

# **Commissioning Policy: Continuous Glucose Monitoring for adults with insulin-treated diabetes (including pregnancy)**

<b>Author(s) (name and post):</b>	Claire Hand, Lead Medicines Optimisation Pharmacy Technician
<b>Version No.:</b>	Version 1
<b>Approval Date:</b>	08/01/2024
<b>Review Date:</b>	08/01/2026



**Document Control Sheet**

<b>Title:</b>	Commissioning Policy: Continuous Glucose Monitoring for adults with insulin-treated diabetes (including pregnancy)		
<b>Electronic File Name:</b>	<<Filename – using insert field, filename option to create a link to the actual filename>>		
<b>Placement in Organisational Structure:</b>	Delivery and Transformation, Medicines Management Team		
<b>Consultation with stakeholders:</b>	Diabetes Consultants at Shrewsbury and Telford Hospitals, Lead Diabetes Nurses at Shrewsbury and Telford Hospitals, Adult Diabetes Lead at Shropshire Community Health Trust and Primary Care Clinicians within the STW Diabetes Clinical Advisory Group.		
<b>Equality Impact Assessment:</b>	Equality impact assessment underway (Jan 24)		
<b>Approval Level:</b>	Commissioning Working Group and Integrated Delivery Committee		
<b>Dissemination Date:</b>	05/02/2024	<b>Implementation Date:</b>	05/02/2024
<b>Method of Dissemination:</b>	Stakeholders, specialist staff, STW netformulary		

**Document Amendment History**

<b>Version No.</b>	<b>Date</b>	<b>Brief Description</b>
Version 1	08/12/23	New policy to incorporate previous CGM policy for adults and pregnant women and to replace previous Commissioning Policy for the use of Flash Glucose Monitoring (FGM) in eligible diabetic patients.

The formally approved version of this document is that held on the NHS Shropshire, Telford and Wrekin website: [www.shropshiretelfordandwrekin.nhs.uk](http://www.shropshiretelfordandwrekin.nhs.uk)

Printed copies or those saved electronically must be checked to ensure they match the current online version.

Contents

<b>1</b>	<b>Introduction</b> .....	<b>4</b>
<b>2</b>	<b>Purpose</b> .....	<b>4</b>
<b>3</b>	<b>Identification of patients eligible for CGM</b> .....	<b>4</b>
<b>4</b>	<b>Eligibility criteria for CGM</b> .....	<b>5</b>
<b>5</b>	<b>Choice of CGM</b> .....	<b>5</b>
<b>6</b>	<b>Process for initiation of CGM</b> .....	<b>6</b>
<b>7</b>	<b>Continuation of CGM</b> .....	<b>7</b>
<b>8</b>	<b>Related documents</b> .....	<b>8</b>
<b>9</b>	<b>Advice and Training</b> .....	<b>8</b>
9.1	Advice .....	8
<b>10</b>	<b>Compliance Monitoring</b> .....	<b>8</b>
<b>11</b>	<b>References</b> .....	<b>8</b>
<b>12</b>	<b>Glossary</b> .....	<b>9</b>
	<b>Appendix 1 - Eligibility Criteria Flowcharts for Individuals with Type 1 Diabetes</b>	<b>10</b>
	<b>Appendix 2 - Eligibility Criteria Flowcharts for Individuals with diabetes in pregnancy</b>	<b>11</b>
	<b>Appendix 3 - Eligibility Criteria Flowchart for Individuals with Type 2 Diabetes</b>	<b>12</b>
	<b>Appendix 4 - FreeStyle Libre 2 and Dexcom ONE comparison</b>	<b>13</b>
	<b>Appendix 5 - FreeStyle Libre 2: Pathway for initiation and patient training</b>	<b>19</b>
	<b>Appendix 6 - Dexcom ONE: Pathway for initiation and patient training</b>	<b>20</b>
	<b>Appendix 7 - FreeStyle Libre 2: Patient Training Handout</b>	<b>21</b>

## 1 Introduction

This policy has been developed following recommendations from the National Institute for Health and Care Excellence (NICE) guidance: Type 1 diabetes in adults: diagnosis and management [NG17], Type 2 diabetes in adults: management [NG28] and Diabetes in pregnancy: management from preconception to the postnatal period [NG3].

Continuous Glucose Monitoring (CGM) technologies are cost-effective, NICE approved interventions which reduce the risk of acute events such as diabetic ketoacidosis (DKA) and hypoglycaemia and improve HbA1c/time in range, which reduces the risk of longer-term complications.

Evidence demonstrates that CGM can provide clinical benefits over standard self-monitoring of blood glucose (SMBG) in the diabetes populations.

Intermittently scanned continuous glucose monitoring (isCGM) consists of a subcutaneous sensor which continuously measures the glucose levels in the interstitial fluid. The user can obtain real-time data as well as trends by scanning the sensor with a reader device. The information provided gives a glucose level and information regarding the rate of change of glucose levels.

Real-time continuous glucose monitoring (rtCGM) consists of a subcutaneous sensor which continuously measures the glucose levels in the interstitial fluid. Data on glucose level and direction/rate of change is automatically sent to a display device (a handheld monitor or smartphone) and the user can obtain real-time data as well as trends. The user can then analyse data and respond to changes in real-time or can make changes to insulin delivery, dose or timing based on retrospective data or trends.

CGM models allow users to set alerts for high and low glucose levels. Some CGM devices can be used alongside (non-integrated) continuous subcutaneous insulin infusion (CSII).

Hybrid Closed Loop (HCL) systems use a combination of real-time glucose monitoring from a CGM device and a mathematical algorithm to direct insulin delivery through CSII. NICE are currently reviewing this technology and will only recommend if the companies and NHS England agree a cost-effective price for the systems on behalf of the relevant health bodies. HCL systems are not covered by this policy.

NHS STW consider CGM devices available on FP10 prescription to be first line for individuals requiring CGM. Specialist CGM devices are available through specialist diabetes services for individuals with more complex needs.

## 2 Purpose

The purpose of this policy is to define the eligibility criteria and initiation process for CGM, for adults with Type 1 or Type 2 diabetes including pregnant women.

## 3 Identification of patients eligible for CGM

Consideration of whether a person may be appropriate for CGM, may form part of their annual diabetes review, or at an earlier review based on clinical need as decided by the treating healthcare professional.

## 4 Eligibility criteria for CGM

### Individuals with T1DM

All individuals with T1DM are eligible for either intermittently scanned continuous glucose monitoring or real-time continuous glucose monitoring, based on their individual preferences, needs, characteristics, and the functionality of the devices available.

