

Plain English Summary

What do parents/carers of children with eczema and young people with eczema think of two websites to help them to manage eczema?

Eczema is a common skin condition that can make skin itchy, dry and sore. It affects 1 in 5 children and 1 in 10 UK adults. Our UK research team developed two websites to help support people to manage eczema: Eczema Care Online for parents/carers of children with eczema and Eczema Care Online for young people with eczema. We found that using these websites led to improvements in people's eczema.

In this research, we spoke to 17 parents/carers and 17 young people who had used the websites for at least three months to find out their views and experiences.

Generally, both parents/carers and young people believed the websites were easy to use and included information that was relevant and trustworthy. The websites helped people to better understand eczema and their treatments, reassured them about the safety of their treatments (emollients, topical corticosteroids), and made them feel more confident in using their treatments. Reading about the experiences of others with eczema helped young people to feel 'normal' and less alone. People also told us about parts of the website that they disliked, and we made changes to the website to improve these aspects.

Our findings from this study provides support for our plans to make Eczema Care Online available across the UK ([EczemaCareOnline.org.uk](https://www.eczemacareonline.org.uk)). We hope that healthcare professionals will encourage people with eczema to use Eczema Care Online.