

10 Top Tips for Diabetes Care

1. **Urine ACR's.** Please request patients to bring an early morning urine (EMU) sample in with them for their annual data gathering appointment. If they haven't then please give them a urine pot and form at this appointment to produce the sample for the next appointment. Finally ask them to produce a sample in the surgery at their follow-up appointment if there has still been no sample. (Although this will not be an EMU and therefore less accurate)
2. **BMI and Smoking Status.** Emis does not automatically record the BMI when weight is recorded, this needs to be ticked as well to get the correct read code added. Smoking status needs to be recorded annually even if they have never smoked.
3. **New diagnosis.** Research shows that early lifestyle changes in diabetes leads to better long term outcomes. Allow for longer appointment times for those patients who are newly diagnosed to be given time to ask questions, to receive education and advice, get initial checks done and consider what lifestyle changes they may then be able to make. Encourage them to attend DEAL for further education. (Do NOT send patients with pre-diabetes to DEAL they need to be referred to National Diabetes Prevention Program (NDPP).
4. **Structured education.** Refer patients who have diabetes for over a year to DEAL Plus. Make contact with your local mosque/temple, you will be more likely to get patient engagement if it is backed up by the local religious leaders. Remember to code correctly all patients who have attended structured education.
5. **Eye screening.** For patients who DNA their eye screening appointments please try booking an appointment for them when they are in the surgery with you. The number for the new service from April 1st 2018 is **0118 391 3000**
6. Make use of the **Diabetic Specialist Nurses.** They can help with patients you are struggling with by giving advice. They can visit the surgery if you have a few patients that you need support with and run a special clinic with you. There is a dedicated HCP line to ring **07798636429** but please do NOT give this number to patients.
7. **Prescribing.** Check you are starting patients on the formulary choices when adding in medication. Review and stop medication if there is no improvement in hba1c after 6 months. Please use the recommended glucometers. Currently, for patients with Type 2 Diabetes, Wavesense Jazz strips are best value and accurate and importantly the local patient forum's preferred meter due to ease of use. Ensure that only appropriate patients are testing and they are using the formulary meters. Medicines Optimisation Team are there to support you. They can help by running searches to look at your medication spend and advise on changes that could be made.
8. **Care and Support Planning** has increased the number of patients having all 8 care processes checked. It leads to a much more consistent approach to diabetic care with recall systems. It improves patient engagement with their condition. Clinicians prefer this approach to their consultations. Consider using email as an option for patients to receive their results (check you have a current email address)
9. **Foot care.** New Changes to this service means greater access to 'hot foot line' service for at risk foot. Use DXS for the latest referral forms in diabetes services page. Please promote foot care for Diabetes patients by early referrals to podiatry for foot care advice after annual foot checks in practice.
10. **Low mood.** It is well evidenced that when mood improves so does diabetes control. Check mood levels and refer those patients who have low mood/anxiety issues to Talking Therapies. Patients can self-refer via phone or online, we can refer or some surgeries have in house sessions so appointments can be booked directly.

(Developed by East Berkshire Diabetes Leads—Review date 1st April 2019)