



## The Community Pharmacy Diabetes Plus Service (CPDPS) Consultation Guide

The Community Pharmacy Diabetes Plus Service (CPDPS) is to be delivered only to the cohorts listed in the service specification documents and from pharmacies that meet the service Specification requirement.

The following sections of the diabetes toolkit has been designed for pharmacists to use as a reference document during the consultation. Remember that this aid does not override your professional judgement when talking to patients and that they may raise issues that are not addressed in this consultation guide.

The service consists of an initial consultation and a follow up 4 to 12 weeks later. The follow up can be either over the phone or face to face. Follow-ups for support with use of Glucose Monitoring Meters need to be face to face.

### 1) Understanding the condition

- ✓ Patients should be supported to understand diabetes and the importance of appropriate management
- ✓ Inform patients the purpose of the CPDPS – to better manage their diabetes and to ask questions and raise concerns

### 2) Review the patient's medication and provide appropriate advice.

- ✓ All patients who receive the Community Pharmacy Diabetes Plus Service should have a review of their medication:
  - If the patient has not had a Medication Use Review (MUR), pharmacists can conduct a Medication Use Review. Medication Use reviews are to be claimed through the usual way as per advanced services specification Pharmaceutical Services Directions 2013.
  - In instances where the patient has already had a MUR or where the pharmacy has completed their annual quota of MURs the Pharmacist as part of the Community Pharmacy Diabetes Plus Service (CPDPS) should support the patient with advice on their diabetes related medication. There is no additional payment to the CPDPS for review of the medication.
- ✓ Pharmacists will find supporting documentation on Diabetes Medication Use Review and information on most commonly prescribed drugs for diabetes useful for this work.
- ✓ The Community Pharmacy Diabetes Plus Service is to be delivered only to the cohorts listed in the service specification document and from pharmacies that have met the service specification requirement.

### 3) Undertake support to patient based on areas identified in Diabetes UK 15 Healthcare Essentials.

- ✓ You are not expected to undertake further support on all 15 areas within the consultation but to focus on key areas of advice specific to that patient.
- ✓ Agree and record (on PharmOutcomes) goals and actions for the patient in relation to each of the 15 Healthcare Essentials where relevant.
- ✓ Discuss local resources available and signpost [See document on local resources and signposting]
- ✓ Provide dietary advice being sensitive to the person's needs, culture and beliefs [See document on local resources and signposting]
- ✓ Provide appropriate advice on aspects of lifestyle modification such as smoking cessation, physical activity, weight management, foot health and retinal screening.
- ✓ Provide advice on controlling blood pressure and cholesterol.
- ✓ Support with Blood Glucose Monitoring Meter. For patients who have been advised to monitor their blood glucose (Not all patients need to do so).
  - how to use blood Glucose monitoring meters and testing strips
  - how to manage high and low readings
- ✓ Provide supporting interventions and patient education
  - Diabetes and driving rules advice [See document on local resources and signposting]
  - Where applicable provide advice (including patient information leaflet) for example dealing with Hypoglycaemia, Diabetes and intercurrent illness [See document on local resources and signposting]
  - Remind patients that structured education is an integral part of diabetes care. Patients who have not had DAFNE (Type 1 diabetes training) or DESMOND (Type 2 Diabetes training) should be encouraged to ask their GP to refer them. [Pharmacists to communicate this to the GP]
- ✓ If newly diagnosed issue Diabetes UK Pack

### 4) Check understanding and ask patient if there is anything else that they would like to ask or if there is anything that they would like to go over again?

- ✓ Address any questions they may have and if necessary refer to the appropriate health professional via PharmOutcomes
- ✓ Remind of any goals/actions that the patient will take following the consultation
- ✓ Book a follow up appointment at 4 - 12 weeks after the initial consultation
- ✓ Pharmacist to send feedback to the patients usual GP on outcome / actions agreed via PharmOutcomes so that GP can add onto patient record
- ✓ Where applicable remind patient to read the patient information leaflets provided
- ✓ Share with the patient the Diabetes resources and websites listed in the local resources and signposting document.
- ✓ Reassure the patient they can return to the pharmacy at any time if you have any questions

## 5) Follow up consultation (weeks 4 to 12)

- ✓ Check how patient got along and discuss any actions that were agreed.
- ✓ Check understanding and ask if there is anything they would like to go over again.
- ✓ Pharmacist to send feedback from follow up meeting by recording the information on PharmOutcomes which should automatically be emailed to the patients usual GP on outcome / actions. (nhs.net account)
- ✓ Patient to fill in patient feedback form
- ✓ Pharmacist to invoice on a monthly basis to CCG via LPC on diabetes plus completed consultations (initial + follow up)

## The Diabetes Medication Use Review (MUR) Consultation

This section of the Diabetes toolkit is designed to be used with the patients and for both the pharmacist and patient to refer to during the consultation. Please remember that this guide does not override your professional judgement when talking to patients and that they may raise issues that are not addressed in this consultation guide.

