



Lower
Hume
Diabetes
Pharmacy
Survey

June

2015

Summary of Results

Acknowledgements

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- Felicity Howell, Alexandra District Health
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- Natalie Wischer, Yea and District Memorial Hospital
- Rebecca Murphy, Lower Hume Primary Care Partnership

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Introduction

The Lower Hume Diabetes Working Group developed a survey in April 2015, as an initial method to increase communication with pharmacies. The working group understand the important role that pharmacies play in the diagnosis and ongoing management of diabetes and agreed to focus on improving relationships with local pharmacies to enhance quality and continuity of care. Initial feedback from one pharmacy highlighted a lack of knowledge regarding local health services other than General Practitioners (GPs), as well as knowledge and resources to respond to customer queries particularly following diagnosis and/or in relation to weight loss.

The survey aimed to provide a representative sample of pharmacy perspectives to partnering with health services, as well as encouraging local health services to make contact with their local pharmacies.

Methodology

A survey consisting of twelve questions was jointly developed by members of the Lower Hume Diabetes Working Group, facilitated by Lower Hume Primary Care Partnership, and uploaded on Survey Monkey. The 16 pharmacies in the Lower Hume catchment were divided up between the 5 health services according to catchment areas (table 1). Each health service was responsible for contacting 2 to 4 pharmacies in their area to explain the desire to increase collaboration and collect responses the survey. Health services were encouraged to complete the survey as a discussion with the pharmacy but due to time and distance to pharmacies, some emailed the link to the survey monkey survey following an initial discussion.

Results

Survey responses were collected during May and June 2015, with a response rate of 87.5% (n = 14) (table 1). One respondent did not disclose their pharmacy name.

Table 1: Pharmacy Responses

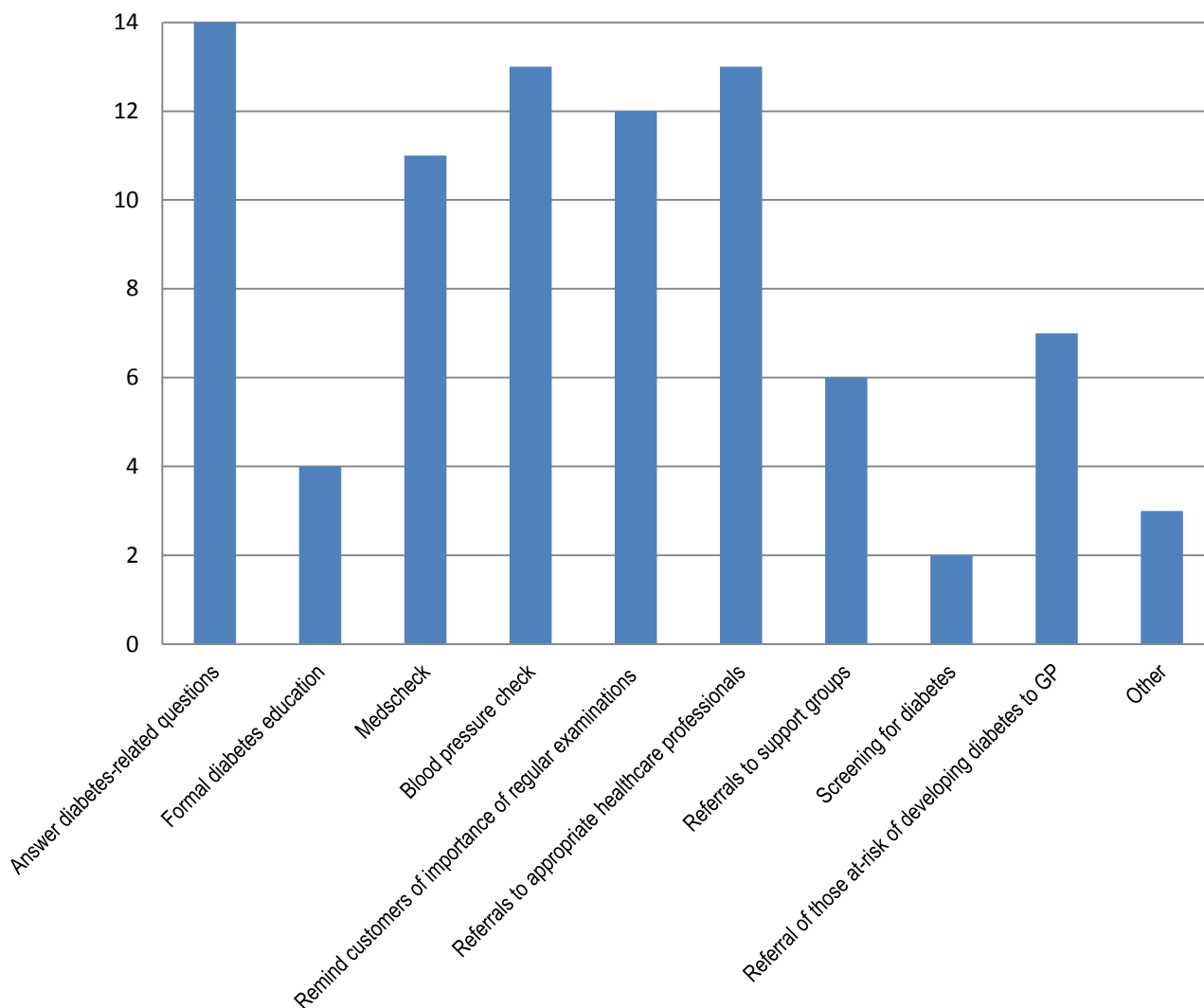
Pharmacy	Agency to contact	Pharmacy	Agency to contact
Dennis Kilmartin Pharmacy ✓ SEYMOUR 3660 VIC	Seymour Health	Marysville Pharmacy ✓ MARYSVILLE 3779 VIC	Alexandra District Health
Chemist Discount Centre ✓ SEYMOUR 3660 VIC		Alexandra Community Pharmacy ✓ ALEXANDRA 3714 VIC	
Avenel Pharmacy ✓ AVENEL 3664 VIC		Eildon Medicine Depot ✓ EILDON 3713 VIC	
Rebecca Baker's Pharmacy ✓ NAGAMBIE 3608 VIC		Chemmart Pharmacy - Eildon ✓ EILDON 3713 VIC	
Broadford Pharmacy ✓ BROADFORD 3658 VIC	Nexus Primary Health	Yea Pharmacy ✓ YEA 3717 VIC	Yea and District Memorial Hospital
Wandong Pharmacy WANDONG 3758 VIC		Kinglake Community Pharmacy ✓ KINGLAKE 3763 VIC	
Wallan Amcal Pharmacy WALLAN 3756 VIC		Kilmore Amcal Pharmacy ✓ KILMORE 3764 VIC	The Kilmore and District Hospital
Simon Yu Pharmacy - Wallan WALLAN 3756 VIC		Kilmore Simon Yu ✓ KILMORE 3764 VIC	

