NHS
Suffolk and
North East Essex
Integrated Care Board

# Continuous Glucose Monitoring Community Pharmacy FAQs

## What is Continuous Glucose Monitoring (CGM)?

CGM is used to monitor a person's glucose profile over a 24 hour period. It is designed to reduce the need to perform finger stick blood glucose readings, whilst providing a more complete picture of a patient's glucose profile, allowing for greater glucose control and better treatment decisions.
Unlike traditional finger-prick devices (that measure the glucose level in the blood), CGMs measure the glucose level in the interstitial fluid, via a sensor that sits just under the skin. The sensor automatically measures glucose levels throughout the day. Which then transmits the glucose data to a receiving device (most commonly the patient's smartphone). This information is available locally on the receiving device and can be uploaded to a web based system for storage and analysis. The patient is able to share this data with their health care professionals by linking their accounts to the practice.
The sensors feature optional alarms to alert for high or low glucose levels which can be through sound or vibration.

## Who can have CGM?

Any patient living with Type 1 diabetes should be offered CGM.

Those living with Type 2 diabetes can be offered CGM if they meet the following criteria*:

- They are injecting insulin at least twice a day **AND**
- They are hypo unaware or are experiencing recurrent hypoglycaemia **OR**
- They have severe hypoglycaemia that has required the intervention of a third party (e.g. partner or paramedic call out) **OR**
- They have a high frequency of capillary blood glucose testing (>8 times a day) to either detect/avoid hypos, or due to their current treatment regime **OR**
- They are running their blood glucose artificially high to avoid hypoglycaemia

*This must be evidenced by capillary blood glucose meter download over the last 3 months

CGM can also be used in the following circumstances:

- Patients with recorded learning disabilities on the GP learning disability register with any blood glucose lowering therapy or insulin who cannot or will not self-monitor by capillary blood glucose monitoring
- Any patient with any type of diabetes who is undergoing dialysis
- Any patient with diabetes and documented occupational or psychosocial circumstances where there is agreement that the use of is-CGM is justified

Patient agrees to wear the device 70% of the time and allows sharing of data

## What does this mean for community pharmacies?

- Primary care will provide the ongoing prescriptions for 3 devices FreeStyle Libre 2 Plus and Dexcom ONE Plus which are upgrades to current devices. FreeStyle Libre 3 is being transferred to primary care prescribing.
- Increase on prescriptions
- **FreeStyle Libre 2 Plus and FreeStyle Libre 3 devices may be part of HCL systems and supply must not be interrupted**. Please ensure pharmacy ordering allows sensors to always be in stock.

## I have been dispensing FreeStyle Libre 2 and Dexom ONE sensors, and have some patients on the spine with batch prescriptions still in date, will I be able to honour this?

- Yes, you should be able to honour current scripts. This will be a staggered transfer to the Libre 2 Plus and Dexcom One Plus
- You may find, scripts linked to patients with a diagnosis of type 1 diabetes starting HCL their change to FreeStyle Libre 2 Plus would be instant so in these circumstances, remainder prescriptions will be returned from the spine for cancellation.

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**How many sensors should I expect to supply each month per patient?**

- **Libre 2** – 2 sensors per month (each sensor lasts 14 days). PIP CODE: 416-341 **(being phased out)**
- **Libre 2 plus** – 2 sensors per month (Each sensor lasts 15 days) PIP CODE428-0194
- **Libre 3** – 2 sensors per month (Each sensor lasts 14 days) PIP CODE 426-6391
- **Dexcom One** – 1x (3pack) sensors per month (Each sensor lasts 10 days) PIP code: 421-4722 **(being phased out)**
- **Dexcom One Plus** – 3 sensors per month (Each sensor lasts 10 days) PIP Code 426-8058

**Patients expecting alcohol wipes can self-purchase these from your pharmacy or other retailers**.

**How many transmitters will I be required to supply each month?**

- Libre 2 devices do not require a transmitter.
- Dexcom ONE requires a transmitter. Any patient using this sensor will require 1x Dexcom One Transmitter every 90 days (PIP code: 421-4730)
- Dexcom ONE Plus does not require a transmitter.

