

Wessex Pharmacy Local Professional Network

Diabetes Focus Pharmacy Framework

Six Steps to becoming a Diabetes Focus Pharmacy

Diabetes is a chronic disease that affects around 3.7 million people in the UK of whom 85 to 90% have Type 2 diabetes and 10 to 15% have Type 1 diabetes. It is believed there are almost another 1 million people in the UK living with diabetes but they have not yet been diagnosed.

The number of people with diabetes is increasing throughout the world with Type 2 diabetes reaching epidemic proportions. In the UK there are 12.3 million people at risk of Type 2 diabetes.

If nothing changes, more than 5 million people in the UK will have Type 2 diabetes by 2025. Pharmacy teams are ideally positioned to help patients and their carers to make positive choices about their health and lifestyle to prevent them developing Type 2 diabetes as well as optimise their use of medicines and signpost to other forms of support.

The Wessex Pharmacy Local Professional Network has developed a framework for pharmacy teams to work through to become a Diabetes Focus Pharmacy. The framework is categorised into six elements:

1. The pharmacy team
2. Prevention and lifestyle
3. Complications of diabetes
4. Education programmes
5. Medicines adherence
6. Signposting

1. Pharmacy Team

Have you considered what additional training your team could undertake to build more confidence in supporting patients with diabetes?

Essential Criteria	Yes/No	Action to achieve
Since April 2018 all patient facing staff, of the registered pharmacy premises, have completed the Diabetes and Obesity modules on VirtualOutcomes.		
All patient facing staff, of the registered pharmacy premises, have read NHS England Language Matters – Language and diabetes and a copy is available for reference in the pharmacy. https://www.england.nhs.uk/publication/language-matters-language-and-diabetes/		
The regular pharmacist and registered technicians have undertaken and recorded a continuing professional development (CPD) activity related to diabetes within the last two years. This is not an exhaustive list, some suggestions may be found at the following links: https://www.diabetes.org.uk/Professionals/Training--competencies/Courses#Short%20courses https://www.cppe.ac.uk/programme-listings/a-to-z#navTop		
The pharmacy team know how to access and can use or signpost to the Diabetes UK risk score assessment tool to support discussions with patients/customers.		

https://www.diabetes.org.uk/professionals/diabetes-risk-score-assessment-tool		
All patient facing staff have an awareness of, and can describe the key symptoms of diabetes and how these may present in the pharmacy.		
Additional suggestions to consider as you go forward		
Since April 2018, all customer facing staff of the whole premises have completed the Diabetes and Obesity modules on VirtualOutcomes.		
2. Prevention and Lifestyle	Yes / No	Action to achieve
Are you able to support your patients to reduce their risk of developing Type 2 diabetes?		
Essential Criteria		
The pharmacy has achieved HLP Level 1 and is listed on the Royal Society for Public Health (RSPH) website.		
The pharmacy team can provide advice and information about the types of risk factors with regards to developing Type 2 diabetes.		
The pharmacy has leaflets available and the team can provide advice and information about: <ul style="list-style-type: none"> • Regular exercise • Smoking • Alcohol • Diet • Drinking https://www.nhs.uk/oneyou#yO5HXRSYQWjGop80.97 https://www.nhs.uk/livewell/Pages/Livewellhub.aspx		
Signpost to/offer Health Checks (where commissioned by local authority) to		

<p>eligible patients. https://www.nhs.uk/conditions/nhs-health-check/</p>		
<p>The pharmacy team has an awareness of the Healthier You - NHS Diabetes Prevention Programme</p> <p>In Dorset this is provided by Living Well Taking Control http://www.lwtcsupport.co.uk/</p> <p>In Hampshire & IOW this is provided by Ingeus https://www.diabetes.org.uk/professionals/news-updates/preventing-type-2-diabetes-hampshire-and-isle-wight</p>		
Additional suggestions to consider as you go forward		
<p>Further training resources include:</p> <p>Health Matters – preventing type 2 diabetes https://publichealthmatters.blog.gov.uk/2018/05/24/health-matters-preventing-type-2-diabetes/</p> <p>Making Every Contact Count http://www.makingeverycontactcount.co.uk/</p>		

3. Complications of diabetes	Yes / No	Action to achieve
Have you considered what information you could provide to patients with diabetes about how to prevent complications?		
Essential Criteria		
All patient facing staff have an awareness of the complications associated with diabetes and the need to refer patients accordingly.		
There is a process in place for escalation and referring to the pharmacist when required.		
<p>The regular pharmacist has an awareness of the symptoms and risks of Acute Kidney Injury (AKI) and “sick day rules”.</p> <p>https://www.cppe.ac.uk/programmes//kidneydl-p-01/</p>		
<p>All patient facing staff can advise patients on the foot check process and have an understanding of the 9 steps of foot-care for people with diabetes:</p> <p>https://diabetes-resources-production.s3-eu-west-1.amazonaws.com/diabetes-storage/migration/pdf/Touch-the-toes-test.0812.pdf</p> <p>https://www.diabetes.org.uk/resources-s3/2017-08/Simple%20Steps%20to%20Healthy%20Feet.pdf</p> <p>https://www.diabetes.org.uk/resources-s3/2017-09/What-to-expect-at-annual-foot-check.pdf</p>		
The pharmacy has a process in place to ensure that patients are reminded		