### Individuals with T2DM

Individuals with T2DM being considered for CGM will need to demonstrate that they meet one of the following eligibility criteria:

1. T2DM managed with multiple daily insulin injections and one of the following:
  - a. they have recurrent hypoglycaemia or severe hypoglycaemia
  - b. they have impaired hypoglycaemia awareness
  - c. they have a condition or disability (including a learning disability or cognitive impairment) that means they cannot self-monitor their blood glucose by capillary blood glucose monitoring but could use a CGM device
  - d. they would otherwise be advised to self-measure at least 8 times a day, or
2. Individuals with insulin-treated type 2 diabetes who would otherwise need help from a care worker or healthcare professional to monitor their blood glucose.

### Pregnant women with T1DM or T2DM on insulin therapy

Offer rtCGM to all pregnant women with T1DM to help them meet their pregnancy blood glucose targets and improve neonatal outcomes.

Offer isCGM, to pregnant women with T1DM who are unable to use rtCGM or express a clear preference for isCGM.

Consider rtCGM for pregnant women who are on insulin therapy but do not have type 1 diabetes, if:

- they have problematic severe hypoglycaemia (with or without impaired awareness of hypoglycaemia) or
- they have unstable blood glucose levels that are causing concern despite efforts to optimise glycaemic control.

For pregnant women who are using CGM, a member of the joint diabetes and antenatal care team with expertise in these systems should provide education and support (including advising women about sources of out-of-hours support).

### All pregnant women should be referred to and managed by Specialist Diabetes Teams.

See **Appendix 1** for Eligibility Criteria Flowcharts for Individuals with Type 1 Diabetes and for patients with diabetes in pregnancy

See **Appendix 2** for Eligibility Criteria Flowchart for Individuals with Type 2 Diabetes

## 5 Choice of CGM

When choosing any CGM device:

- use shared decision making to identify the person's needs and preferences and offer them an appropriate device,
- if multiple devices meet their needs and preferences, offer the device with the lowest cost.

Prescribable CGM e.g. FreeStyle Libre 2 (isCGM with reader and rtCGM with smartphone) and Dexcom ONE (rtCGM) can be initiated in any care setting i.e. primary care, secondary care or community services. Refer to [STW netFormulary](#) for formulary choices.

Where specialist CGM (e.g. Dexcom G6, Guardian 4 Sensor) may be appropriate for example, for patients using CSII who require a compatible CGM device, they can only be initiated by specialist diabetes teams in secondary care and will be supplied following Blueteq approval via the NHS supply chain.

### Factors to consider when choosing a CGM device

- Accuracy of the device
- Whether the device provides predictive alerts or alarms and if these need to be shared with anyone else (for example, a carer)
- Whether using the device requires access to particular technologies (such as a smartphone and up-to-date phone software)
- How easy the device is to use and take readings from, including for people with limited dexterity
- Fear, frequency, awareness and severity of hypoglycaemia
- Psychosocial factors
- The person's insulin regimen or type of insulin pump, if relevant (patients with a HbA1c around 64mmol/mol, who are still experiencing recurrent or severe hypoglycaemia or have hypoglycaemia unawareness may consider a CGM device which is interoperable with their pump)
- Whether, how often, and how the device needs to be calibrated, and how easy it is for the person to do this themselves
- How data can be collected, compatibility of the device with other technology, and whether data can be shared with the person's healthcare provider to help inform treatment
- Whether the device will affect the person's ability to do their job
- How unpredictable the person's activity and blood glucose levels are and whether erratic blood glucose is affecting their quality of life
- Whether the person has situations when symptoms of hypoglycaemia cannot be communicated or can be confused (for example, during exercise)
- Clinical factors that may make devices easier or harder to use
- Frequency of sensor replacement
- Sensitivities to the device, for example local skin reactions
- Body image concerns

See **Appendix 3** for prescribable CGM device comparisons.

## 6 Process for initiation of CGM

### Prescribable CGM

Patients under specialist diabetes services will be assessed for eligibility of prescribable CGM at their next review date.

Primary care clinicians who are appropriately trained in CGM (e.g. by the manufacturer, [EDEN](#), [glooko academy](#)) may review any additional patients solely under their care which meet eligibility criteria at their next review date or

alternatively refer to specialist services if they need advice on suitability for the patient.

Once determined that the patient is eligible for prescribable CGM, offer the patient a choice of formulary devices based on their individual preferences, needs, characteristics, and the functionality of the devices available.

If multiple devices meet their needs and preferences, offer the device with the lowest cost. See [STW netFormulary](#) for our preferred choice in this situation.

The patient and healthcare professional (HCP) agree a preferred device and the most suitable option for training; face-to-face or virtual, either by HCP if competent and confident to do so or by a Manufacturer Educator. A starter kit is provided on the day by the HCP. If online training is agreed for FreeStyle Libre 2 the device will be delivered to the home of the patient.

See **Appendix 4** for FreeStyle Libre 2: Pathway for initiation and patient training.

See **Appendix 5** for Dexcom ONE: Pathway for initiation and patient training.

See **Appendix 6** for FreeStyle Libre 2: Patient Training Handout

### **Specialist CGM**

When initiating specialist CGM, the patient should agree to ensure that the CGM data is made available for the healthcare profession to review at least twice per year. This includes an expectation that the patients use the device at least 70% of the time and collect at least 70% of data.

It is expected that patients will have either participated in an appropriate structured education programme either in person or on-line or have been assessed as an individual with high self-efficacy in their diabetes self-management prior to commencement of CGM.

It is expected that patients receive education in the use of the CGM device specific to their situation from the health care professional prescribing it.

Application for specialist CGM must be made through the Blueteq system and is only accessible via Specialist Services in secondary care. Clinicians must complete the Blueteq form providing sufficient information to evidence the need for specialist CGM. This will be approved automatically if criteria are met.

### **Self-monitoring of blood glucose (SMBG)**

Adults with diabetes who are using CGM still need to self-monitor capillary blood glucose (although they can do this less often). This is because:

- they will need to use capillary blood glucose measurements to check the accuracy of their CGM device.
- they will need self-monitoring blood glucose as a back-up (for example, when their blood glucose levels are changing quickly or if the device stops working).

When initiating a patient on CGM please ensure they are using the STW preferred choice of blood glucose and ketone meter and test strips. Refer to [STW netFormulary](#).



If the patient is not currently using a formulary meter, please request/complete a switch to an appropriate formulary meter. Patients will require enough test strips to self-monitor capillary blood glucose as needed. 1x50 test strips every one-three months is recommended for the majority of patients, some patients may require more e.g. if regular calibration of devices is needed.

## 7 Continuation of CGM

Monitor and review the person's use of CGM as part of reviewing their diabetes care plan every 6 months where possible.

If there are concerns about the way a person is using the CGM device:

- ask if they are having problems using their device
- look at ways to address any problems or concerns to improve their use of the device, including further education and emotional and psychological support.

If the patient continues to achieve the agreed outcome, then continued prescribing is supported.