**DISCUSS LIFESTYLE INTERVENTIONS AS THESE ARE IMPORTANCE FACTORS.** This includes: Stopping Smoking, Losing Weight, Taking More Exercise, Controlling Blood Pressure and Cholesterol. For more information, please see document titled 'Useful resources to find more information.'

### 1) How Are You Getting On With Your Medicines?

- ✓ Patients should understand diabetes and the benefits of treatment
- ✓ Inform patients the purpose of the pharmacist review – to better manage their diabetes and to ask questions and raise concerns

### 2) How Do You Take Or Use Each Of These Medicines?

- ✓ Tablets should be taken exactly as prescribed by the doctor and as outlined in the patient information leaflet
- ✓ Check injection technique - this is important so that the insulin (or GLP-1 analogues) can be delivered correctly
- ✓ Remember to discuss each medicine, as patients may be having more than one diabetes

### 3) Are You Having Any Problems With Your Medicines Or Concerns About Taking Or Using Them?

- ✓ Discuss any issues raised here.
- ✓ Diabetes medicines are important as they prevent symptoms and the long-term problems that diabetes can cause.

### 4) Do You Think They Are Working? Is This Different From What You Were Expecting?

- ✓ Diabetes medication help to control the level of blood glucose
- ✓ Attending appointments with the GP or diabetes nurse is important for monitoring HbA1c
- ✓ Patients may not feel different from taking diabetes medicine – for example, it won't be obvious that they are preventing long-term health problems
- ✓ Unplanned hospital admissions may indicate that blood glucose levels are not being controlled in line with patient agreed individualised targets.
- ✓ If blood glucose levels are not controlled within the patient's agreed targets then lifestyle changes may be needed, or medicines may need to be reviewed by the GP.

### 5) Do You Think That You Are Getting Any Side Effects Or Unexpected Effects?

- ✓ All medicines can cause side effects, although not everybody gets them.
- ✓ Some side effects can be managed (see document titled, 'Most Commonly Prescribed Drugs for Diabetes [information for pharmacists] table for details of individual drugs, their side effects and how they can be managed
- ✓ If side effects persist or get worse they should be reported to the pharmacist or doctor
- ✓ Symptoms of hypoglycaemia can indicate that medicines need to be reviewed.

### 6) People Often Miss Taking Doses Of Their Medicines For A Wide Range Of Reasons. Have You Missed Any Doses Of Your Medicine Or Changed When You Take It?

- ✓ Diabetes medicines need to be taken/used at the correct time for it to be effective at preventing problems such as kidney damage, heart problems, eye problems and nerve damage.
- ✓ Missing doses can affect blood glucose control
- ✓ To help remember, some patients take their oral diabetes medicines at the same time each day. Diabetes medicines are usually taken with or after food so this can help as a memory jog

### 7) Do you have anything else that you would like to ask about your medicines or is there anything that you would like me to go over again?

- ✓ Read the patient information leaflet provided with the medicine
- ✓ Visit the Diabetes resources and websites listed in the useful resources for further information document.
- ✓ Return to the pharmacy at any time if you have any questions
- ✓ An Insulin Passport details your insulin and provides essential information and a safety check for prescribing, dispensing and administration.

**PATHWAY FOR COMMUNITY PHARMACY DIABETES PLUS SERVICE PILOT**

Referral Form completed in Consultation by GP / Practice Nurse  
Diabetes Plus Service Selected  
Patient takes form to Pharmacist

**Or**

Community Pharmacy identifies patient that meets one of the following criteria:

- Newly diagnosed patients with diabetes within the last year according to the pharmacy's PMR and patient's verbal confirmation.
- Any patient dispensed diabetic medication during the pilot period and has been identified with poor concordance on the Pharmacy's Patient Medication Record (PMR) i.e. not had medicines on regular dispensing basis or confirm that they are not taking medicines on a regular basis.
- Any patient with diabetes who indicates that they have not had their HBA1C levels monitored within the last six months.
- Any patient with diabetes who has not been in contact with their GP practice / diabetes team within the last year.
- Any patient with diabetes whereby the pharmacist identifies an area or need which requires further input or support in relation to Diabetes UK's 15 Healthcare Essentials

Patient engages with Pharmacist:  
**Diabetes Plus Consultation**

Pharmacist follows Consultation Template  
& records information on PharmOutcomes IT Software  
Agree an action plan  
Information sent to GP Practice  
Patient fills in feedback form

Pharmacist arranges a follow-up review with the patient in 4-12 weeks  
(can be in person / over the phone)

Follow-Up Consultation  
Has the agreed action plan been met?  
Patient evaluation of service using feedback form

Pharmacist record information on PharmOutcomes – automatically emails GP surgery with outcome (nhs.net email communication).  
GP practice records on patient record

Community pharmacy invoice LPC monthly for  
Diabetes Plus Service completed consultations (initial + follow-up)

GP practice/community pharmacy to use Feedback Form for the Service

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<b>Developed by</b>	GP lead for diabetes, Senior Pharmaceutical Advisor, Pharmacy & Medicines Optimisation Team
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