

Appendix 4 - Diabetes Adult Primary Care Services: Level 1 & 2

Level 1

Essential Care

Delivered by General Practices in *primary care, community settings and the patient's home*

Detect and diagnose
Diabetes register maintenance
IGR and past gestational register maintenance
Annual review including all screening procedures
Follow up of patients with Type 2 diabetes
Medications review
Complications screening
Patient education (excluding structure Patient Education on diagnosis)
Telephone support
Referring appropriately to other levels/specialist services/education
Goal setting and action planning
Family planning advice
Care for housebound patients
Chronic disease register and record maintenance
Achieving QOF targets

All Practices should deliver Level 1 care

Level 2

Essential plus Enhanced Care

Delivered by General Practices in *primary care, community settings and the patient's home*

In addition to essential care detailed in level 1, Level 2 practices will provide the following services:

- Insulin and GLP-1 initiation
- On-going support for patients with Type 2 diabetes on injectable therapies
- Structured education programmes for patients and carers

Appendix 4 - Diabetes Adult Specialist Services: Level 3 & 4

Level 3

Criteria for people to remain or be referred into level 3 services - patients being referred must meet at least one of the following criteria:

- Persistent HbA1c > 70mmol/mol for at least 12 months having actively titrated medication to maximal tolerated oral hypoglycaemic therapy and/or injectable therapy
- Rapid access to avoid A&E attendance and non-elective admissions, e.g. recurrent severe hypoglycaemia
- Insulin initiation from level 1 practices
- GLP1 initiation from level 1 practices
- Severe hypoglycaemia (hypoglycaemia requiring third party assistance e.g. ambulance attendance)
- Hypoglycaemia unawareness
- Pre-pregnancy counselling (ideally 6 months before attempting conception)
- High-risk podiatry service (meeting NICE moderate/high criteria). Appendix A Diabetes UK Footcare pathway
- Intensive support by a Diabetes specialist nurse or a dietician after non-elective admission, until stable
- People requiring structured education programmes (Desmond)
- Other diabetic conditions that are complex and require specialist diabetic care

Level 4

Criteria for people to remain or be referred into level 4 services

- Newly diagnosed type 1 diabetics. Provision of immediate assessment and follow up until condition stable and no changes to insulin regime required.
- Young adult clinic for 19-25yrs
- Consideration of continuous subcutaneous insulin infusion pump therapy
- Type 1 structured education programmes (DAFNE)
- Genetic causes of diabetes (e.g. Maturity-onset diabetes of the young, MODY) until stable and no further changes in diabetic care planned
- Diabetes secondary to endocrinopathies (e.g. Cushings disease or acromegaly)
- Diabetes in pregnancy
- Specialist foot clinic for active foot problems: e.g. active ulceration, infection, Charcot foot, requiring combined intervention from Multi-disciplinary Foot Team
- Patients with suspected or diagnosed autonomic neuropathy
- Patients on insulin who have qualified for a vocational driving license
- Drivers who may have hypoglycaemia unawareness
- Rapid access to avoid A&E attendance and non-elective admissions, e.g. recurrent severe hypoglycaemia
- Persistent HBA1c >69mmol/mol with active retinopathy (worse than non-proliferative retinopathy) or previous amputation.
- Off-license use of specific diabetic medication e.g. in unlicensed combinations
- Patients with significant renal disease (stage 4 or 5 CKD or if urinary A/C ratio (ACR) >70 (equivalent to proteinuria >1.0g/24hr) or a rapidly deteriorating eGFR renal function).
- Other Diabetic conditions that are complex and requires consultant care