

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

Contents

Training for Healthcare Professionals	2
Pharmaceutical Company Training Courses:.....	3
Training for people living with Diabetes	9
SNOMED Coding for Primary Care.....	12

Version number:	V 2.0
Approved by:	North East London Formulary and Pathways Group
Date approved:	07/10/2025
Ratified by	North East London System and Medicines Optimisation Board
Date ratified	28/10/2025
Name of Author(s) and Job Title(s):	Belinda Krishek Deputy Director of Medicines Optimisation, Medicines Pathways and Commissioning;
Consultation:	North East London Continuous Glucose Monitoring (CGM) Pathway & Implementation Task & Finish Group
Target Audience:	All North East London healthcare professionals carrying out their role requiring training on continuous glucose monitoring and people living with diabetes
Review date:	December 2026

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.

This document outlines the various training resources available for healthcare professionals. Please note that the training courses provided by the pharmaceutical company and listed in this document apply **only to devices included in the NHS North East London formulary and those that can be prescribed within primary care.**

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:

[Medicines Guidelines – Diabetes – North East London](#)

Device Name and Key features	Training for HCPs	Link	Contact details
GlucoRX AiDEX 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	<u>Glucorx AiDEX Health Care Professional Hub Glucorx</u>	

Device Name and Key features	Training for HCPs	Link	Contact details
DEXCOM ONE+ All-in-one sensor No Transmitter Required Fully application-ready 10-day sensor with 12-hour Grace Period Fully Waterproof (24-hrs) Wear Sites: - Stomach - Back of Arm - Upper Buttock (2-6yrs) Real-Time Receiver (no scanning) available free-of-charge for patients without Smartphone/compatible phone HCP sharing via Clarity Individual Clinic code: patient inputs into app Friends & Family sharing (x 10) via Dexcom One+ App	Dexcom Education Hub - CPD Accredited/free of charge	https://uk-educationhub.dexcom.com/users/sign_up	Sham Zaheer Territory Manager Sham.zaheer@dexcom.com 07990 259179 Amy Parmar Lead Market Access Specialist amy.parmar@dexcom.com 07795 375325 David Raw Implementation Specialist David.raw@dexcom.com 07586 123693
	Dexcom One+ - Dexcom One+ Module on Education Hub - Comprehensive Information for HCP's	Education Hub - Dexcom One+ Module Dexcom One+ HCP Overview	
	Dexcom Diabetes Podcasts	https://diabetesdialogues.buzzsprout.com/	
	Clinic Resources	Dexcom One+ Clinic Resources	
	Dexcom Clarity Platform (HCP's) - 3-hour retrospective data - Includes Event Tracking - Reports include - o Daily data - o AGP Report - o Overlay - o Compare Report ➤ Allows comparison after medication review	Clarity Overview for HCP's Clarity Clinic Registration	
	Friends & Family Share & Follow - Real-Time - Parents/Spouse/School Nurse/carer - Up to 10 "Followers"	https://uk.provider.dexcom.com/which-product/dexcom-follow-app	
	Patient Onboarding Kits (delivered to clinic/practice): - Initial Dexcom One+ Sensor	Via Territory Manager: Sham.zaheer@dexcom.com Tel: 07990 259179	

	- Real-time receiver	
	Support - Initial Practice Training - Technical Support - Patient Dexcom One+ Onboarding	Via Territory Manager: Sham.zaheer@dexcom.com Tel: 07990 259179 Technical Support Link Telephone 0800 031 57 63 Virtual Onboarding Calendar (DSN-led Group Start) ukie.training@dexcom.com (DSN email support)

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. Data sharing with friends'/relatives'/carers' smartphones via LibreLinkUp App. For people without a compatible smartphone, a FreeStyle Libre 2 reader device is available free of charge from Abbott for initiating HCPs.	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: • Start prescribing • Eligibility & prescribing guidance (NICE 2022). • Patient case studies. • How to prescribe. • Patient training options. • Set up LibreView. • Discover Abbott support tools • Order sample sensors.	Navigate from landing page – scroll down to “Practice Set-Up” button.
	Get patients started: • Start prescribing. • Patient onboarding checklist. • Patient training options. • Prescribing information. • Get the most out of your consultations – Learning & Resource Library.	Navigate from landing page – scroll down to “Getting Started Guide” button
	Order patient starter kits: • Order sensors and readers for patients. • First use guide. • Get patients started guide. • Expand your knowledge – Learning & Resource Library.	Navigate from landing page – scroll down to “Order Stock” button
	Learning & Resources: • Primary Care Guide. • Quick-Start Guide. • Upcoming HCP education events: ○ Introduction to the FreeStyle Libre 2 system. ○ Maximising the use of the FreeStyle Libre 2 system in the community: Parts 1 & 2.	Navigate from landing page – scroll down to “Start Learning” button

