

Date 30/05/2025
Your Ref
Our Ref 10055

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Dear

FREEDOM OF INFORMATION - DIABETES SERVICES

I write in response to your request for information in relation to Diabetes Services.

Question:

1. Patient Re-engagement with Diabetes Services

1a) Details of all information, guidance, and support materials (written, verbal, or digital) provided to patients:

- Upon referral
- Upon initial contact
- Within a later timescale

Answer:

Type 1 Diabetes in NHS Lothian is managed by Secondary Care Services

Referrals into the service will come from the GP and be assessed on an individual basis. Patients will be offered the next available appointment in line with National targets of 12 weeks for new patients

If specific needs have been highlighted by the GP in the referral the triaging clinician might write to the GP with specific advice or arrange referral to the Diabetes Specialist Nursing team.

The Diabetes Nurses operate a telephone helpline on each of the 3 acute sites which patients can call. These calls are managed Mon to Fri and answered the same day. Patients will be assessed on an individual basis.

The Paediatric service have mechanisms in line with safeguarding procedures patients to manage patients who do not attend clinic and do not have any patients under primary care only or would need to re-engage.

Question:

1b) Full protocols for patients re-establishing contact after a period of absence, including :

- Reassessment procedures
- Care plan updates

Headquarters
Mainpoint
102 West Port
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE
Chief Executive Professor Caroline Hiscox
Lothian NHS Board is the common name of Lothian Health Board

- Tailored interventions

Answer:

In adult services there are no protocols or procedures for patients reestablishing contact after a period of absence. Care is assessed and provided on an individual basis by the multidisciplinary team. There are extensive resources available to support patients and there will be given, or sign posted to based on this individual assessment.

Question:

This should include specific guidance provided on:

- Freestyle Libre 2 / Libre 2 Plus (training, data interpretation, eligibility criteria)
- Fast-acting insulins, e.g., Fiasp (dosing adjustments, differences from older insulins)
- Insulin delivery devices e.g., NovoPen 6 / NovoPen 6 Plus (NHS eligibility criteria, training/guidance for patients transitioning from vial/syringe insulin e.g. Actrapid, dose adjustments, device use)
- Diabetes management calculations, including:
 - Total Daily Dose (TDD) of insulin.
 - Insulin On Board (IOB) calculations.
 - Insulin-to-Carb Ratio (ICR).
 - Correction Factor (ISF).
 - Exercise-related insulin adjustments.
 - Sick day rules.

*Please specify the date that each current specific guidance was created / last reviewed.

Answer:

Patient resources are available on the Edinburgh Centre for Diabetes Website, link below
<http://www.edinburghdiabetes.com/>

The HealthZone app has been developed by NHS Lothian and has patient focused resources.
[Leaflet - attached](#)

The right decision app hold information for health care staff
[Diabetes | Right Decisions](#)

Free style Libre link below
<https://www.libreview.com/>

Prescribing information is in the East Region Formulary – NHS Scotland
<https://formulary.nhs.scot/east>

Training guidance materials for pen devices are provided by the drug companies
<https://www.novonordisk.com/content/dam/nncorp/global/en/our-products/pdf/novopen-echo-and-6/NP6E-quick-guide-June-2021.pdf>

Information leaflets on individual insulins are provided by the manufacturers, example below



My Diabetes my way. NHS Scotland Diabetes App <https://mydiabetesmyway.scot.nhs.uk/>
DAFNE (Dose adjustment for normal eating)
<https://dafne.nhs.uk/>

BERTIE . Online course for people with Type 1 Diabetes

<https://www.bing.com/ck/a?!&p=36e40649fd024dd234689cb61bc711cbd2c5e6a1c6fec8cf54e40b95c8790842JmltdHM9MTc0NzY5OTIwMA&ptn=3&ver=2&hsh=4&fclid=1d92f57c-2dff-617e-087a-e08e29ff6747&psq=bertie+diabetes+online&u=a1aHR0cHM6Ly9iZXJ0aWVkaWFiZXRIcy5jb20v&ntb=1>

Diabetes UK
<https://www.diabetes.org.uk/>

This information is exempt under Section 25 of the Freedom of Information (Scotland) Act 2002
- Information otherwise accessible

(1) Information which the applicant can reasonably obtain other than by requesting it under section 1(1) is exempt information.

