

FreeStyle Libre® Implementation Strategy - Training

Rationale

London regional guidance on implementing prescribing of FreeStyle Libre® has now been released to CCGs and Trusts across London. Although some patients and healthcare professionals may be familiar with the device, it is essential that the introduction of NHS prescribing is accompanied by robust and widely accessible training support.

Audience

Healthcare professionals - specialist

Training materials will be provided to healthcare professionals to support initiation and prescribing of FreeStyle Libre® as part of overall patient management.

Healthcare professionals – non-specialist

Training materials will be provided to healthcare professionals to support continuation of prescribing of FreeStyle Libre® and understanding the device as part of overall diabetes management (e.g. for discussion in annual reviews).

Patients

Any patient who falls under the eligibility criteria in the London regional guidance will qualify for training on the device. FreeStyle Libre® will be initiated in specialist clinics and patients must attend a training session at their clinic on how to use the device and interpret the data from it, before being issued a device. They are also expected to attend a follow-up session (usage review) to discuss how they are finding the device and any issues that may have arisen.

Training content

Competencies for healthcare professionals and patients have been agreed by clinicians and patients from the NHS England London Diabetes Clinical Network. Training materials agreed with Abbott will reflect competencies healthcare professionals and patients should have when using FreeStyle Libre®. For further information on competencies, see appendix 3.

NHS England London Diabetes Clinical Networks and NHS London Procurement Partnership have liaised with Abbott (manufacturers of the device) and they have been asked to provide the initial training sessions for specialist healthcare professionals free of charge. The content of those sessions (as well as any other training materials provided) have been reviewed and agreed by members of the clinical networks and deemed to be adequate for clinicians to initiate the device in line with the regional implementation guidance. Training provided will also support the provision of user training and continued management of patients on this device.

Basic training will cover:

Understanding how the device works

Understanding how to interpret the data from the device

How to use the results to make changes

FAQ's

Who to contact if the clinician/patient has further questions/problems

Content will be tailored to specialist and non-specialist healthcare professional needs.

Primary care practitioner training will be provided by presentation at local council of member or equivalent meetings (it is strongly suggested that this is led by local specialists but additional support can be provided on request) and the provision of short videos covering key topics so transfer of prescribing can be safely carried out. Healthcare professionals in intermediate and secondary care will have access to more in-depth training to ensure they are adequately prepared to make informed decisions in initiating and managing patients on FreeStyle Libre® within existing treatment pathways.

Delivery of training

Specialist care

Group training sessions will be available to healthcare professionals in intermediate or secondary care and arranged by their organisation.

Abbott will be able to train groups of **10-15 health care professionals over a 60 minute period.**

Training videos will also be available to healthcare professionals who are unable to attend any of the training sessions held by their organisation.

Patients

Patients will be expected to attend a training session held by their clinic before they can receive their FreeStyle Libre® device. This is to ensure that patients fully understand how to use the device and interpret the data.

Clinics can decide between using their healthcare professionals or Abbott to provide group training sessions for their patients but it is suggested that HCPs are available even if Abbott are the main providers of the session. Patients will also have access to training videos.

Abbott will be able to train groups of **12-15 patients over a 60-90 minute period.**

Primary Care

It is suggested that a short live demonstration and discussion (approximately 30 minutes) is provided by local specialist teams to their primary care colleagues. Training videos will be provided to all healthcare professionals in primary care, which will be disseminated to them via their respective CCG diabetes lead. If a group of clinicians require additional training then either a group training session with Abbott can be offered or online modules are available.

Estimated resources

Providers are expected to provide a room to cover group training sessions for healthcare professionals and also for patient sessions. Department leads should try to ensure a clinician can be available on site for duration of each patient training session to answer any clinical questions patients may have about the device. Any training materials will be provided by Abbott as per agreement with the clinical network. There is no charge from Abbott for these sessions.

Timeline

NHS England aims to share training materials with CCGs and Trusts for further dissemination to healthcare professionals by 1st April 2018.

In order to ensure healthcare professionals are trained on this device, department leads in intermediate and secondary care should start mobilising and anticipating the number of training sessions they will require for staff and patients who may be eligible for FreeStyle Libre®. The NHS England London Diabetes Clinical Network and NHS London Procurement Partnership recommend a gradual roll out to reduce the strain on clinic resources (both training sessions and additional follow-up appointments).

The NHS England London Diabetes Clinical Network and NHS London Procurement Partnership recommend department leads book training sessions for specialist teams at the earliest possible opportunity (once FreeStyle Libre®'s position on local formularies is confirmed).

How to book training sessions

For healthcare professionals - specialist

Organisations should liaise directly with Abbott to book training sessions by e-mailing their local Abbott territory managers. If a Trust does not know their local territory manager then they should e-mail Barrie Frampton at barrie.frampton@abbott.com, providing information on estimated number of training sessions required and preferred date of training. Abbott will aim to reply within 24 hours of your request. When booking training sessions providers should copy in the London Diabetes Clinical Network email: england.diabetescn@nhs.net so that the network can track which departments in London have had training.

