Training on Continuous Glucose Monitoring for HCPs and PWDs in Primary Care

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At the time of review the products that are currently supported by the specialist team within Notts ICB have been incorporated into this document. Other products are currently non-formulary within Notts ICB and are reviewed periodically.

NHS Nottingham and Nottinghamshire
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Definitions

HCPs	Healthcare Professionals
rtCGM	Real time continuous glucose monitoring
PCNs	Primary Care Networks
PWD	Person living with diabetes

Training on rtCGM for HCPs in Primary Care

Healthcare professionals working in primary care can increase their knowledge of and confidence in continuous glucose monitoring (CGM) through an education package titled **'Implementing Glucose Sensing in Primary Care'** developed by EDEN (Effective Diabetes Education Now). This package was created in collaboration with Diabetes Technology Network-UK (DTN-UK) and Primary Care Diabetes Society (PCDS) in response to the latest NICE NG17, NG18 and NG28 recommending wider access on the NHS to CGM for people living with diabetes.

The resources will help primary healthcare professionals increase their knowledge and confidence around CGM and consists of **five key education elements:**

1. Initial conversation piece and detailed core knowledge – video resources
2. Case studies for type 1 and type 2 diabetes – video and slide resources
3. Product training package, Abbott and Dexcom – e-learning
4. Implementation guide – web based
5. DTN-UK – additional learning

For more information and to undertake the training visit:

https://www.glucose-sensing.com

Pathway for starting PWD on the FreeStyle Libre System

- Confirm whether the PWD prefers **Online** or **In-Person** training.
- If the PWD does not have a compatible smartphone (check here) for the LibreLink app, they will require a reader device which can be provided in the free-of-charge starter-kit, alongside a 1 x 15-day sensor and new starter booklet.

Online

Live webinar (60 mins)

- Live interactive webinar offered daily
- PWD can order a free-of-charge starter kit to their home
- Once registered they will receive an email to order a free-of charge starter kit to their home, and can view a get started now video if required.
- Provide PDF below or send SMS link to PWD (printed copies are available by contacting Abbott)

FreeStyle Libre 2
system starter clinic tr

In-Person

Individual start (HCP led):

- Order free-of-charge starter-kits to your practice here.
- If you require more than 10 sensors/5 readers per month, please contact Abbott.
- Utilise online resources available here

Group start (Abbott led):

- Contact Abbott to arrange a group start within your practice. All starter kits and materials will be provided on the day.

Prescribe 2 x FreeStyle Libre 2 plus sensors per month (1 sensor = 15 days)
PIP Code: 428-0194

A free LibreView.com account can be created by the practice to support remote monitoring; this can also be integrated with your SystmOne/EMIS. Please contact your local representative for further support.

Howard Morley: Territory Manager Nottingham City, South Nottinghamshire and Lincolnshire howard.morley@abbott.com 07879435006

Sarah Rainbow: Territory Manager Mid Nottinghamshire, Bassetlaw and Derbyshire sarah.rainbow@abbott.com 07826533212

Setting Up LibreView in GP Practices and PCNs

Abbott can support the set-up of LibreView.com (free-of-charge) for practices and PCNs so that the PWD and their healthcare professionals can view the same glucose reports. LibreView can also be integrated with your SystmOne/EMIS.

Contact your local Abbott representative and see embedded PDF for more information.

LibreView EMR Integration.pdf

Contact details for the Abbott Team providing HCP education and support for Primary Care:

- Howard Morley: Territory Manager Nottingham City, South Nottinghamshire and Lincolnshire howard.morley@abbott.com 07879435006
- Sarah Rainbow: Territory Manager Mid Nottinghamshire, Bassetlaw and Derbyshire sarah.rainbow@abbott.com 07826533212
- Mike Skarlatos: Medical Educator michael.skarlatos@abbott.com 07879985491

Useful links for Primary Care: FreeStyle Libre System

Order starter kits	10 sensors and 5 readers can be requested each month using this link. Additional quantities are available by contacting howard.morley@abbott.com
Primary Care Hub	Designed to support primary care HCPs
Primary Care Guide	PDF Overview of the FreeStyle Libre system for primary care HCPs
Resource Library	Comprehensive resource library for HCP and PWD use

Customer Careline (sensor replacements and other queries):

Abbott Customer Careline	0800 170 1177 **adchelpuk@abbott.com** Sensor replacements can also be requested using the online form here	You can call us **Monday to Friday** between 08:00 and 20:00, **Saturday, Sunday, & Bank Holidays** 09:00 to 17:00.

HCP Training Options: FreeStyle Libre System

Beginners: Contact your local Abbott representative for basics on how to use the Freestyle Libre system, obtain literature and starter packs and setup LibreView. Your Abbott representative can also support you with connecting LibreView to SystmOne/Emis.