Question:

1c) The expected timeframe for providing the above information to re-engaging patients.

Answer:

There is no specified time frame beyond the 12-week new patient target.

Treatment and education will be delivered on an individually assessed basis by relevant clinician

Question:

1d) The role of the following in delivering diabetes care and management, and how their roles align with regulatory obligations (e.g. GMC/NMC/HCPC):

- Consultant
- Designated Clinical Nurse Specialist
- other Clinical Nurse Specialists in the team
- Dietitian.
- Other multidisciplinary team members.
- General Practitioner.

Answer:

All professional staff are registered with the appropriate regulator and work within their scope of practice.

General Medical Council - GMC

<https://www.gmc-uk.org/registration-and-licensing/our-registers>

Nursing and Midwifery Council

<https://www.nmc.org.uk/>

Dietitians

<https://www.hcpc-uk.org/check-the-register/>

Question:

2. Governance & Compliance

2a) Any relevant legislation (e.g., Equality Act 2010), national guidelines (e.g., NICE NG17, SIGN 154), and professional standards governing care

Answer:

The teams align with relevant SIGN guidelines. This is the Scottish System for developing guidelines. Nice guidance is English

<https://www.sign.ac.uk/>

SIGN 170

<https://www.sign.ac.uk/featured-content/sign-170-optimising-glycaemic-control-in-people-with-type-1-diabetes/>

Please note SIGN 154 relates to Type 2 Diabetes

Question:

2b) Documentation on how these are implemented (e.g., staff training, audits, compliance monitoring)

Answer:

I am unable to provide documentation around how these are implemented. Within the Diabetes Service there are multiple Governance structures, Training structures, and educational forums.

Question:

3. Clinical Pathways & Protocols

3a) Copies of formalised care pathways, treatment protocols, or Standard Operating Procedures (SOPs) for Type 1 diabetes management.

Answer:

Protocols are available on the Edinburgh Centre for Diabetes Website, link below

<http://www.edinburghdiabetes.com/>

The right decision app manages information for health care staff

[Diabetes | Right Decisions](#)

Question:

3b) Role delineation within multidisciplinary teams (e.g., who provides education on Libre, insulin dosing, carb counting etc.).

Answer:

Diabetes Care is provided by a Multi professional team. Individual contacts with vary depending on individual assessments. Core treatment and Education is generally delivered by the following

- Medical Staff.
Primarily responsible for delivering outpatient appointments, inpatient care. Prescribing.
- Specialist Diabetes Nurses
Provide outpatient care, education and treatment in line with level of training, skills and knowledge.
- Dieticians
Supporting specialist nutritional care and education in line with training, skills and knowledge

Other Professional staff may include

- Psychiatry / Psychology
- Eye Screening
- Podiatrists
- Pharmacists
- District Nurse

Question:

3c) Confirmation of alignment with NICE NG17 and/or SIGN 154.

Answer:
Described above

Question:
3d) Any NHS Lothian specific guidelines on:
- Insulin calculations.
- Hypoglycaemia prevention.
- Hyperglycaemia management.

Answer:
In right decisions link above
[Diabetes | Right Decisions](#)

DAFNE
<https://dafne.nhs.uk/>

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive
Enc.

What is this app for?

We have developed an app with information to help people living with Type 1 Diabetes. We can still provide information in written leaflets but this app allows you to find information quickly and easily.

Who should download this app?

The app has been developed primarily for people living with Type 1 Diabetes. There is information about managing diabetes in different situations such as during illness, exercise and pregnancy. It contains information about screening and what to expect from your clinic appointments.