We would expect to see the following benefits from using a CGM device:

- an improvement in HbA1c
- an increase in time spent in range
- a reduction of BGTS used
- a reduction in hospital admissions and episodes of severe hypoglycaemia.

The suitability of device should be assessed at each review, and consideration given to stepping down to less intensive forms of glucose monitoring if clinically appropriate.

## 8 Related Documents

The following documents contain information that relates to this policy:

- Commissioning Policy: Continuing Glucose Monitoring (CGM) in children and young people aged under 18 years.

## 9 Advice and Training

Training for healthcare professionals can be organised through CGM manufacturers as well as online.

For information on CGM and driving refer to

[Assessing fitness to drive: A guide for medical professionals](#)

### 9.1 Advice

Elizabeth Walker  
Deputy Director, Medicines  
Management  
NHS Shropshire, Telford and Wrekin  
Email: elizabeth.walker@nhs.net

Fiona Smith  
Transformation and Commissioning  
Partner - Community  
NHS Shropshire, Telford and Wrekin  
Email: fionasmith@nhs.net

## 10 Compliance Monitoring

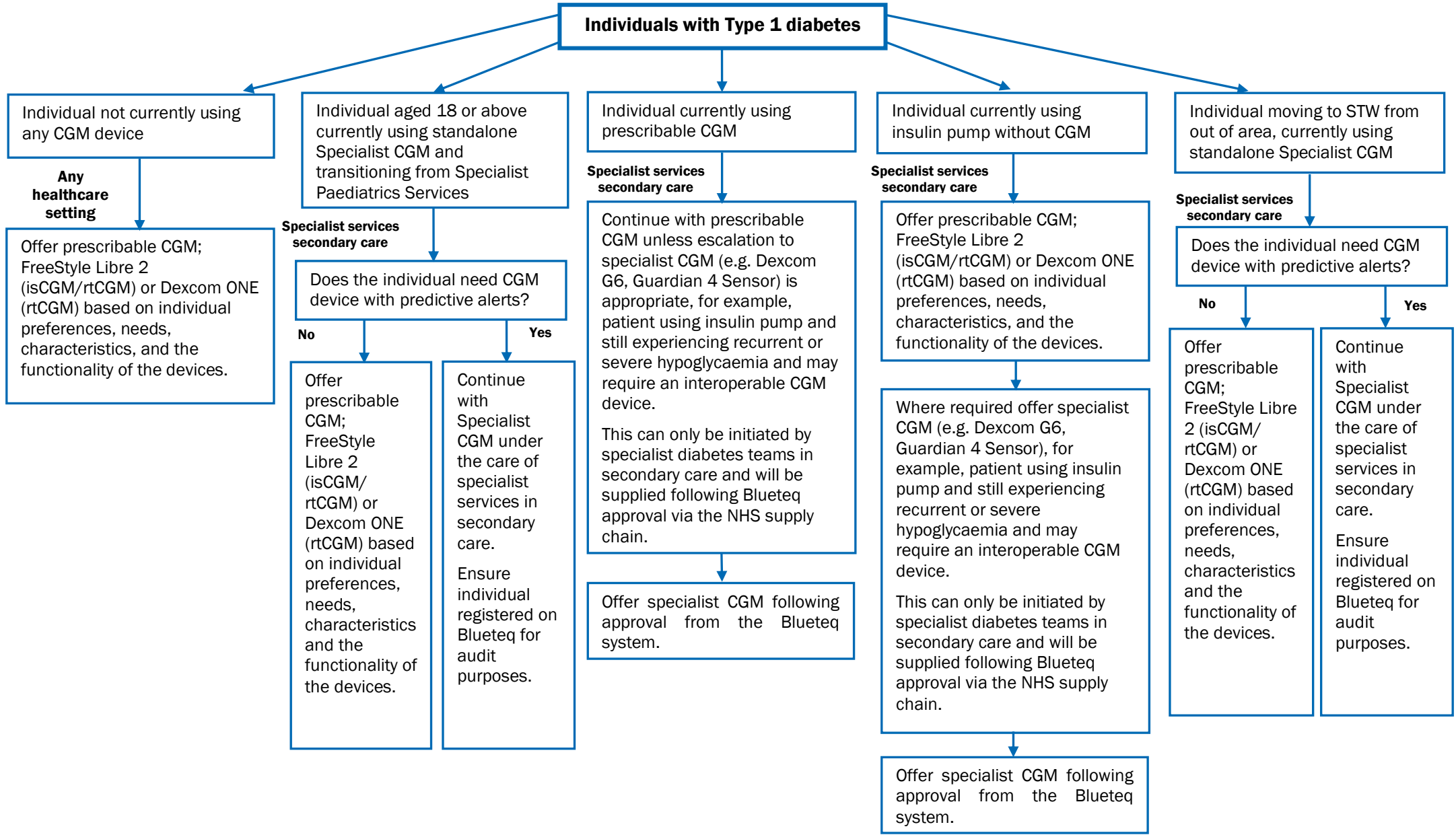
The Medicines Management Team will regularly audit Blueteq applications to ensure prescribable CGM has been used first-line where appropriate and specialist CGM is warranted.

