

# Diabetes Generic Care Plan: Guidance for MCR

CARE ISSUE	DESIRED OUTCOME	ACTION	ACTION BY	RESPONSE
Blood glucose monitoring.  (Refer to NHS GG&C guidelines for blood glucose monitoring).	Patient understands when there is a need for monitoring and how to do it.	Explain when there is a need for blood glucose monitoring and demonstrate process if required.	Pharmacist	Patient's blood glucose monitoring technique improved.  Patient follows NHS GG&C guidelines for monitoring blood glucose.
	Patient is aware of their blood glucose target level and is able to interpret test results.	Confirm that the patient knows their target level.  Explain meaning of results and potential actions if required (if high or low).	Pharmacist	Patient monitors blood glucose appropriately, reacts when necessary and understands importance of testing.  Patient understands importance of HbA1c and knows their target level
	The patient understands the significance of their HbA1c.	Explain the significance of HbA1c		
Side effects and Hypo/Hyperglycaemia.  Signs of DKA  Ketone monitoring in type 1 diabetics  (refer to NHS GG & C guidelines for ketone testing in Type 1 diabetes and Management of DKA)	Patient able to manage side effects appropriately.  Free from side effects of medication or uncontrolled diabetes.	Explain warning signs and symptoms and actions to take.	Patient Pharmacist	Patient able to recognise signs and knows what action to take - not just recognising signs but knowing how to deal with situation before hypo/hyperglycaemia progresses too far.  Patient knows when to test for ketones (if applicable) and how to act on results
Sick Day Guidance	Patient knows what to do if they are ill	Explain how to manage diabetes when ill and when to seek medical attention	Patient Pharmacist	Patient able to recognise how illness can affect their blood glucose levels and knows what action to take.
Annual checks - Feet - Eyes - Medical check	Patient has annual feet and eye checks by specialist service and medical check at GP practice.	Explain need for annual checks to avoid progression of potential complications.	Patient Pharmacist	Patient receives annual checks and knows what action to take if problems encountered between annual checks.

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Compliance (Looking at repeats, patients condition, confusion about meds, exacerbating, high use of test strips, patient admits doesn't take, lack of understanding, side effects, etc).	Patient takes/uses medication as instructed.	Discussion with patient to identify issues in following treatment plan.	Pharmacist	Patient has a better understanding of how and why to take/use medications for diabetes, and patient able to explain what the different medicines do.
	Patient understands why they need to take medication	Advise on how different therapies work, benefits of taking them and the need for compliance	Pharmacist	Patient understands the benefits of medication and risks of not taking it regularly
	Compliance with medication improved	When to take, how to take, what to do if missed doses, etc		
Uncontrolled Diabetes.  (Patient reports non-compliance, increased thirst, increased frequency of urine (possibly noticed more at night time), increased frequency of hypos/hypers).	Patient controlled, minimise experiencing daytime or night time symptoms.	Review of condition, understanding of signs, symptoms etc.  Assess compliance, etc then recommend appointment at the surgery for review with GP, diabetes Specialist Nurse (DSN) or practice nurse.	Pharmacist Patient Practice nurse/DSN	Patient has a better understanding of their condition, meds, and trigger factors so complies and uses medication correctly to become symptom free. OR Patient makes appointment at surgery for a review to have their condition and medication reviewed and altered accordingly.
Use of insulin or GLP1 devices.	Patient able to load and use injection devices correctly	Demonstrate correct use of devices OR Review with practice nurse or DSN if unable to perform task.	Pharmacist Patient Practice nurse/DSN	Patient able to administer injectable medication properly and safely.
		Patient understands importance of being dispensed the correct meds and devices every time.		

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Advice on safe storage of insulin and sharp disposal.  (more information available on Diabetes UK website)	Patient aware of correct process for storage of insulin and sharp disposal.	Advise on cold storage requirements for insulin and safe disposal of sharps.	Pharmacist Patient	Patient able to store insulin safely and correctly.  Patient able to dispose of sharps appropriately.
Non attendance at diabetes review – not invited or declined.  (If patient on insulin always at hospital as well)	Patient has annual review at surgery or diabetic clinic at hospital.	Reinforce need for review as medication may need altered if condition changes.	Pharmacist Patient Practice nurse	Patient agrees to a review at GP practice or hospital  Patient contacts practice or hospital for a review.
Patient smokes.	Smoking stopped.	Reinforce effect and risk of further complications and health risks.	Pharmacist Patient	Patient agrees to quit attempt or reduce, and understands why so more motivated to succeed.
		Offer Quit Your Way or NHS referral.		
		Brief interventions to motivate patient to stop or reduce smoking.	Pharmacist Patient	
Patient inactive and/or overweight.	Patient increases activity and makes dietary changes to reduce weight.	Education on exercise and healthier lifestyle.	Pharmacist	Patient understands the effect of activity and/or weight with diabetes condition.  Patient encouraged increasing exercise and/or reducing weight. Consider referral to GWMS if appropriate
		Education on impact on diabetes control and medication due to weight changes.		
		Recommend increase in activity.		
		Dietary advice (Including reduced alcohol consumption).		

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No flu immunisation. (On inhaled steroids, meet age or other criteria).	Patient gets annual flu immunisation.	Promote advice.	Pharmacist Patient	Patient agrees to contact surgery or pharmacy to get the annual flu vaccination.
Rotation of injection sites.	Patient rotates injection sites appropriately.	Explain need for rotation and refer concerns to DSN.	Pharmacist Patient	Patient able to rotate sites correctly.
<b>Newly diagnosed patients:</b> initial diabetes education package.	All newly diagnosed patients receive educational pack.	Ask patient if they have received pack and signpost if necessary.	Pharmacist Patient	All newly diagnosed patients receive correct educational pack.
Regular check of Glucagon® and expiry date.	Patient checks that their emergency supply of Glucagon® is available and in date.	Educate patient on use and need for Glucagon®	Patient	Patients have available, in date stock for use in emergencies.
Pregnancy	Any pregnancy is planned	All women of child bearing age are offered contraceptive advice and know to plan any pregnancy to optimise outcomes. Refer patients planning a pregnancy to diabetes pre-pregnancy services.	Patient Pharmacist	Patient understands the importance of good blood glucose control in pregnancy. Patient understands that medication may need to be changed to ones that are safe to take in pregnancy.
Driving/DVLA guidance.	Patient aware of blood glucose testing guidelines for driving.	Refer patients who drive to DVLA website.	Patient	Patient aware of DVLA guidelines for diabetics and able to drive safely.
Travel advice.	Patient aware of safe storage and access to medication during travel.	Advise patient on access to medication during travel period and storage in luggage.	Patient	Patient able to store medication, including insulin safely and appropriately and access when necessary.