

Diabetes UK information prescriptions

The image shows a sample 'Diabetes UK Information Prescription' form. The form is titled 'Diabetes and high HbA1c Information Prescription' and includes fields for Name, Date, and Doctor/Nurse Name. It features several sections: 'Your last two HbA1c results are', 'What is HbA1c?', 'When is high HbA1c a problem?' (with a visual diagram of blood vessels), 'How can I lower my HbA1c?', and an 'Agreed action plan' section. The form also includes a list of actions to reduce risk, such as medication, education, and lifestyle changes. Callouts point to various parts of the form: 'Personal' points to the name fields; 'Clear information' points to the 'What is HbA1c?' section; 'Visually powerful' points to the diagram of blood vessels; 'Actions to reduce risk' points to the list of actions; 'Personal care planning' points to the 'Agreed action plan' section; and 'Signpost for support and information' points to the contact information at the bottom.

About this series
 This is the first in a new series of practical articles highlighting tools that can support us in day-to-day delivery of diabetes care. Each article outlines what the resource is, how it can be accessed and how it can be used in a consultation. Where appropriate, step-by-step instructions on how to use the tool in a clinical setting will be included from a clinician experienced in using the tool, along with useful hints and tips for optimising benefit. The potential or proven benefits of using the tool will be highlighted if there is formal evidence and additional endorsements will be included from other clinicians using the resource.

What is a Diabetes UK information prescription?
 Diabetes UK information prescriptions (IPs) contain personalised easy-to-read explanations, clear images and individual goals to help prevent diabetes health complications. These single-sided A4 sheets are used in clinical appointments. They are built into clinical IT systems, which enables them to be fully integrated with clinical pathways and records. They are designed to give people with diabetes the information they need to understand, engage with and improve on their health targets.

Why are IPs important?
 Diabetes is a complex and burdensome disease that requires the patient to make numerous decisions about food choices, physical activity and medications every day. The person needs to acquire a number of self-management skills and have sufficient knowledge and insight into his or her condition to make informed decisions.

IPs are a quick and effective way of engaging people in their diabetes care, increasing understanding and control of their condition. IPs are practical tools that make it easier to have a meaningful conversation with patients about behaviour change.

Once activated in the clinical IT system, the template is auto-populated with the patient's personal information and test results, leaving the clinician free to spend the consultation time establishing a shared understanding of what matters to the patient and creating a care plan that empowers him or her.

Benefits of information prescriptions (IPs)

Clinicians

- The template is auto-populated with the patient's personal information and latest test results
- IPs encourage you to share and explain a person's results and set personal goals and targets
- **Check boxes** allow generic advice to be individualised
- The **agreed action plan** box draws on the best evidence around effective behaviour change
- Real-time electronic alerts prompt intervention in patients at high risk of complications
- A copy of the completed IP can be saved in the patient's notes so past goals can be recalled quickly, enabling continuity of care.

Patients

- Test results are clearly explained
- Setting personal goals and targets is encouraged
- There is a sense of partnership with the clinician
- Empowerment to own and self-manage diabetes
- The completed IP can be printed out and taken away from the consultation
- The Diabetes UK URL signposts to further information on key topics relating to self-care, such as information about diet, medication and education

Further information

You can download activation guides for EMIS Web, Vision and SystemOne or, if your practice uses a different system, information prescriptions from: www.diabetes.org.uk/IP-Prof

Training is available for practices if you email: healthcare@diabetes.org.uk with details of where you are based and your IT operating system.

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Citation: Rylance A, Mirza R, Diggle J, Brown P (2018) A fresh approach to dietary advice. *Diabetes & Primary Care* 20: 51–2

How can you access and activate IPs?

IPs are available within EMIS, Vision and SystemOne. Installation instructions are available at www.diabetes.org.uk/IP-Prof.

Using IPs in the consultation

Experiences of our Editors Pam Brown (EMIS) and Jane Diggle (SystemOne)

- To install and activate the IPs into your clinical system, follow the instructions provided by Diabetes UK.
- In EMIS the IPs are linked to the diabetes template. Provided you tick the box to confirm that you have agreed a diabetes self-management plan with the patient, when you save the template the links to the relevant IPs appear on the screen.
- You can choose which IPs to print in any consultation or not to provide one, if it is felt inappropriate.
- Clicking on the link opens the IP, which self-populates with the patient's details, including his or her name and GP at the top, and their two most recent results, which personalises the IP making it more relevant for the individual.
- It is useful to understand the parameters the software uses for choosing which IPs to offer. For example, if the patient was diagnosed <8 years ago, the HbA_{1c} IP link appears if the patient's HbA_{1c} is >48 mmol/mol (6.5%); the link only appears if HbA_{1c} is >58 mmol/mol (7.5%) when the diagnosis was made >8 years ago. However, the facility to personalise the target means advice is still relevant even if we are agreeing a higher target than those triggering the links.
- In SystemOne a link to all eight IPs can be

Available topics

Types of Information Prescriptions

We provide eight different Information Prescriptions. These cover key health markers that influence someone's risk of complications as well as additional information that clinicians and people with diabetes have asked for.

These are our three core Information Prescriptions. They focus on the three key health markers that influence someone's risk of complications, where only 36 per cent of people with diabetes achieve the NICE recommended targets. People outside these targets are at higher risk of blindness, kidney failure, amputation, heart attack or stroke.

- Blood pressure
- Cholesterol
- HbA_{1c}
- Mood
- Keeping your kidneys healthy
- Kidney disease
- Contraception and pregnancy
- Feet

added to the clinical tree and accessed at any point during the consultation. The clinician simply selects the IP that is most relevant to the consultation (though more than one may be completed during the consultation).

- The IPs may be used as a framework for summarising the discussion, encouraging questions and, especially, to encourage patients to participate in setting goals, selecting self-management options and, importantly, agree and record an action plan.
- It helps to summarise the information contained in the IP, agree a target and discuss how this compares with the patient's previous two readings.
- This can lead into discussions around actions to reduce risk, and boxes on the IP may be ticked.
- Patients can be supported to set personal goals and encouraged to record two steps they will take to achieve these.
- It is an opportunity to highlight that further information is available on the Diabetes UK website and via the link at the bottom of the IP.
- A printed copy should be generated and given to the patient. A copy can also be saved in their clinical record. It is possible to tick a box that will record the fact that the patient has been given a copy of this completed IP. ■

Endorsements

- "They are hands down the most useful patient resource I have encountered in my diabetes career to date." Dr Kevin Fernando, GP
- "I'm particularly impressed that they pull in the latest results and allow the clinician to personalise the care plan with the patient. It's exactly the kind of thing I've been looking for as part of the care planning process." Jane Diggle, Practice Nurse
- "In my own surgery we have seen that the information prescriptions make a big difference both to clinician awareness and patient empowerment. For example, since introducing the kidney disease information prescription, regular audit has shown we have improved the management of those with diabetes and kidney disease and have no-one on contraindicated anti-diabetes medications." Nicola Milne, Practice Nurse