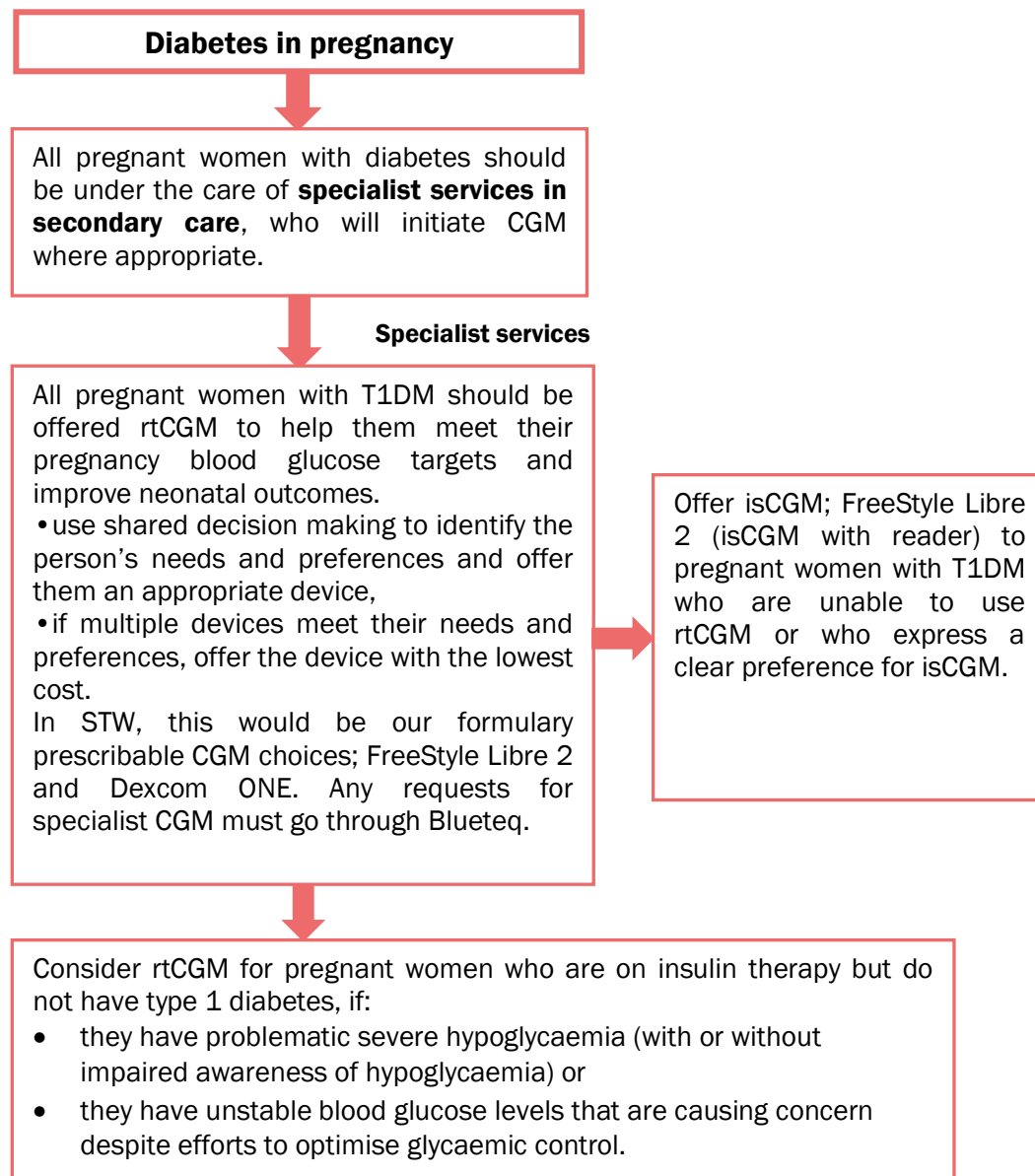
## 11 References

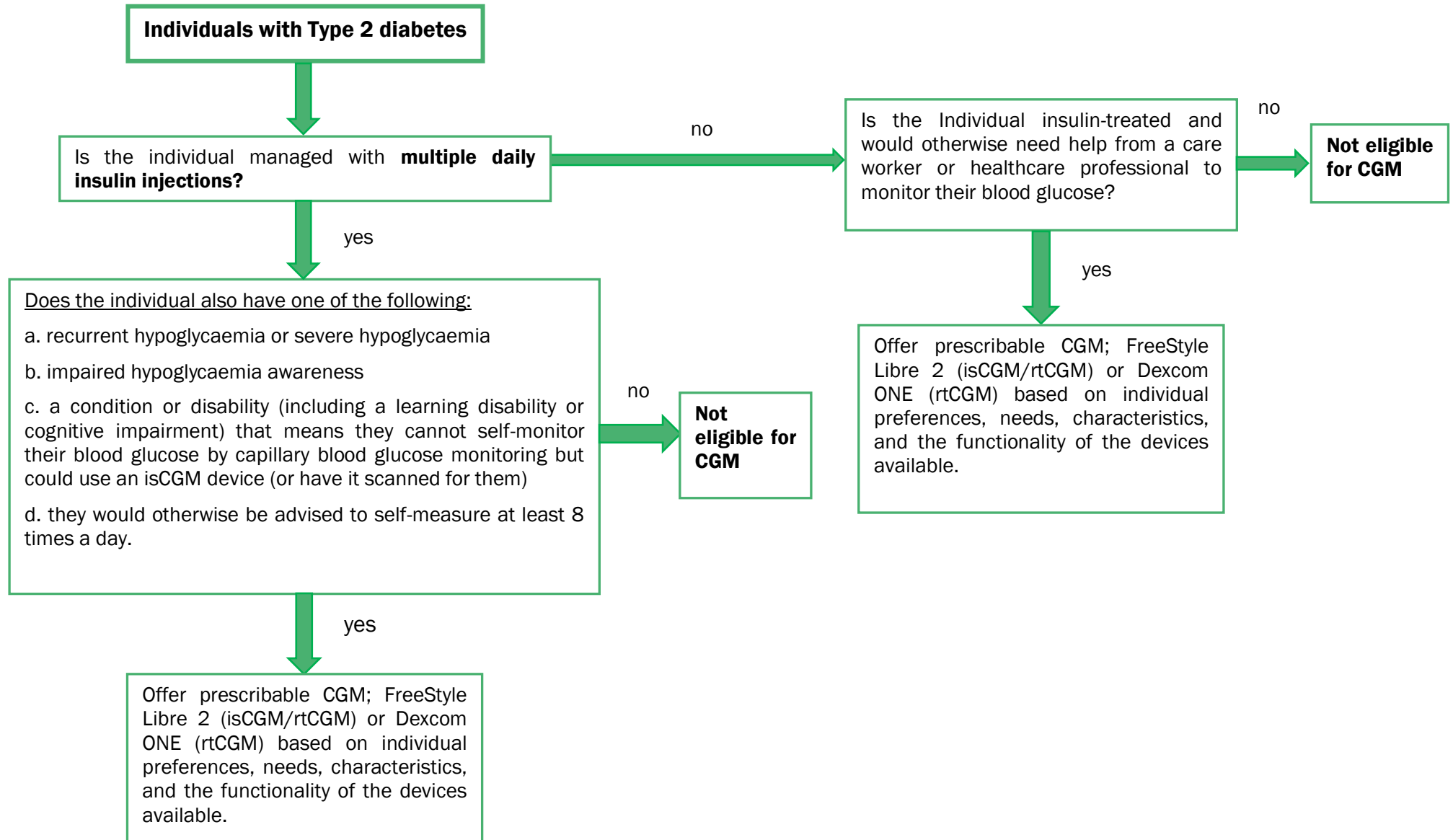
- NICE, Putting NICE guidance into practice, Resource impact report for continuous glucose monitoring recommendations, March 2022, <https://www.nice.org.uk/guidance/ng28/resources/resource-impact-report-type-1-and-type-2-diabetes-and-continuous-glucose-monitoring-pdf-11020390813>
- NICE Guidance, Type 1 diabetes in adults: diagnosis and management [NG17], August 2022, <https://www.nice.org.uk/guidance/ng17>
- NICE Guidance, Type 2 diabetes in adults: management [NG28], June 2022, <https://www.nice.org.uk/guidance/ng28>
- NICE Guidance, Diabetes in pregnancy: management from preconception to the postnatal period [NG3], Dec 2020, <https://www.nice.org.uk/guidance/ng3>

