

Training on Continuous Glucose Monitoring for Healthcare Professionals and People Living with Diabetes

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Target Audience:	All North East London healthcare professionals carrying out their role requiring training on continuous glucose monitoring and people living with diabetes
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This document is accurate at the time of publication.

In response to the latest NICE NG17 [Recommendations | Type 1 diabetes in adults: diagnosis and management | Guidance | NICE](#), NG18 [Overview | Diabetes \(type 1 and type 2\) in children and young people: diagnosis and management | Guidance | NICE](#) and NG28 [Overview | Type 2 diabetes in adults: management | Guidance | NICE](#) recommending wider access on the NHS to CGM for people living with diabetes, training on continuous glucose monitoring for healthcare professionals in primary Care has become a priority, particularly for clinicians new to CGM.

There is evidence to show that people with fully intact awareness of hypoglycaemia will not experience symptoms for around 30% of low sensor glucose readings, therefore, training on CGM requires a multipronged approach to education to ensure that new prescribers to CGM understand that impaired hypoglycaemia awareness cannot be reliably diagnosed based upon CGM alone. Any new impaired hypoglycaemia awareness should be supported by validated scores i.e. Gold or Clarke scores.

Training for Healthcare Professionals

Educational online tools, titled 'Implementing Glucose Sensing in Primary Care'. developed by EDEN (Effective Diabetes Education Now) in collaboration with Diabetes Technology Network-UK (DTN-UK) and Primary Care Diabetes Society (PCDS) is highly recommended for primary care.

The EDEN resource consists of five key education elements:

1. Initial conversation piece and detailed core knowledge – video resources
2. Case studies for type 1 and type 2 diabetes – video and slide resources
3. Product training package, Abbott, Dexcom and GlucoRx – e-learning
4. Implementation guide – web based.
5. DTN-UK – additional learning

EDEN courses: The Eden training is quite comprehensive are endorsed by the Primary Care Diabetes Society (PCDS) and Diabetes Technology Network (DTN-UK).

Training for HCPs	Link	Contact details
EDEN modules are available specifically for primary care HCPs. EDEN is part of the Leicester Diabetes Centre	Updated: 'Implementing Glucose Sensing in Primary Care' — EDEN	

Pharmaceutical Company Training Courses:

Pharmaceutical Company Training Courses:

Disclaimer: NHS North East London is not able to confirm the content or quality of these training and does not endorse any specific training or company. Every effort has been made to share all available resources for both healthcare professionals and patients with diabetes.

The training courses listed have focused on the following devices which are available on the NHS North East London formulary when prescribed on FP10 rtCGM -

Information on the CGM products provided by each of these companies is available on the primary care portal at:

<https://primarycare.northeastlondon.icb.nhs.uk/wp-content/uploads/2024/02/T1DM-CGM-implementation-pathway-NEL.pdf>

Device Name and Key features	Training for HCPs	Link	Contact details
GlucORX AiDEX <ul style="list-style-type: none"> 14-day sensor, 4-year transmitter Data sharing with HCP's and relatives/carers. 	GlucoRx AiDEX online training Academy (Healthcare Professional) Healthcare professionals can complete this accredited course, earning a certificate upon completion. It serves as a valuable contribution to the Continuous Professional Development of NHS staff.	GlucoRx AiDEX™ Healthcare Professional Academy – GlucoRx AiDEX	Dhiren Patel - Business Development Manager Dhiren@glucorx.co.uk or 78800 31034 Customer care team can be reached at 01483 755133.
	GlucoRx AiDEX further information and FAQs	AiDEX Instructions GlucoRx	
	GlucoRx AiDEX Health Care Professional Hub	GlucoRx AiDEX Health Care Professional Hub GlucoRx	
DEXCOM ONE <ul style="list-style-type: none"> 10-day sensor, 90-day transmitter with optional reader device if no smartphone 	Dexcom new CPD accredited education hub with topics on CGM and Hybrid Closed Loop systems delivered at different levels of competence. HCPs are given a certificate upon completion	https://uk-educationhub.dexcom.com	Hamedah Carty - Territory Manager – NC & NE London, Hertfordshire & Bedfordshire, UK & Ireland hamedah.carty@dexcom.com or 07920 100739
	Dexcom One Webinar and training	Training and Resources Dexcom Healthcare Professionals	

