

PARTNERING FOR PROGRESS – ENHANCING ACCESS TO DIABETES TECHNOLOGY

The Therapy Optimisation Service is designed to support primary care practices in providing equitable access to people living with diabetes, who are eligible for a continuous glucose monitor (CGM) based on the updated NICE NG28 guidelines¹.

It is a joint initiative delivered by Interface Clinical Services (ICS) and Abbott and supports practices to prioritise NICE-recommended key care processes and optimise NHS England's Quality and Outcomes Framework (QOF) – all of which aim to improve patient outcomes and reduce the burden of Type 2 diabetes management on practices.

Priory Medical Group, an eight-site GP Practice based in York, looks after 58,000 patients across its network. The group began working with the Therapy Optimisation Service in early 2024, after considering the implementation of CGM for eligible people living with Type 2 diabetes. The team started to consider the joint initiative in February, and it was up and running by May. Prior to implementing the service, the practice was facing challenges in equitably identifying eligible patients due to limited time and capacity,

however, the programme introduced a structured framework to streamline patient searches, allowing the team to identify and prioritise patients systematically and efficiently.

Improving service integration to support people living with Type 2 diabetes

As part of the initial approach, 2,800 patients living with Type 2 diabetes were identified, with 99 of this cohort being eligible for CGM. The service was able to support the medical team in interrogating the data and stratifying it, providing tailored workflows that reduced the admin burden on practice staff, enabling more patients to be initiated. Consequently, treatment could be optimised and Time in Range improved, playing a pivotal role in supporting the practice's QOF target for delivering improved quality in diabetes care.

As a result, it became easier for both the practice and patient to manage their diabetes. The technology allowed both parties to see what was happening in real-time and recognise patterns so medical advice could be administered on an individual, more personalised level, and insulin levels could be adjusted where necessary. The remote monitoring feature* also helped in streamlining processes and improving overall efficiency for both patients and practice.

Images are for illustrative purposes only. Not actual patient.

*The LibreView website is only compatible with certain operating systems and browsers. Please check www.LibreView.com for additional information.

1. <https://www.nice.org.uk/guidance/ng28>.

CASE STUDY

By empowering patients with CGM, the service supported improved self-management, and the practice is now seeing a lot more confidence and proactivity from patients who are using their CGM.

Andrew Severs, Lead Diabetes Specialist Nurse at Priory Medical Group, who used to work in secondary care, said: *"As a diabetes specialist nurse, I've had considerable experience using continuous glucose monitoring (CGM) with patients, and the results have always been successful."*

"This new approach offered us an opportunity to support eligible individuals in accessing CGM, providing them with valuable insights into their glucose levels and empowering them to make informed lifestyle changes. For example, one patient, whose Time in Range went from 20% to 98% because he was able to see and understand the direct impact his food choices had on his glucose levels, changed his lifestyle by joining a gym and making better food choices. This improved his overall health with no change to his medication and was based on the sensor data which he could interpret."

Using a CGM has led to increased levels of patient confidence and engagement in their own care, with noticeable improvements in their Time in Range – highlighting the service's impact on improving their day-to-day management, giving them peace of mind and a sense of control.

Andrew continued: *"Having patients on CGM has enabled the efficacy of their current therapies to be assessed and has highlighted that some patients were over-medicated with insulin, which has resulted in some patients reducing their total daily dose, reducing their risk of hypoglycaemia, and also the cost to the practice."*

Primary care benefits using diabetes technology

When implementing CGM for patients managing Type 2 diabetes, the practice initially expected the workload to increase, however, the process was efficient, and having worked with ICS before, there was confidence in what the Therapy Optimisation Service could deliver.

GP Vic Jankee, Partner at Priory Medical Group, said: *"When it was announced that CGM would become primary care-driven, there was initial concern as to how we would manage these resourcing efforts. However, after seeing the impact in secondary care, we recognised the potential for significant improvements for our patients and healthcare practice."*

"Having successfully worked with Interface Clinical Services before, it was a no brainer to move forward with the Therapy Optimisation Service to roll-out the initiation of CGM to eligible patients living with Type 2 diabetes, especially as they have a system in place which could already do this."

The healthcare practice has also seen changes in how the staff use diabetes technology as they become familiar with implementing CGM.

Andrew said: *"The ongoing support provided by Abbott has been instrumental in upskilling other members of the practice team. Since introducing the initiative, staff have grown more confident in using CGM, interpreting data trends, and discussing these with patients, empowering them to support CGM clinics whilst increasing the practices' capacity to manage diabetes effectively."*

"CGM enables us, as healthcare professionals, to proactively manage patients and with the ability to remotely monitor and analyse data, we can identify high-risk individuals and intervene to optimise their medication, improving their Time in Range. This proactive approach not only improves health outcomes but also makes patient management more efficient."*

"With another cohort of patients set to transition to CGM soon, I believe this diabetes technology should one day be accessible to all insulin-dependent individuals. It's a powerful tool that supports both patients and healthcare teams in achieving better diabetes management."

"By utilising CGM in primary care, it also enabled us to accelerate the implementation of the Integrated Care Board's 5-year plan, allowing us to go straight to year 5 with the support of the service. I would recommend the service to other practices and advise them to consider working closely with their local ICBs policies to ensure they are aligned with the individual priorities of the practice, when it comes to improving health outcomes for patients."

Andrew Severs, Lead Diabetes Specialist Nurse at Priory Medical Group.

*The LibreView website is only compatible with certain operating systems and browsers. Please check www.LibreView.com for additional information.
© 2025 Abbott. The sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott. ADC-109604 v1.0 05/25.