## 12 Glossary

<b>Term / Abbreviation</b>	<b>Explanation / Definition</b>
isCGM	Intermittently scanned Continuous Glucose Monitoring
rtCGM	Real-time Continuous Glucose Monitoring
Prescribable CGM	Low cost CGM available on FP10
Specialist CGM	High-cost CGM only available via the NHS supply chain







**Appendix 4 – Comparison chart for formulary prescribable CGM devices**

NHS Shropshire, Telford and Wrekin

Full Name of Device	FreeStyle Libre 2 (isCGM/rtCGM)	Dexcom ONE (rtCGM)
Name of Manufacturer of this device	Abbott Laboratories Ltd.	Dexcom
What ages and groups are this device licenced for?	Age 4 upwards, including pregnant women.	Age 2 upwards, including pregnant women.
Is this a REAL TIME device?	Yes – when using smartphone No – reader	Yes – smartphone and reader
What is the size and weight of the device?	5mm (Height) x 35mm (Diameter) and weight 5 grams.	15mm (Height) 45mmx30mm (Diameter) and weight 11.9 grams
Is the product water resistant?	Yes	Yes
Where is the device situated on the body?	Upper arm	Abdomen and back of arm (all ages) and additional placement site of top of buttocks (2-17 years)
Is the device approved for non-adjunctive use?	Yes	Yes
Is a reader available from the manufacturer? (if required)	Yes	Yes
Can the sensors for this product be prescribed on an FP10?	Yes	Yes
What is the sensor life?	14 days	10 days
What is the process for replacing sensors that end prematurely?	If a customer requires assistance with a sensor there are a number of ways they can contact us: <ul style="list-style-type: none"> <li>• Via our customer care line 0800 170 1177 – open Monday – Friday 8.00am – 8.00pm, Saturday 9.00am – 5.00pm (excluding back holidays)</li> <li>• Via e-mail <a href="mailto:ADCHelpUK@abbott.com">ADCHelpUK@abbott.com</a></li> <li>• Via a call back request (<a href="http://freestylelibre.co.uk">freestylelibre.co.uk</a>)</li> <li>• Via an online sensor support form. <a href="#">Sensor Support Form   FreeStyle Libre   Abbott</a> Abbott will ask the patient questions to identify the issue and provide support as necessary, a replacement sensor will be provided if required.</li> </ul>	Patient to contact the technical support team below who will organise free of charge replacements and also gather information around the circumstances of the failures. <ul style="list-style-type: none"> <li>• Dexcom Support: <a href="https://www.dexcom.com/en-gb/contact-us-direct">https://www.dexcom.com/en-gb/contact-us-direct</a></li> <li>• Dexcom Technical Support Helpline - 0800 031 5763</li> </ul>
Is a transmitter required for this device?	No	Yes
If a transmitter is required, what is the shelf life?	N/A	3-month shelf life
Is a Smart Phone required for this device?	Yes, however a reader is available if the patient does not have a compatible smartphone	Yes, however a reciever is available if needed

Does the device have IOS/ android compatibility	Yes. iPhone 8 and later, iOS 15.5 and higher. Android 8 and higher	Yes. iPhone 7 and later, iOS 14.4 – 16.3.1. Android 10 – 13 <a href="#">Full list of compatible phones</a>
Are calibrations possible?	Not required - factory calibrated	Not required - factory calibrated
Does this device have alarms for High and Low readings?	Yes - for High; Yes - for Low;	Yes - for High; Yes - for Low;
Does the device have predicative alarms?	Not necessary – the readings are provided every minute	Not necessary – the readings are provided every minute
Is this device compatible with any pumps?	No	No
Does the device allow data sharing with healthcare professionals (HCPs)?	Yes. LibreView for sharing with healthcare professionals	Yes. Clarity for sharing with healthcare professionals. Data can also be shared via the Glooko (formerly Diasend) and Tidepool platforms.
Can data be shared with family members or caregivers?	LibreLinkUp app can be used by up to 20 family members or caregivers when the user has LibreLink app. The family member or caregiver will see real-time glucose data and will also receive customisable alarms.	No.
Is the server GDPR Compliant?	Yes	Yes
Is the device appropriate for those who are visual impairment?	Yes. The LibreLink app has a text to speech capability.	Yes
Is the device appropriate for those with a hearing impairment?	Yes	Yes
Cost of the device only	26 sensors x £35 = £910 providing 364 days of wear $\frac{£910}{364} = \mathbf{£2.50 \text{ per day}}$	36 sensors x £23 = £828 4 transmitters x £18 = £72 Providing 360 days of wear $£828 + £72 = £900$ $\frac{£900}{360} = \mathbf{£2.50 \text{ per day}}$
Cost of sensors	£35 each (14 days)	£23 each (10 days)
Cost of reader	There is no charge for reader	There is no charge for the receiver
Cost of transmitter	N/A	£18 each (3 months)
Overall MARD	Adults: 9.2%; Paediatrics: 9.7%	9%
Have there been any safety alerts on this product or recalls in the last 12 months?	Yes. See <a href="#">MHRA Field Safety Notices</a>	No
What format is the HCP training available in?	There is a team available deliver training and support in	Dexcom has a comprehensive program to ensure

person and virtually. A Medical Education Associate is available for additional HCP support.

Abbott have brought together the resources for HCPs in Primary Care onto one website– easy for you. You can request sensors that you need in surgery to initiate patients yourself. [Easy for patients, easy for you \(freestyle.abbott\)](#)

There are extensive online training materials available

- FreeStyle Academy: Certified bite-sized learning modules (each taking 10-15 minutes to complete)

<https://progress.freestylediabetes.co.uk>

- FreeStyle Libre 2 tutorial videos:

<https://freestylediabetes.co.uk/freestyle-libre/tutorial>

- LibreView set up: short tutorials on how to complete your individual practice setup and start to connect with your patients <https://freestylediabetes.co.uk/health-care-professionals/freestyle-libre/connect-remotely-with-libreview>

- FreeStyle UK and Ireland YouTube channel: 30+ tutorial and educational videos, playlists and webinars. <https://www.youtube.com/c/FreeStyleUKIreland/videos>

Abbott have brought together the resources for HCPs in Primary Care onto one website– easy for you. You can request sensors that you need in surgery to initiate patients yourself. [Easy for patients, easy for you \(freestyle.abbott\)](#)

There are extensive online training materials available

- FreeStyle Academy: Certified bite-sized learning modules (each taking 10-15 minutes to complete)

<https://progress.freestylediabetes.co.uk>

- FreeStyle Libre 2 tutorial videos:

<https://freestylediabetes.co.uk/freestyle-libre/tutorial>

HCP's can access any training materials for them and their teams online and in-person. Part of this training informs the HCP to the different patient onboarding routes and resources.