**Does the patient require a reader to scan the sensors?**

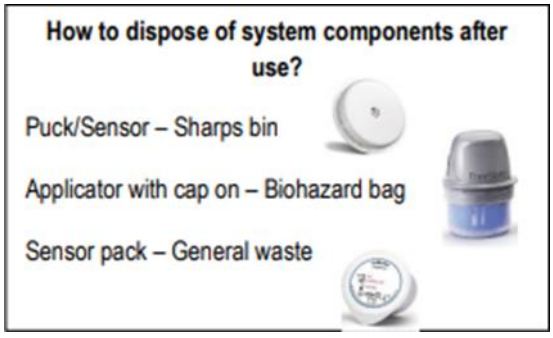
- **Libre 2 Plus –**
  - Yes if the patient currently use this to update the glucose readings. A new reader is not required.
  - No for patients using their smartphone, all glucose readings will move automatically to the patient's LibreLink app minute-by-minute without the need to scan.
  - No for patients using FreeStyle Libre 2 Plus in hybrid closed loop, the sensor data is fed directly into the pump handset/app.
- **Dexcom ONE Plus –**
  - Patients using the Dexcom ONE reader will require a new reader when changing over to the Dexcom ONE Plus. This receiver can be obtained by the patient from Dexcom directly. Dexcom can also supply reader to pharmacies to be able to swap over.
  - No for patients using their smart phones.

**How do patients dispose the Sensor components after use?**

- Used or unused Sensor packaging can go in general waste.
- Once the Sensor has been placed on the arm, the used applicator (which contains a needle) and the lid can be screwed back together and can be placed in a yellow biohazard bag or sharps box.
- The used Sensors are not sharps. The used sensor should be removed and wiped down with disinfectant, and then disposed of as electrical waste (the same as a battery).

**Disposal**

- Once used, the sensor needs to be disposed of appropriately in a sharps bin. The applicator and pack should go in a biohazard pack (supplied by the local authority) and the sensor pack can go in general waste.

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**Where do I report sensor malfunction or falls off?**

- Advise the patient to contact the manufacturer's customer service department directly (See contact details below). Pharmacies, specialist centres or GP practices should not be reporting faulty sensors on the patient's behalf.
- The patient should keep the displaced/faulty sensor and follow the instructions of the customer service representative.
- If patients suffer from skin reaction to adhesive, advise patients not to use creams, patches or sprays under the sensor to reduce skin reactions, which may affect device performance (MHRA 2019).
- If patient is unable to check glucose levels using CGM, they should continue to check blood glucose levels using finger prick glucose testing, and be referred back to the initiating team or GP.

## Manufacturer contact details

Abbott Patient contact details
Telephone - 0800 170 1177
Mon-Fri 8:00am-8:00pm
Sat 9:00am-5.00pm
Customer Care Email
adchelpuk@abbott.com

Dexcom Technical Support Team
Telephone - 0800 0315763

**Where can I get further information?**

For FreeStyle Libre information, you can go to the following websites:

- https://pro.freestyle.abbott/uk-en/home/primary-care.html
- https://progress.freestylediabetes.co.uk
- DTN-UK Education: Flash Glucose Monitoring | ABCD (Diabetes Care) Ltd

You can also contact the Abbott primary care rep directly:

- Toby Davidson – toby.davidson@abbott.com

Toby will be able to arrange any specific training that you may require.

For Dexcom One Plus information, you can go to the following websites:

- https://www.dexcom.com/en-GB/learn
- https://uk-educationhub.dexcom.com

You can also contact the local rep directly:
Jill Gee jill.gee@dexcom.com
Jill will be able to arrange any specific training that you may require.

SNEE has a diabetes technology lead, who can be contacted at: neale.wyard@esneft.nhs.uk
Neale will be happy to help with any questions you may have.

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