets to take his pills in the morning due to his busy workdays; sometimes he takes them in the evening and occasionally skips the medication. For Liam changing lifestyle behaviours is not a priority. However, his diabetes nurse recommended him a structured diabetes education program that caught his attention and perhaps could be a good opportunity to better manage his own health.

This persona was developed by Nuno Pimenta, Isa Félix and Mara Guerreiro as part of the Train4Health Project, based on the Blueprint personas, and was revised by Diabetes Ireland and was revised by Dalia Bajis (International Pharmaceutical Federation).

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