access. Data sharing with HCP's only (via DEXCOM Clarity software).	Frequently asked questions	Frequently Asked Questions Dexcom Healthcare Professionals	Amy Parmar Lead Market Access Specialist amy.parmar@dexcom.com or 07795 375325 PS: Provides virtual and F2F support for both HCPs and patients with training and education:
	Clinical Resources for Dexcom one: Glooko Academy ABCD	Academy™ Glooko in Collaboration with the ABCD/DTN-UK	
	<p>Setting up Dexcom Clarity in practices and PCN Dexcom Clarity allows healthcare professionals to access their patients' clinically relevant glucose patterns, trends, and statistics via a range of interactive reports. Its aim is to facilitate better conversations about a patient's glucose insights during virtual or in-person visits.</p> <p>This site provides resources to support HCP to onboard patients to Dexcom in clinic if additional support is needed. There is information about getting started on the App or Receiver for each product, inserting/removing the sensor and setting up/using Dexcom Clarity to view reports on CGM data.</p>	<p>Clinic Resources available here: https://uk.provider.dexcom.com/education-and-resources/clinic-resources</p>	<p>Clinicians can set their Clarity account up here https://clarity.dexcom.com/professional/registration</p> <p><u>For more information on Dexcom Clarity please visit:</u> https://uk.provider.dexcom.com/products/dexcom-clarity</p>

Device Name and Key features	Training resources for HCPs	
FreeStyle Libre 2Plus 15-day sensor, no transmitter required. Patients use LibreLink smartphone app. Data sharing with healthcare team via LibreView diabetes management system.	Abbott has recently updated its Libre Hub , where education for HCPs and patients can be found. There is a single link to access this: https://pro.freestyle.abbott/uk-en/libre-hub.html The following is intended to be a guide to where to find more information on specific topics. The website also has a guided support tool , for when you are not sure which path to navigate.	
	Topic	Where to find
	Get your practice started: <ul style="list-style-type: none"> • Start prescribing • Eligibility & prescribing guidance (NICE 2022). • Patient case studies. • How to prescribe. 	Navigate from landing page – scroll down to “Practice Set-Up” button.

<p>Data sharing with friends'/relatives'/carers' smartphones via LibreLinkUp App.</p> <p>For people without a compatible smartphone, a FreeStyle Libre 2 reader device is available free of charge from Abbott for initiating HCPs.</p>	<ul style="list-style-type: none"> • Patient training options. • Set up LibreView. • Discover Abbott support tools • Order sample sensors. 	
	<p>Get patients started:</p> <ul style="list-style-type: none"> • Start prescribing. • Patient onboarding checklist. • Patient training options. • Prescribing information. • Get the most out of your consultations – Learning & Resource Library. 	<p>Navigate from landing page – scroll down to “Getting Started Guide” button</p>
	<p>Order patient starter kits:</p> <ul style="list-style-type: none"> • Order sensors and readers for patients. • First use guide. • Get patients started guide. • Expand your knowledge – Learning & Resource Library. 	<p>Navigate from landing page – scroll down to “Order Stock” button</p>
	<p>Learning & Resources:</p> <ul style="list-style-type: none"> • Primary Care Guide. • Quick-Start Guide. • Upcoming HCP education events: <ul style="list-style-type: none"> ○ Introduction to the FreeStyle Libre 2 system. ○ Maximising the use of the FreeStyle Libre 2 system in the community: Parts 1 & 2. • Guided support tool. • Libre Academy (Online bite-size modules) • Resource Library For HCPs: <ul style="list-style-type: none"> ○ Tutorials & Guides. ○ Videos & Downloads. ○ Further Learning. ○ Support & troubleshooting. ○ Contact a representative form. 	<p>Navigate from landing page – scroll down to “Start Learning” button</p>

Training for people living with Diabetes

Device Name and Key features	Training for people living with Diabetes	Link	Contact details
GlucORX AiDEX <ul style="list-style-type: none"> 14-day sensor, 4-year transmitter Data sharing with HCP's and relatives/carers. 	GlucORx AiDEX online training academy for patients	GlucORx AiDEX™ Academy – GlucORx AiDEX	Dhiren Patel - Business Development Manager Dhiren@glucorx.co.uk or 78800 31034 Customer Care: info@glucorx.co.uk Customer Care: 0800 007 5892
	Patient information	Pat Learn More – GlucORx AiDEX	
	Easy-to-follow YouTube tutorial playlist. Please note that the company can send larger print instructions to patients who need it.	GlucORx AiDEX: What's in the Box? (youtube.com)	
DEXCOM ONE <ul style="list-style-type: none"> 10-day sensor, 90-day transmitter with optional reader device if no smartphone access. Data sharing with HCP's only (via DEXCOM Clarity software). 	Patient education - Dexcom Learn. Patients can select which product they are starting on, follow the modules through and request to obtain email evidence of completion if the HCP would like a record of this. The Apps also provide In-App onboarding with information and videos during the set-up process, that includes structured education including videos, webinars on the basics of rt-CGM and understanding diabetes trends and sharing data with HCP's Digestible online learning modules	https://www.dexcom.com/en-gb/learn Dexcom ONE - Learn the basics of CGM Dexcom Getting started with Dexcom ONE CGM - overview & setting up Dexcom Your first 10 days with Dexcom ONE CGM Dexcom Learn Dexcom ONE CGM - how to replace transmitter, sensor adhesion & more Dexcom Understand your diabetes trends with Dexcom Clarity Dexcom	Hamedah Carty - Territory Manager – NC & NE London, Hertfordshire & Bedfordshire, UK & Ireland hamedah.carty@dexcom.com or 07920 100739 Amy Parmar Lead Market Access Specialist amy.parmar@dexcom.com or 07795 375325
	Education and tutorials for vulnerable populations with video /audible versions of patient tutorials which can be accessed via this link.	Dexcom ONE - Learn the basics of CGM Dexcom	