Once a Dexcom device has been identified as the most appropriate choice Dexcom can provide HCPs with the materials and training to help establish the level of support needed.

<https://uk.provider.dexcom.com/products/dexcom-one>

HCP training is comprehensive via

- Dedicated HCP website containing training and education videos, education modules

<https://uk.provider.dexcom.com/education-and-resources/rt-cgm-education>

- Webinars

<https://uk.provider.dexcom.com/webinars>

- Train the trainer sessions provided by our field support teams [callum.hayward@dexcom.com](mailto:callum.hayward@dexcom.com)

- FAQ Documents

<https://uk.provider.dexcom.com/support/dexcom-one-pharmacy-faq>

- Training slide decks for use with patients using a receiver or app to allow HCPs to teach patients about how to get the best out of their Dexcom device <https://uk.provider.dexcom.com/education-and-resources/clinic-resources>

- Dexcom has also partnered with 3rd party education providers to provide CGM education HCP Website: <https://uk.provider.dexcom.com>

- Clarity set up: guide on how to complete your individual practice setup and start to connect with your patients

<https://uk.provider.dexcom.com/education-and-resources/clinic-resources>



	<ul style="list-style-type: none"> <li>• LibreView set up: short tutorials on how to complete your individual practice setup and start to connect with your patients <a href="https://freestylediabetes.co.uk/health-care-professionals/freestyle-libre/connect-remotely-with-libreview">https://freestylediabetes.co.uk/health-care-professionals/freestyle-libre/connect-remotely-with-libreview</a></li> <li>• FreeStyle UK and Ireland YouTube channel: 30+ tutorial and educational videos, playlists and webinars. <a href="https://www.youtube.com/c/FreeStyleUKIreland/videos">https://www.youtube.com/c/FreeStyleUKIreland/videos</a></li> </ul> <p><b>HCP Education by Medical Educator</b>  <u>Using Freestyle Libre 2 in a consultation - [The Essentials]</u>          This is a Live webinar for HCPs who are new to the Freestyle Libre 2 system, covering the essentials of using Libreview in clinical practice.</p> <p>Please use the link below to register and select a suitable training session from the drop-down menu.</p> <p><a href="#">Using Freestyle Libre 2 in a consultation - [The Essentials] - (222)   FreeStyle (livestorm.co)</a></p> <p><u>Using Freestyle Libre 2 in a consultation- [The 5-step process using case studies]</u>          This session is ideal for those who are familiar with the Freestyle Libre 2 System and would like to further their knowledge on utilising LibreView in clinic. Please use the link below to register and select a suitable training session from the drop-down menu.</p> <p><a href="#">Using Freestyle Libre 2 in a consultation- [Practitioner, The 5-step process using case studies] - (222)   FreeStyle (livestorm.co)</a></p>	
<p>What format is the patient training available in?</p>	<p>1) On-demand self-start using online modules or video.</p>	<p>Dexcom offers a simple self-guided training</p>

	<p>This provides flexibility with individuals receiving high quality education at a time convenient to them. NB. the online modules are built to support translation to chosen language.</p> <p>2) Live virtual new-starter clinic, delivered by Abbott trainer, provides flexibility and opportunity for interaction.</p> <p>3) Face-to-face start, suited to individuals who prefer in-person education, can be delivered by Abbott trainer by arrangement. <a href="mailto:Dal.singh@abbott.com">Dal.singh@abbott.com</a></p>	<p>programme.</p> <ul style="list-style-type: none"> <li>• Intuitive app-led onboarding</li> <li>• Out of box user guide</li> <li>• Digestible online learning modules</li> <li>• Helpful FAQs</li> <li>• Dedicated customer care team are on hand to support enquiries</li> </ul> <p>A handout will be available from our dedicated healthcare professional website which should be shared with the patient once the decision has been made to initiate a Dexcom real-time continuous glucose monitoring system. This handout points the user to start their journey at <a href="https://dexcom.com/learn">dexcom.com/learn</a>.</p> <p>Online onboarding via video format available through Dexcom website and YouTube.</p> <p>Group onboarding sessions.</p>
Are patient facing materials available in different languages for this product?	Yes - English, Polish, Arabic, Urdu, Bengali, Punjabi, Gujarati and Romanian	Yes - English, Lithuanian, Bulgarian, Estonian, Latvian, Spanish
Would training be available to community pharmacies for this device?	Yes	Yes
Are patient facing materials available in easy to read formats or alternative formats for patients with learning disabilities?	Yes <a href="#">Accessible Formats   FreeStyle Libre   Abbott</a>	Yes
Are patient facing materials available in Braille?	No	No
Are any patient facing materials and training adapted for those with hearing problems? for example transcripts on videos	No	Yes
Is there a helpline available for patients using this device? Is it located in the UK	Yes; located outside the UK	Yes; located in the UK
If your product has any eco credentials, please tell us about them here	<p>A key site producing the Freestyle Libre products in Witney, Oxfordshire, is one of Abbott's 36 sites that send zero waste to landfills.</p> <p>All waste - from the factory floor to the cafeteria - is recycled, reused, composted or responsibly incinerated with much of the energy recaptured for future use.</p>	<p>Dexcom is committed to minimizing the global consumption of natural resources through proactive monitoring and sustainability training for all Dexcom employees.</p> <p>We are dedicated to implementing practices that reduce the environmental impact of our operations</p>