For Patients

If organisations would like to use Abbott to train their patients then they should book group sessions using the method above. Recommended competencies for specialist healthcare professionals will include the ability to train patients on FreeStyle Libre®. As such, Abbott's training to healthcare professionals will reflect this and so organisations may wish to train their own patients using the competency framework provided. The NHS England London

Diabetes Clinical Networks still requests organisations inform the network via e-mail of how many patients they train in the first three months for evaluation purposes.

For further information on how to book, see appendix 1.

Communications and dissemination routes

Responsible	Product and Description	Receiver	Delivery Method	Frequency	Delivery date
Department leads in intermediate or specialist centres	Book HCP training sessions	Healthcare professionals – specialists	Group sessions in NHS Trusts	Ongoing, as required	First training session should be booked as soon as possible, once FreeStyle Libre® has been confirmed on local formularies
Department Leads in intermediate or specialist centres	Book patient training sessions	Patients eligible for FreeStyle Libre®	Group sessions in NHS Trusts	Ongoing	1 month after
NHS England	Training video to disseminate to HCP and patients	Department leads in intermediate or specialist centres CCG diabetes leads and lead Trust Pharmacists	E-mail	One off	1 st April 2018
Department leads in intermediate or specialist centres	Training video for HCP and patients	HCP and eligible patients	E-mail	One off	Within the first month of FreeStyle Libre® being confirmed on local formularies
CCG diabetes leads and lead Trust Pharmacists	Training video for HCP and patients	GP practices/CCG colleagues	E-mail	One off	Within the two months of FreeStyle Libre® being confirmed on local formularies

Evaluation and data collection

NHS England London Diabetes Clinical Network and NHS London Procurement Partnership will ask Abbott and NHS Trusts to collect and share data on the number of patients and healthcare professionals that have attended training sessions for the first three months of FreeStyle Libre® after NHS prescribing has started. This information will be used to ensure that both an adequate number of specialist healthcare professionals across London have been trained on FreeStyle Libre® and to allow more accurate modelling around the financial impact of FreeStyle Libre® prescribing.

Appendix 1

Milestone timelines to be met by Trusts and CCG diabetes leads

FreeStyle Libre® added onto local formulary Month 0	Month 1	Month 2
<ul style="list-style-type: none"> •Clinic to arrange group training session for first group of specialist healthcare professionals by contacting Abbott •Clinic to begin booking in training sessions slots for patients to initiate FreeStyle Libre® (number of sessions for patients will reflect likely number eligible and number of HCP initially trained who have the competencies and capacity to deliver these - subject to local discussions) 	<ul style="list-style-type: none"> •At least one group of specialist clinicians within each clinic to have had training •Clinic to begin running patient training sessions and initiating FreeStyle Libre® prescriptions •Clinics to continue reviewing training capacity requirements for healthcare professionals and patients and start booking additional training for second and third groups of specialist healthcare professionals as required into month 2 and onward 	<ul style="list-style-type: none"> • CCG diabetes leads to have disseminated training materials to non-specialist healthcare professionals to facilitate continued prescribing of FreeStyle Libre® •Clinics to send information on number of patients trained by Abbott to NHS England London Diabetes Clinical Network via e-mail

Appendix 2

Recommended competencies for Healthcare Professionals and patients

The following competencies have been agreed by clinical leads in the NHSE London Diabetes Clinical Network. Training materials agreed with Abbott will reflect the below competencies.

Initiating clinicians should be able to:

- Describe how the device works and explain this adequately to a patient who is not currently using FreeStyle Libre®.
- Set up a patient to use the device.
- Understand data from the Libre® system to support patients with analysis of downloaded data, including adjustment of insulin doses based on glucose trends and arrows.
- Understand and describe the process to for patients to follow if the sensor falls off or device malfunctions.
- Understand and describe the process of safe disposal to patients.
- Be able to manage skin reactions caused from reactions to the sensor.

Patients must be able to do the following prior to initiation:

- Understand how the device works.
- Understand data from the system.
- Understand how to interpret sensor data and rate of change arrows and how this affects insulin dosing.
- Understand the differences between sensor and capillary glucose data.
- Understand when to test capillary glucose.
- Understand the process to follow if the sensor falls off or device malfunctions.
- Understand the process of how to safely dispose of sensors.

Continuing prescribers should be able to:

- Understand how the device works.
- Understand data from the system.
- Understand how to interpret sensor data and rate of change arrows.
- Understand the differences between sensor and capillary glucose data.
- Understand when to test capillary glucose.
- Be able to manage skin reactions caused from reactions to the sensor.