Howard Morley: Territory Manager Nottingham City, South Nottinghamshire and Lincolnshire howard.morley@abbott.com 07879435006

Sarah Rainbow: Territory Manager Mid Nottinghamshire, Bassetlaw and Derbyshire sarah.rainbow@abbott.com 07826533212

Experienced users: Live webinars delivered by **Abbott Medical Educators.**	
Introduction to CGM and Glucose Targets (60 mins)	Introduces the concept of Time in Range (TIR) and supports you to have more effective patient consultations by using CGM data
How to have an effective consultation using LibreView (60 mins)	Focuses on 4 simple steps for using the AGP and LibreView reports for structured and effective patient consultations
LibreView Case Studies (60 mins)	Case studies and practical use of LibreView, AGP, and other LibreView reports to support your patient consultation

If you would like one to one support from our Medical Educator please follow this link to make a virtual appointment or contact Mike Skarlatos directly if you would like broader support for your practice or PCN in person.

Mike Skarlatos: Medical Educator michael.skarlatos@abbott.com 07879985491 Diabetes Clinical Educator session

District Nursing/Care homes Training: FreeStyle Libre System

Live webinar delivered by **Abbott Trainers:**

Maximising the use of the FreeStyle Libre 2 system in the Community (Part 1) (45 mins)	For district nurses, care home workers and the wider community team who manage the care of people with diabetes in care homes and assisted living facilities.
Maximising the use of the FreeStyle Libre 2 system in the Community (Part 2) (60 mins)	Tailored for district nurses, care home staff, and community teams who manage diabetes care in care homes and assisted living facilities.

Contact your local representative if you would like to discuss further training options.

Howard Morley: Territory Manager Nottingham City, South Nottinghamshire and Lincolnshire howard.morley@abbott.com 07879435006

Sarah Rainbow: Territory Manager Mid Nottinghamshire, Bassetlaw and Derbyshire sarah.rainbow@abbott.com 07826533212

PWD Training Options: FreeStyle Libre System

Live webinars delivered by **Abbott Trainers**, delivered several times daily/weekly:

FreeStyle Libre 2 system product training (60 mins) FreeStyle Libre 2 system starter clinic tr	Book a live training event delivered by us with the opportunity to ask questions – simply select the date and time that suits you best. Once registered, check your email to order a free starter-kit to your home address and access an on-demand video if you would like to get started right away. Provide embedded PDF to your patient or contact your Abbott representative for printed copies. Alternatively, you can text the link via your sms messaging system.

If the PWD requires F2F training contact your Abbott representative for starter kits and literature to support you in clinic. For groups of 5 or more your Abbott representative will be able to deliver this training in your practice.

Howard Morley: Territory Manager Nottingham City, South Nottinghamshire and Lincolnshire howard.morley@abbott.com 07879435006

Sarah Rainbow: Territory Manager Mid Nottinghamshire, Bassetlaw and Derbyshire sarah.rainbow@abbott.com 07826533212

Other resources:

Libre Primary Care Hub	Getting patients started.
Accessible format materials	Easy-Read, Foreign language and Audio guides.

Dexcom One+ Pathway for Initiation and Patient Training

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.
Check phone compatibility here or obtain a free receiver via Rebecca.dooley@dexcom.com

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.

Person Choice

Face-to Face – 1 sensor provided by HCP on day of initiation.		Online –1 sensor provided by HCP on day of initiation.		Other – Sensor provided by HCP on day of initiation.
Individual Start in healthcare setting.	Group Session in Community Venue	App-led onboarding	Online learning	Online session
HCP can initiate and educate person on Dexcom ONE+ in clinic. For initial sensor contact: Rebecca.dooley@dexcom.com	Check when/if group sessions available. Confirm suitable date/time slot with patient. To reserve/ book a group with Dexcom support email: Rebecca.dooley@dexcom.com	Advise patient to follow the in-app guide or Direct them to Getting started with Dexcom ONE+	Digestible online learning modules located in the Dexcom ONE+ Learn Journey Patient care specialist team are available to those who may be experiencing	Book onto an online Nurse-led session

GP practice to initiate repeat prescription of 3 sensors per month (1 sensor every 10 days) (PIP code 426-8058)

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 Rebecca.dooley@dexcom.com for support.

Dexcom One+ Education

Dexcom provides a comprehensive suite of education and support resources for Primary Care healthcare professionals to support safe initiation, ongoing use, and interpretation of real-time CGM data using the Dexcom ONE+ CGM system.

These resources include structured e-learning, practical clinic tools, webinars, and podcasts, all designed to support confident implementation of CGM within primary care settings.

Useful Links for Primary Care – Dexcom One+

Resource	Description
Dexcom Education Hub	Central education platform offering structured learning modules for HCPs using Dexcom CGM systems. Covers CGM fundamentals, Dexcom ONE+ set-up, data interpretation, and patient support. 🔗 **Dexcom Education Hub**
Learn the Basics | Dexcom	Introductory education covering what CGM is, how it works, and key benefits for people living with diabetes. Suitable for HCP refreshers and patient signposting. 🔗 **Dexcom Learn Journey**
Dexcom ONE+ CGM System	Product overview of Dexcom ONE+, including system components, clinical features, and NHS use. 🔗 **Dexcom One+ CGM system**