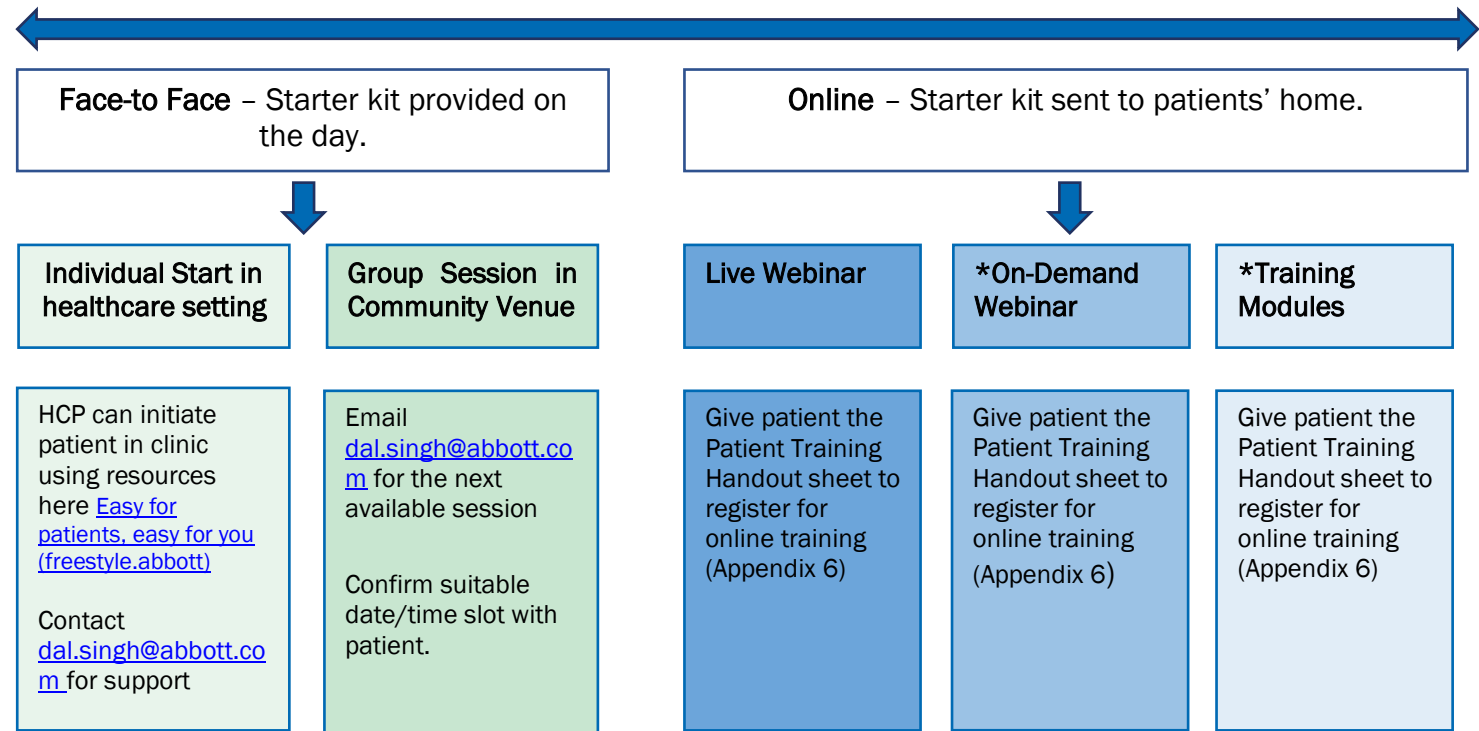
	<p>The Witney site has reduced its absolute carbon emissions by nearly 20% in the last decade, even as production has significantly increased to accommodate demand. We have launched a pilot takeback program in the U.S. to allow people to send back used sensor kits for free, keeping them out of landfills.</p>	<p>and products, manage environmental risks, and create more sustainable outcomes. In 2021, the Logistics and Distribution team conducted a new pilot program designed to reduce GHG emissions within the distribution process. The program evaluated how to stack pallets more efficiently in trucks and tested our ability to reduce our utilization of refrigerated trucking during cooler months of the year. The study demonstrated the potential for a 30%+ reduction in GHG emissions, leading to a broader implementation in 2022. We also approved a new mode of ocean shipping, which can replace air freight for half of our international shipments to EMEA. Since long-haul air freight generates 47 times as much greenhouse gas emissions as ocean freight, this program can help us reduce our emissions footprint. We look forward to building on these carbon-reduction programs in 2022 to work towards a more sustainable future.</p>
--	---	---

## Freestyle Libre 2: Pathway for initiation and patient training

Person with diabetes identified as eligible for prescribable CGM, agreement between patient and Healthcare Professional (HCP) that Freestyle Libre 2 is the preferred device.

HCP and patient agree most suitable option for training, face-to-face or virtual, either by HCP if competent and confident to do so or by an Abbott Educator.

### Patient Choice



Completion of training (communicated verbally or in writing) triggers GP practice to initiate repeat prescription of 2 x Freestyle Libre 2 sensors per 28 days (PIP code 416-3416)

Meter and glucose strip review by HCP (usually 1x50 test strips every three months) and normal routine appointment schedule

Offer a virtual follow-on education session with Abbott educator. (Appendix 6)

### Notes

- If practices, choose to use LibreView to access patient glucose data, contact [dal.singh@abbott.com](mailto:dal.singh@abbott.com) who can assist in setting up a Practice ID. Patients can then be advised that they will need to share data to LibreView.
- \*Online On Demand Video/Training Modules found in Freestyle Libre Academy: <https://progress.freestylediabetes.co.uk>. Patient will need to sign up to access the learning resources.

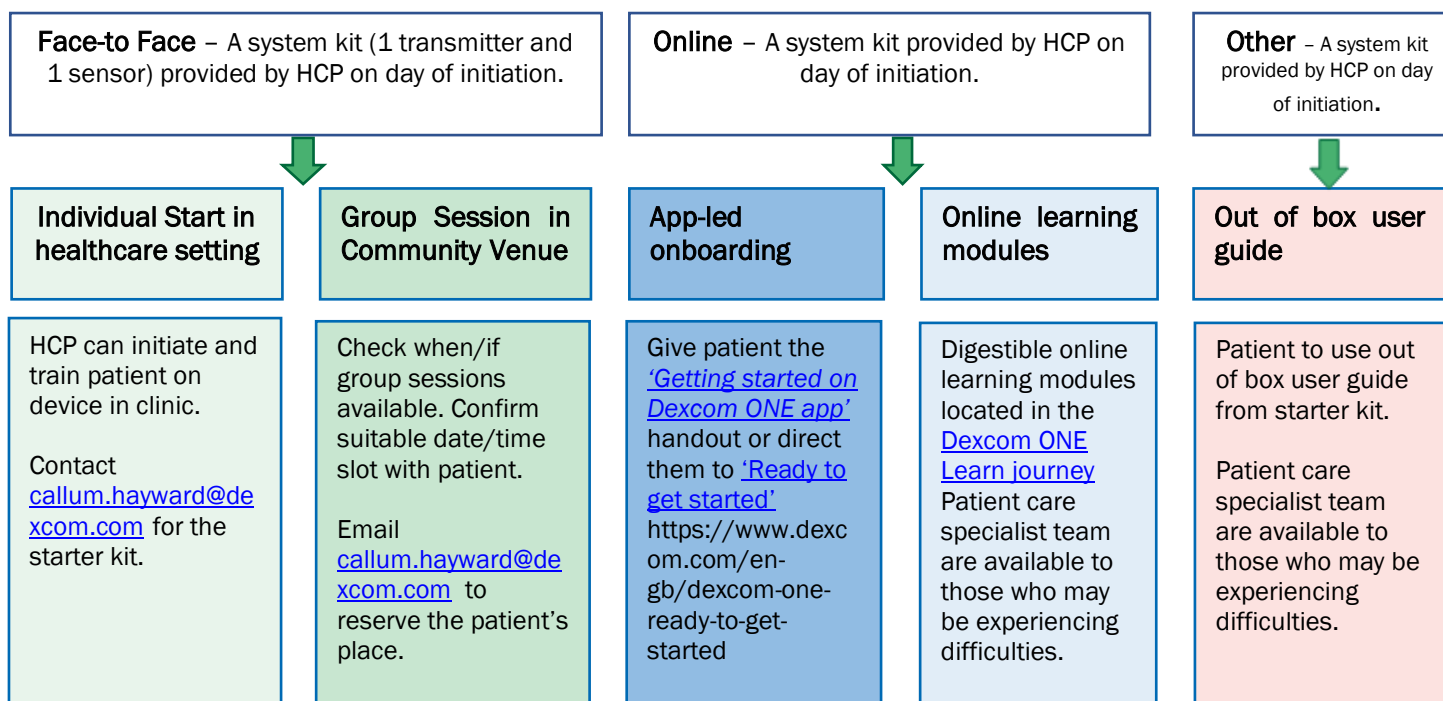
## Dexcom ONE: Pathway for initiation and patient training

Person with Diabetes identified as eligible for prescribable CGM, agreement between patient and Healthcare Professional (HCP) that Dexcom ONE is the preferred device.