	Language options can be found via this link.	Downloads and Guides Dexcom	

Device Name and Key features	Training resources for patients	
<p>FreeStyle Libre 2Plus 15-day sensor, no transmitter required.</p> <p>Patients use LibreLink smartphone app.</p> <p>Data sharing with healthcare team via LibreView diabetes management system.</p> <p>Data sharing with friends'/relatives'/carers' smartphones via LibreLinkUp App.</p> <p>For people without a compatible smartphone, a FreeStyle Libre 2 reader device is available free of charge from Abbott for initiating HCPs.</p>	<p>Abbott has recently updated its Libre Hub, where education for HCPs and patients can be found. There is a single link to access this: https://pro.freestyle.abbott/uk-en/libre-hub.html</p> <p>The following is intended to be a guide to where to find more information on specific topics. The website also has a guided support tool, for when you are not sure which path to navigate.</p>	
	Topic	Where to find
	<p>Get patients started:</p> <ul style="list-style-type: none"> • Start prescribing. • Patient onboarding checklist: <ul style="list-style-type: none"> ○ Smartphone compatibility guide. • Patient training options: <ul style="list-style-type: none"> ○ Independent online training. ○ In-person training with HCP. ○ Abbott led virtual training. ○ Abbott led in-person training. • Prescribing information. • Direct patients to MyFreeStyle for: <ul style="list-style-type: none"> ○ Bite-size eLearning modules. ○ Articles and videos ○ Podcasts and tutorials 	<p>Navigate from landing page – scroll down to “Getting Started Guide” button</p>
	<p>Order patient starter kits:</p> <ul style="list-style-type: none"> • Order sensors and readers for patients. • Get patients started guide. 	<p>Navigate from landing page – scroll down to “Order Stock” button</p>
	<p>Learning & Resources:</p> <ul style="list-style-type: none"> • Guided support tool. • Resource Library for patients: <ul style="list-style-type: none"> ○ Tutorials & Guides: <ul style="list-style-type: none"> ▪ Quick Reference Booklet ▪ First use guide ▪ Patient tutorial videos 	<p>Navigate from landing page – scroll down to “Start Learning” button</p>

	<ul style="list-style-type: none">▪ LibreView quick start guide▪ LibreView and LibreLinkUp patient tutorial videos▪ User manuals▪ Accessible format videos & guides:<ul style="list-style-type: none">• Easy Read video & guide• Polish video & guide• Arabic video & guide• Urdu video & guide• Bengali video & guide• Punjabi video & guide• Gujarati video & guide• Romanian video & guide▪ Further learning:<ul style="list-style-type: none">• MyFreeStyle eLearning modules▪ Training & ordering sensors▪ Support & troubleshooting:<ul style="list-style-type: none">• Troubleshooting guide• FAQs• Online Sensor Support	
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SNOMED Coding for practice staff (Primary care)

Code	Term
1464621000000103	Intermittently scanned continuous glucose monitoring stopped (situation) / Flash glucose monitoring stopped
1464531000000102	Intermittently scanned continuous glucose monitoring declined (situation) / Flash glucose monitoring declined
1464571000000100	Referral for intermittently scanned continuous glucose monitoring (procedure) / Referral for flash glucose monitoring
1464651000000108	Discussion about intermittently scanned continuous glucose monitoring (procedure) / Discussion about flash glucose monitoring
1464551000000109	Provision of intermittently scanned minimally invasive interstitial fluid continuous glucose monitoring system (procedure) / Provision of flash glucose monitoring system
1464641000000105	Real-time continuous glucose monitoring stopped (situation) / Continuous glucose monitoring stopped
1464541000000106	Real-time continuous glucose monitoring declined (situation) / Continuous glucose monitoring declined
1464581000000103	Referral for real-time continuous glucose monitoring (procedure) / Referral for continuous glucose monitoring
1464661000000106	Discussion about real-time continuous glucose monitoring (procedure) / Discussion about continuous glucose monitoring
1464561000000107	Provision of real-time minimally invasive interstitial fluid glucose monitoring system (procedure) / Provision of continuous glucose monitoring system