The app also contains information about new diabetes technologies such as continuous glucose monitors and insulin pumps. There are links to the different insulin pumps available in NHS Lothian. For those being started on an insulin pump, there is a section containing all the written information supplied during your pump start. This means you can easily access this information at any time.

There is a small section in development on some common endocrine conditions with links to patient information sheets. More sections are likely to be developed and published so we can expand the app for more patients.

What else should I know?

This app is for information only and does not require any personal data to be added. It contains links to other websites with patient information. We may use the app to alert you if there are any issues with medications or technology. You can choose to turn these notifications on or off.

How do I download this app?

The NHS Lothian Diabetes and Endocrine app is part of the HealthZone app which can be downloaded for free on Android or Apple devices.

Step 1: Download the HealthZone App

Use your camera to scan the QR code below to download the app from Google Play (Android) or the App Store (Apple)

Android Users



Google 'Play' Store:

<http://play.google.com/store/apps/details?id=uk.co.piota.healthcentral>

Apple Users



Apple 'App' Store:

<http://apps.apple.com/gb/app/healthzone-uk/id1401252467>

Step 2: Launch the HealthZone UK App

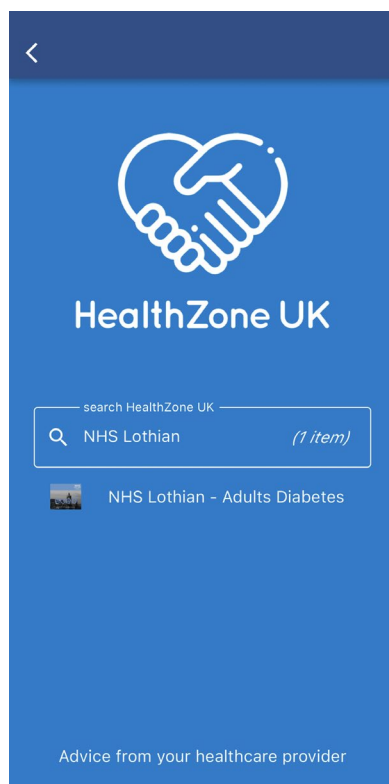
You will see a search box as below.



Step 3: Find the NHS Lothian Type 1 Diabetes App

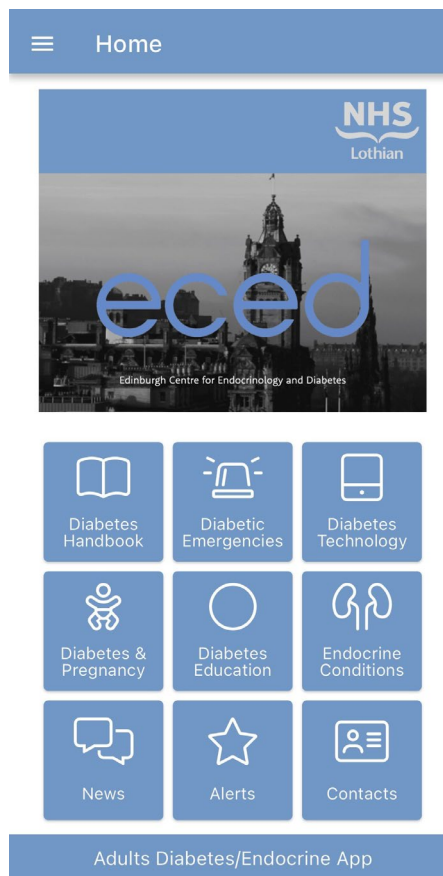
In the search box, type:

NHS Lothian – Adult Diabetes



Click on 'NHS Lothian – Adult Diabetes' and the app will be downloaded onto your phone or tablet.

Step 4: Access information about your condition



Click on each tile to access information. Notifications can be changed through the Settings section on the Menu in the top left corner.

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**Edinburgh Centre for
Endocrinology and Diabetes**

NHS Lothian Type 1 Diabetes App