HCP and patient agree most suitable option for training, face-to-face or virtual, either by HCP if competent and confident to do so or by Dexcom.

### Patient Choice



GP practice to initiate repeat prescription of 1x transmitter per 3 months (PIP code 421-4730) and 3 sensor pack (1 sensor every 10 days) (PIP code 421-4722)



Meter and glucose strip review by HCP (usually 1x50 test strips every three months) and normal routine appointment schedule

### Notes

- If practices choose to use the Clarity system to access patient glucose data, they must register on the Dexcom website <https://clarity.dexcom.eu/professional/registration> and register their practice as a clinic. Patient and staff accounts can then be added. Contact [callum.hayward@dexcom.com](mailto:callum.hayward@dexcom.com) for support.  
 Patients will be invited to share their data with the clinic.

## FreeStyle Libre 2: Patient Training Handout

### Live Webinar

You are eligible for a FreeStyle Libre 2 system to help you to self-manage your diabetes.

The FreeStyle Libre 2 system eliminates the need for painful routine finger pricks offering an easy way to check glucose. There are optional alarms to let you know when your glucose is too high or too low.

To get the best out of FreeStyle Libre 2 system we make sure that everyone is trained to use the device and you are invited to a webinar session run by Abbott.

### What do I need to do?

**Step 1** - Register for the training

Simply scan the QR code with your phone or go to <https://app.livestorm.co/abbott-uk-sales-team/freestyle-libre-2-training-west-region-please-pick-your-date-311?type=detailed> and register for the online training. Please select from the dropdown a date and time convenient to you (you only need to attend one date).

You will receive a confirmation email. Please check your junk mailbox if you have not received it within a day.

SCAN ME



**Step 2** – Open confirmation email to order your free of charge FreeStyle Libre 2 system starter kit. Please do this immediately as it can take up to 7 working days to be delivered.

*If you can't download the FreeStyle LibreLink app, tick no on the sample request form and you can order an alternative scanning device to scan with. Please set up your device before joining the training using the instructions provided.*

**Step 3** - When it's time for your training session to begin click on the link in your confirmation e mail. You can view the online training session from a PC, Laptop, tablet or smartphone. You will have the opportunity to ask questions during the session.

**Step 4** - After attending the education session (webinar), you will receive an email confirming your attendance titled 'Thank you for attending'. To receive your sensors on prescription, you MUST contact the practice to confirm you have completed the training and received this email. Once you have confirmed this, we can get your sensors added to your repeat prescription.

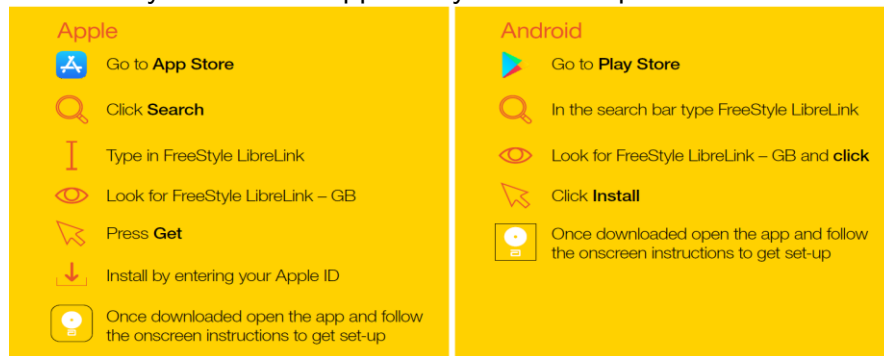
### On-Demand Video and FreeStyle Academy Modules

To get the best out of FreeStyle Libre 2 system we make sure that everyone is trained to use the device and you are invited to complete some online training at a convenient time for you.

### What do I need to do?

**Step 1.** Order your starter kit - click [freestylediabetes.co.uk/fsl2sce](https://freestylediabetes.co.uk/fsl2sce) to complete a sample request form. Please do this immediately as it can take up to 7 working days to be delivered.

Download the FreeStyle LibreLink app onto your mobile phone.



*If you can't download the FreeStyle LibreLink app, tick 'no' on the sample request form and you can order an alternative device to scan with.*

**Step 2.** Complete your training - When your sample arrives or before applying your sensor for the first time, please click on the following link [FreeStyleDiabetes.co.uk/FSL2start](https://www.freestylediabetes.co.uk/FSL2start) to watch the FreeStyle Libre 2 starter clinic training video. This takes a little over an hour and will explain how the FreeStyle Libre 2 system works, how to apply new sensors as well as other helpful information.

Alternatively, you may prefer to complete the online modules, which can be found here <https://progress.freestylediabetes.co.uk/>

**Step 3.** Please download your completion certificate and send to or present at your practice. Once we have this, we can get your sensors added to your repeat prescription.

### On-Patient Follow on Education (optional)

Please register for your Freestyle Libre 2 System follow-up session. We would advise wearing a sensor for at least 2-weeks before joining, to give you the opportunity to experience using the system. The session provides an opportunity for questions, and the trainer will share some tips on how to use your Freestyle Libre 2 data to improve your glucose levels.



Simply scan the QR code with your phone or go to <https://app.livestorm.co/abbott-uk-sales-team/freestyle-libre-2-patient-follow-up-training-west-region-please-pick-your-date-112?type=detailed>. Select a date from the dropdown that works for you.

### Useful Contact Details

**Abbott Order Enquires:** If you have any questions relating your starter kit order please call [0345 607 3247](tel:03456073247) or email on [abbott.freestylelibre@nhs.net](mailto:abbott.freestylelibre@nhs.net)

**Abbott Customer Careline Team:** [0800 170 1177](tel:08001701177)

**Abbott Technical Support Team:** [0800 612 3006](tel:08006123006) (FreeStyle LibreLink app, FreeStyle LibreLink Up app and with LibreView).