	• Guided support tool. • Libre Academy (Online bite-size modules) • Resource Library For HCPs: ○ Tutorials & Guides. ○ Videos & Downloads. ○ Further Learning. ○ Support & troubleshooting. ○ Contact a representative form.	
--	--	--

Training for people living with Diabetes

Device Name and Key features	Training for people living with Diabetes	Link	Contact details
GlucoRX AiDEX 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+ All-in-one sensor No Transmitter Required Fully application-ready 10-day sensor with 12-hour Grace Period Fully Waterproof (24-hrs) Friends & Family sharing 10 followers via Dexcom One+ App Wear Sites: - Stomach - Back of Arm - Upper Buttock (2-6yrs)	Switching from Dexcom One to Dexcom One+ - Download the Dexcom One+ app - Log-In using the same username and password as used with Dexcom One	-	Sham Zaheer Territory Manager Sham.zaheer@dexcom.com 07990 259179
	Check smart phone compatibility	Dexcom One+ smartphone compatibility	
	Patient Education- Dexcom Learn. Digestible Video Learning modules <i>Option offered to leave self-learning & revert to Live Virtual Onboarding session with Dexcom Diabetes Specialist Nurse in small group</i> Self-certification option on completion	Patient Dexcom One+ Learn Journey Modules include: Learn the Basics Ready to Get Started Your 1st Ten Days with Dexcom Beyond the Basics Understanding your Diabetes Trends	

Real-Time Receiver (no scanning) available free-of-charge for patients without Smartphone/compatible phone HCP sharing via Clarity - Individual Clinic code: patient inputs into Dexcom One+ app	Patient Booking Platform for Live Diabetes Specialist Nurse Onboarding	Virtual Onboarding Calendar (DSN-led Group Start)	
	Support for patients post-onboarding (Technical)	Technical Support Link Telephone 0800 031 57 63	
	Support for Patients post-onboarding (Clinical)	ukie.training@dexcom.com (DSN email support)	
	Dexcom Follow App - Follower downloads to their phone - Patient invites followers	Dexcom One+ Follow App	

Device Name and Key features	Training resources for patients	
FreeStyle Libre 2Plus 15-day sensor, no transmitter required. Patients use LibreLink smartphone app. Data sharing with healthcare team via LibreView diabetes management system. Data sharing with friends'/relatives'/carers'	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 patients started: • Start prescribing. • Patient onboarding checklist: ○ Smartphone compatibility guide. • Patient training options: ○ Independent online training. ○ In-person training with HCP. ○ Abbott led virtual training. ○ Abbott led in-person training. • Prescribing information.	Navigate from landing page – scroll down to “Getting Started Guide” button

smartphones via LibreLinkUp App. For people without a compatible smartphone, a FreeStyle Libre 2 reader device is available free of charge from Abbott for initiating HCPs.	• Direct patients to MyFreeStyle for: ○ Bite-size eLearning modules. ○ Articles and videos ○ Podcasts and tutorials	
	Order patient starter kits: • Order sensors and readers for patients. • Get patients started guide.	Navigate from landing page – scroll down to “Order Stock” button
	Learning & Resources: • Guided support tool. • Resource Library for patients: ○ Tutorials & Guides: ▪ Quick Reference Booklet ▪ First use guide ▪ Patient tutorial videos ▪ LibreView quick start guide ▪ LibreView and LibreLinkUp patient tutorial videos ▪ User manuals ▪ Accessible format videos & guides: • 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: • MyFreeStyle eLearning modules ▪ Training & ordering sensors ▪ Support & troubleshooting: • Troubleshooting guide • FAQs • Online Sensor Support	Navigate from landing page – scroll down to “Start Learning” button

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