<p>periodically when they collect their medicines to make sure they are up to date with:</p> <p>Blood pressure checks Cholesterol check HbA1C Retinal screening Foot checks</p>		
Additional suggestions to consider as you go forward		
A record is made of when a patient's annual diabetes check is due, so the patient can be reminded about the importance of attending.		
The pharmacy team can demonstrate the foot check process to patients.		
4. Education programmes	Yes / No	Action to achieve
Following diagnosis there are educational programmes available for the patient and their partners/families, these provide support for managing diabetes and avoiding complications. Have you considered what education and support programmes are available for patients with diabetes within your area?		
Essential Criteria		
<p>The pharmacy team have information available about local education programmes on diabetes and how patients can access them.</p> <p>For Dorset: https://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/physical-health/dorset-diabetes/patients</p> <p>For Hampshire and IOW: https://www.southernhealth.nhs.uk/services/community-health-services/diabetes/west/type-2/</p>		

5. Medicines Adherence	Yes / No	Action to achieve
What examples do you have of where you have supported patients with diabetes with medicines adherence?		
Essential Criteria		
Pharmacy staff check that the patient understands what they are being told when explaining about medicines for diabetes.		
The pharmacy has a system in place to highlight patients with diabetes for a Medicines Use Review (MUR).		
The pharmacy has a system in place to highlight patients prescribed new medicines for diabetes who may be eligible for the New Medicines Service (NMS).		
The pharmacy liaises with the patient's GP if there are concerns that the patient's condition is deteriorating.		
The pharmacy has a process in place for the safe dispensing of insulin.		
Additional suggestions to consider as you go forward		
<p>The pharmacy can provide patients with a leaflet about the safe use of insulin.</p> <p>https://www.england.nhs.uk/improvement-hub/wp-content/uploads/sites/44/2017/11/Safe-use-of-insulin-and-you-patient-info-booklet.pdf</p>		
Liaise with and utilise the pharmacists in GP practices, when appropriate and where available.		
Liaise with Diabetes Nurses in GP practices, when appropriate and where available.		

6. Signposting	Yes / No	Action to achieve
What have you implemented in your pharmacy to signpost patients with diabetes?		
Essential Criteria		
Signpost to/offer flu vaccinations to patients with diabetes.		
The pharmacy has leaflets available about diabetes (see end of section for some suggested resources).		
The pharmacy has website addresses and telephone numbers available for national support groups.		
The pharmacy has website addresses and telephone numbers available for local support groups.		
<p>The pharmacy has details of health coaching, where available.</p> <p>For Dorset: https://www.helpandcare.org.uk/services/health-coaching/to-make-a-referral-as-a-professional/</p> <p>For Hampshire: https://www.porthosp.nhs.uk/departments/Diabetes-and-Endocrinology/patient-education.htm https://www.desmond-project.org.uk/people-with-diabetes/southern-health-nhs-foundation-trust/</p> <p>For IOW: https://www.xperthealth.org.uk/contact/X-PERT-Centre-Details?Area=Isle%20Of%20Wight</p>		

The pharmacy can access Diabetes UK website and British Heart Foundation website to order support materials: https://www.diabetes.org.uk/ https://www.bhf.org.uk/for-professionals/healthcare-professionals/patient-information-and-support		
The pharmacy refers patients to their GP if the patient is concerned about their condition.		
Additional suggestions to consider as you go forward		
The pharmacy team can provide details on accessing NHS apps from the NHS App Store to support patients with preventing and managing diabetes.		
https://learningzone.diabetes.org.uk/?_ga=2.156547643.181835785.1540288114-1272431095.1539699538&_gac=1.45729552.1540288452.EAlalQobChMI1--EyaWc3qIVS7ftCh0rUg3-EAAYASAAEqI4UvD_BwE		
Resources		
Diabetes Research and Wellness Foundation https://www.drwf.org.uk/		
Men's Health Forum https://www.menshealthforum.org.uk/		
NHS Website https://www.nhs.uk/		
Easyhealth.org.uk http://www.easyhealth.org.uk/		
Diabetes Trust https://www.diabetes.co.uk/diabetes-charity/insulin-dependant-diabetes-trust.html		

Checklist for safe dispensing of insulin http://www.sunderlandccg.nhs.uk/wp-content/uploads/2016/10/Sunderland-diabetes-network-insulin-safety-information-for-community-pharmacy-v1.1.pdf		
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