



RocheDiabetes Care Platform Case Study:

# Increasing remote appointment efficiency in primary care

For the care of long-term conditions such as diabetes, proactive management with regular reviews and optimisation of treatment are essential.

This case study demonstrates the benefits of the integration of digital tools, in a primary care GP practice in the South Yorkshire ICS, for an elderly patient with comorbidities and mobility issues.

## Challenge: Optimising remote diabetes care for a patient with reduced mobility

- › Insulin-dependent patient, aged 81, with high HbA1c levels and heart failure diagnosis
- › Patients with comorbidities require significantly more 20 minute face-to-face appointments annually than those without comorbidities, putting additional pressure on healthcare system capacity<sup>1</sup>
- › Patient lives in a rural location with no access to a smartphone, relies on family members to drive them to appointments
- › Remote telephone appointments can compliment in-person appointments, however, a lack of accurate up-to-date blood glucose data can mean the nurse does not have all the information needed to optimise treatment remotely

## Results: 18 months after introducing the RocheDiabetes Care Platform



### Patient-centered care

- › Patient with reduced mobility was able to access care through remote appointments
- › The caregiver used the mySugr® app\* to share the patient's blood glucose results with the practice nurse<sup>†</sup>, increasing the carer engagement



### Capacity

- › The number of face-to-face appointments required was reduced
- › Due to the practice nurse having access to the data in advance, remote appointments were shortened from 10 minutes to 5 minutes



### Efficiency

- › Increased confidence in patient blood glucose results enabled the nurse to confidently titrate insulin remotely

“With remote appointments, where blood glucose data either isn’t available or is read out over the phone, it’s harder to make clinical interventions” Practice Nurse



## Elderly patient with limited access to the practice was successfully managed remotely

- › Prior to using the RocheDiabetes Care Platform, the patient's remote appointments required blood glucose results to be read out over the phone, or for the family to take the results into the practice before the next appointment
- › Patient was added to RocheDiabetes Care Platform. Family member installed the mySugr app to her own phone to sync with patient's Accu-Chek® Instant meter regularly†
- › In the following 23 weeks the patient had seven insulin adjustments via eight remote appointments
- › Remote appointments reduced the travel burden on the patient and her family members

“Telephone appointments are more efficient, I spent less time gathering results and more time having a diabetes-focused chat” Practice Nurse

“Over the course of 6-7 months the patient was successfully managed remotely. With access to accurate blood glucose data I could confidently titrate her insulin, whilst avoiding unnecessary travel for the patient”

Practice Nurse

“Having access to the data has increased my confidence in making clinical interventions remotely” Practice Nurse

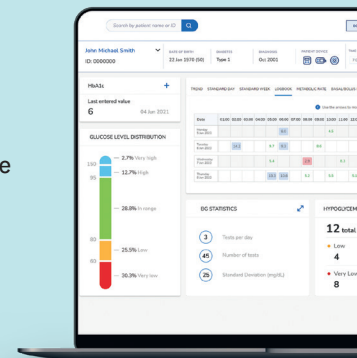
## Profile

- › A primary care GP practice in the South Yorkshire ICS
- › Practice nurse works three days a week, the majority of this time is focused on managing people with diabetes and titrating insulin
- › The practice has 9,331 patients registered, of which 753 have diabetes



## RocheDiabetes Care Platform

- › A cloud-based interactive diabetes management platform
- › Brings together diabetes relevant information including blood glucose and insulin data from various devices within a single solution
- › Real time seamless data transfer



The lifestyle images included in this article is a stock photo used for illustrative purposes only.

Quotations sourced from recorded interviews with the Practice Nurse as part of a consultancy agreement with Roche Diabetes Care in 2023.

Abbreviation: ICS, Integrated Care System

\*The mySugr logbook is licensed for people with diabetes over the age of 16 years. The mySugr Bolus Calculator is licensed for people with diabetes over the age of 18 years.

†The caregiver has to register for mySugr in order to manage the account for the person with diabetes.

1. Stafford M, Thorlby R, Fisher R. Understanding the health care needs of people with multiple health conditions. November 2018. Available at: <https://alumni.health.org.uk/publications/understanding-the-health-care-needs-of-people-with-multiple-health-conditions>. Last accessed May 2023

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[Diabetes.Roche.com/hcp-gb/CarePlatform](https://Diabetes.Roche.com/hcp-gb/CarePlatform)