



Sources of information and education for people with diabetes to support remote consulting

by Jane Diggle, Specialist Practitioner Practice Nurse

To continue providing care and support for people with diabetes during the COVID-19 restrictions, many practices are conducting diabetes reviews remotely. Access to online support, education and resources is important while social distancing measures are in place and diabetes reviews are predominantly held remotely. Possibilities for making better use of technology and digital online resources beyond the COVID-19 pandemic may open up.

Delivering diabetes care while minimising face-to-face contact inevitably means greater reliance on technology, including telephone and video consultations. In helping both the person with diabetes and the healthcare professional prepare for a remote consultation, and to provide robust information and support after a virtual interaction, quick and easy access to reliable sources of information that can be shared is key.

This factsheet provides links to resources for people with diabetes that support remote consulting for routine diabetes reviews.

Preparing for a diabetes review

- Pre-review questionnaire and other resources from Year of Care Partnerships, updated to include COVID-19-related topics: bit.ly/3kq2d5Y
- The “15 Healthcare Essentials”. The checks and services that people with diabetes should expect to receive every year: bit.ly/3f9FZ51
- *Video Consulting with your NHS. A quick guide for patients:* bit.ly/2Z9idkG

Lifestyle

- **Alcohol consumption**
To calculate the number of units consumed, visit: bit.ly/2CaXjsc or bit.ly/3f9fhd8
- **Physical activity**
A simple questionnaire to record physical activity: bit.ly/3gDCmoW
- **Smoking cessation**
This NHS website provides help and advice for people who want to quit smoking: www.nhs.uk/smokefree
- **Diet**
Carbs & Cals has resources to help explain the carbohydrate content and calories in common foods: www.carbsandcals.com

Table showing how some common foods affect blood glucose compared with one teaspoon of table sugar: bit.ly/2NZFG18

Measurements and monitoring

- **How to monitor blood pressure at home**
Information on how to take blood pressure correctly at home and a diary sheet for recording measurements.
– The basics explained: bit.ly/3g1xnPa
– Diary: bit.ly/2XexWMS
- **How to measure waist circumference**
This web page shows how to measure your waist circumference correctly and includes a short video: bit.ly/3hkCdI7
- **Testing for sensitivity in the feet**
Video showing how to perform the Touch the Toes Test to assess sensitivity in your feet, with a leaflet to download: bit.ly/2BS9LwJ
- **How to perform a finger-prick blood glucose test**
Video instructions on how to perform a finger-prick blood glucose test: youtu.be/eOsY84oYqKg

Drugs and devices

- Diabetes UK publishes a complete list of **medications and devices** (including glucose and ketone meters) in their *Meds & Kits* booklet: bit.ly/2XQ4rkT
- **Patient information leaflets** for all medications are available at: www.medicines.org.uk
- For information and instruction videos on **specific drugs or devices**, go to manufacturers’ websites.
- NHS Helpline for adults who use **insulin**: 0345 123 2399 (Mon–Fri, 9 am–6 pm).
The Diabetes UK helpline can help with queries on a range of topics, including **medications**: bit.ly/2Xb1tZ4
- YouTube videos from **Injection Technique Matters** on how to inject safely and effectively: bit.ly/2AudOyW



Sick-day guidance

- When people with diabetes are unwell, they should follow **sick-day guidance**. Diabetes UK provides clear information to help: bit.ly/2NcETJX
- Diabetes UK also publishes helpful advice on when to test for ketones: bit.ly/2XnLVBo

Education

- **Diabetes UK** (www.diabetes.org.uk) provides a wide range of reliable information and support for people living with diabetes, including their Learning Zone: bit.ly/320lmoN
- For those with type 1 diabetes, the **BERTIE** online course helps individuals to understand and manage their diabetes. It is available at: www.bertieonline.org.uk
- **myDesmond** provides online self-management education for people with type 2 diabetes (www.mydesmond.com). To register, send your name, email address, post code, name of GP practice and NHS number to: myDESMOND@uhl-tr.nhs.uk
- **My Diabetes My Way** is NHS Scotland's interactive website. It helps support people with diabetes and their family and friends: www.mydiabetesmyway.scot.nhs.uk
- People in England with a high risk of developing type 2 diabetes may be able to receive free, personalised support through the **Healthier You: Diabetes Prevention Programme**.

A letter with latest HbA_{1c} measurement and local contact number for self-referral should be supplied to individuals who are eligible by their registered practice.

For more information, email: england.ndpp@nhs.net

- At **X-pert Health's** participant forum, individuals with pre-diabetes, type 1 and type 2 diabetes can find information, ask questions and obtain additional support. Register at: www.xperthealth.org.uk/forums

General sources of information and support

- **Trend Diabetes** produces booklets covering a range of topics for people with diabetes. These are free and can be downloaded: www.trend-uk.org/resources
- **Leicester Diabetes Centre** provides videos, information, resources and publications for people with diabetes on a wide range of topics: www.leicesterdiabetescentre.org.uk

COVID-19 information and support

- Diabetes UK provides the latest advice on COVID-19 (including staying at home, self-isolating, shielding, what to do if you have coronavirus symptoms, when to seek medical help, and support for emotional wellbeing), go to: bit.ly/2AAXaxZ
- Leicester Diabetes Centre also provides up-to-date COVID-19 advice for people with diabetes: bit.ly/2AHQfmn
- Information on risk and shielding is contained in a Diabetes UK document on the management of risk in adults living with diabetes: bit.ly/2Xlziql

Psychological support

- **Dr Rose Stewart's coronavirus toolkit** has practical resources for people with diabetes. Topics include how to reduce worry and anxiety, managing self-isolation and improving sleep: bit.ly/2WiNPCD

Useful tip for healthcare professionals



Save electronic (PDF) versions of support and education leaflets in a desktop folder so that they can be easily accessed and emailed to the person with diabetes during or immediately after the consultation.

Click on the links in this factsheet to download the resources and save to a folder.

Another option, available via the AccuRx SMS messaging platform, is to create your own templates that allow you to create a message and add links to leaflets, sources of information and even video resources. For more information: www.accurx.com

This is a working document. We welcome your feedback and input, including additional resources for people with diabetes that support remote consulting for diabetes reviews: dpc@omniamed.com

Author

Jane Diggle, Specialist Practitioner Practice Nurse, West Yorkshire

Citation:

Diggle J (2020) Sources of information and education for people with diabetes to support remote consulting. *Diabetes & Primary Care* 22: 73–4