Dexcom CGM Compatibility with Smartphone Devices	Up-to-date list of compatible smartphones for Dexcom ONE+ to support safe prescribing and patient onboarding. 🔗 **Phone compatibility**
Clinic Resources | Dexcom	Downloadable clinic tools including quick-start guides, patient handouts, posters, and consultation aids for Dexcom ONE and ONE+. 🔗 **Clinic Resources**
HCP Webinars | Dexcom	Live and on-demand educational webinars for healthcare professionals, covering CGM initiation, data interpretation, and clinical use cases. 🔗 **HCP Webinars | Dexcom**
Healthcare Professionals – Podcasts | Dexcom	Short, practical podcasts designed for HCPs, focusing on diabetes technology, CGM insights, and real-world clinical practice. 🔗 **Healthcare Professionals - Podcasts | Dexcom**

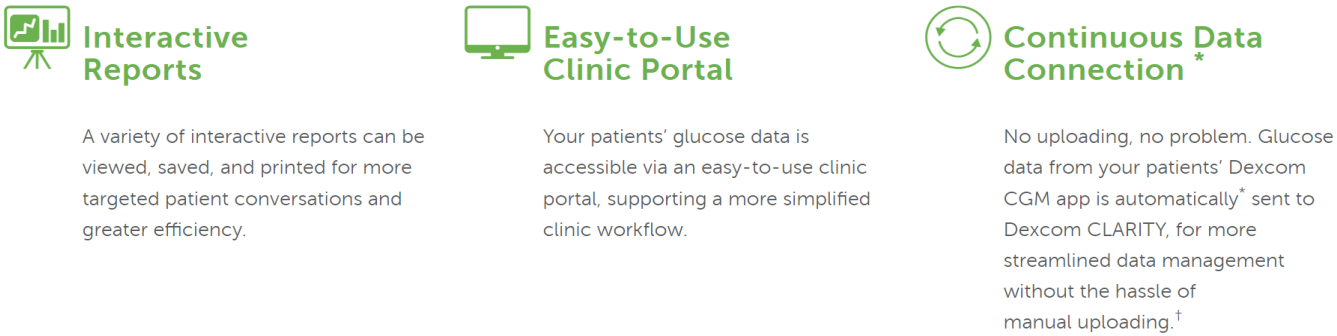
Dexcom Clarity

Setting up Dexcom Clarity in Practices and PCNs

Dexcom can support the set-up Clarity for practices and PCNs so that the PWD, their Primary Care HCPs and consultant/DSNs in the integrated system can view the same glucose reports.

Dexcom Clarity allows healthcare professionals and patients to access clinically relevant glucose patterns, trends, and statistics via a range of interactive reports. Use of Dexcom CLARITY can facilitate better conversations about a patient's glucose insights during virtual or in-person visits.

Clinicians can set their Clarity account up here Professional Registration for your clinic



For more information on Dexcom Clarity please visit Dexcom Clarity

Contact **Rebecca.dooley@dexcom.com** if you would like to arrange in-person education, or clarity set up for you or your practice team.

Dexcom Contact Details

For all stock deliveries, please use the contact below.

For all Primary Care & Community Teams:

Rebecca Dooley
Territory Manager – Dexcom
📧 rebecca.dooley@dexcom.com
📞 07818 295832

Tech Support and Customer Care

Dexcom Customer Care

- Customer Care: 0800 031 5761
- Technical Support: 0800 031 5763
  🔗 https://www.dexcom.com/en-gb/contact-us-direct

Patient Care Team – Nurse led support team for Dexcom related troubleshooting.

- Patientcareuk@dexcom.com

Continuous Glucose Monitoring Module via Cambridge Diabetes Education Programme (CDEP)

CDEP is an online e-learning platform consisting of bite-sized diabetes training for healthcare staff. Each CDEP topic generates a CPD certificate and reflection document for revalidation and appraisal purposes as well as CDEP rewards.

Notts ICB has acquired licences to CDEP to ensure **FREE** access for local HCPs. Please see instructions below on how to register:

SNOMED Coding

Code	Term
1464621000000103	Intermittently scanned continuous glucose monitoring stopped (situation) / Flash glucose monitoring stopped
1464531000000102	Intermittently scanned continuous glucose monitoring declined (situation) / Flash glucose monitoring declined
1464571000000100	Referral for intermittently scanned continuous glucose monitoring (procedure) / Referral for flash glucose monitoring
1464651000000108	Discussion about intermittently scanned continuous glucose monitoring (procedure) / Discussion about flash glucose monitoring
1464551000000109	Provision of intermittently scanned minimally invasive interstitial fluid continuous glucose monitoring system (procedure) / Provision of flash glucose monitoring system
1464641000000105	Real-time continuous glucose monitoring stopped (situation) / Continuous glucose monitoring stopped
1464541000000106	Real-time continuous glucose monitoring declined (situation) / Continuous glucose monitoring declined
1464581000000103	Referral for real-time continuous glucose monitoring (procedure) / Referral for continuous glucose monitoring
1464661000000106	Discussion about real-time continuous glucose monitoring (procedure) / Discussion about continuous glucose monitoring
1464561000000107	Provision of real-time minimally invasive interstitial fluid glucose monitoring system (procedure) / Provision of continuous glucose monitoring system