

Diabetic patients healthcare essentials (Pharmacy) – protocol WMAHSN-13

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management and ensuring they get the correct level of monitoring.
- Reduce attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for their poorly-controlled condition.

Setting: Community pharmacy

Selection of patients

- Diabetic patients identified through a Medicines Use Review (MUR) or New Medicines Service (NMS) by the pharmacist as requiring more information about their diabetes.

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Patients with diabetes receive their essential checks and the number of avoidable diabetic complications is reduced over time.

Success criteria

Participants are aware of the essential care they are entitled to and ensure they get it.

Protocol summary (6 months):

- Twice monthly information messages
- End of service text enquiry of patient experience starting at baseline

Twice monthly information messages

Eat regular meals. Don't skip meals; space your breakfast, lunch and evening meal out over the day. This helps control your appetite and blood glucose levels.

Only drink alcohol in moderation. Watch the calories in alcohol too, as these affect your weight.

Drinking on an empty stomach can make hypos more likely.

What's on your plate? Your lunch or dinner should be half vegetables or salad, the rest being protein such as meat, fish, eggs or beans and starchy carbohydrate

Avoid foods labelled diabetic. These contain as much fat and calories as ordinary food, are costly, can have a laxative effect, and still affect blood glucose.

Exercise or activity may affect blood glucose levels both during and after exercise. Beware of hypos. Take care, Flo.

Different types of diabetes medication work in different ways to lower blood glucose levels, and most people will take them for the rest of their lives.

Medication will control your diabetes only if taken correctly. Your doctor or pharmacist should explain how much to take and when to take it in relation to food

At home you should check your feet every day looking for signs of redness, pain, build-up of hard skin or changes in the shape of your foot. Take care Flo.

Attend an education course to help you understand and manage your diabetes. Find out about courses in your local area. Take care Flo.

Get your blood glucose measured at least twice a year. An HbA1c blood test of your overall blood glucose control helps your diabetes team set targets for you.

Have your blood pressure measured and recorded at least twice a year, and set a personal target that is right for you. Take care Flo.

Have your cholesterol measured every year. Like blood glucose levels and blood pressure, you should have your own target that is realistic and achievable.

Your optometrist gives free yearly eye checks using a special camera to photograph your retina - not the usual eye test. Ask their advice if your sight changes.

Have the skin, blood and nerve supply of your feet checked annually by a nurse to see if you have any problems

You should have two tests for your kidneys each year: a urine test for protein (a sign of possible kidney problems) & a blood test to measure kidney function.

Have your weight checked and your waist measured to see if you need to lose weight. Take care Flo.

If you smoke, get advice and support on how to quit. Diabetes already increases your chance of having heart disease and stroke, and smoking adds to that risk

Agree a yearly care plan after discussion between you and your diabetes healthcare team, where you talk about your individual needs and set targets. Take care Flo.

Specialist diabetes healthcare professionals help you manage your diabetes. Specific problems can be dealt with by ophthalmologists, podiatrists or dietitians.

Get the emotional and psychological support. You should be able to talk about your issues and concerns with specialist healthcare professionals. Take care Flo.

You may risk a 'hypo' if you delay or miss meals, eat less starchy foods, do strenuous activity or drink too much alcohol. Always carry glucose for emergencies

BASELINE Day 0 (XEvalQ-01)

6.30pm: As a person with diabetes, do you know what healthcare you should expect? Please text CC1 if you do, or CC2 if you don't. Thanks, Flo.

Thank you

END OF MONTHS 3 (XEvalQ-02, XEvalQ-03) and 6 (XEvalQ-04, XEval-05)

Do you feel that Flo has helped you to understand what diabetic healthcare you should expect? Please text CC1 if you do, or CC2 if you don't. Thanks, Flo.

Thank you. This information helps us to know how useful the Flo system is.