National Diabetes Service Scheme (NDSS) providers

13 of the 14 (93%) pharmacies that responded provide NDSS.

Other services provided

Table 2: Other services provided for customers with diabetes



'Other' included:

- HMR and RMMR
- Kidney Check (urine protein testing screening)
- Screening by finger prick. Not enough education (printed).

Staff interest in diabetes prevention and management

13 out of 14 (93%) responded 'yes' to 'do any of your employees have an interest in diabetes prevention and management?' 1 respondent commented that they had 2 employees interested.

Staff training in diabetes prevention and management

1 respondent answered 'yes' when asked if any employees had completed any formal training in diabetes prevention and management. The training noted was Diabetes Medication Assistance Service (DMAS) training for pharmacists. 11 (79%) answered 'no' to this question and 2 answered 'unsure' noting some continual professional development articles on diabetes.

Health services awareness

13 out of 14 pharmacies responded to the question 'what other services are you aware of in your local area?' Responses included:

- diabetes educator, podiatry service, visiting eye care, home medication reviews, medical centre, district nursing, home health care, physio, chiropractic, osteo service
- Diabetes educator, Hospital. Needle disposal - library & hospital GP clinics - especially larger ones have trained nurses
- NDSS - Seymour, Euroa & Nagambie
- Nexus - educator & support group Seymour Medical Centre
- Gp
- Physiotherapy Dietitian diabetes educator maternal nurse
- Podiatrist clinic. Kilmore District Hospital. Optometrist. Endocrinologist.
- Local Doctors Nexus Health
- G.P, Podiatrist, Psychologist, Physio's
- Not many I am new to the area
- ADH - No Doctor at the emergency AMC, EMC, Myrtle Street
- Eildon Medical Centre, Alexandra medical centre, Myrtle street, Alexandra District Health
- nil, just diabetes educator at local GP's in alexandra

Summary/themes

- 5 pharmacies aware of diabetes educators
- 9 noted local GPs/medical centres
- 3 know of podiatry service
- 3 aware of physiotherapy service
- 4 mentioned hospitals, 2 mentioned Nexus
- The pharmacy that did not provide NDSS was aware of closest pharmacies that did

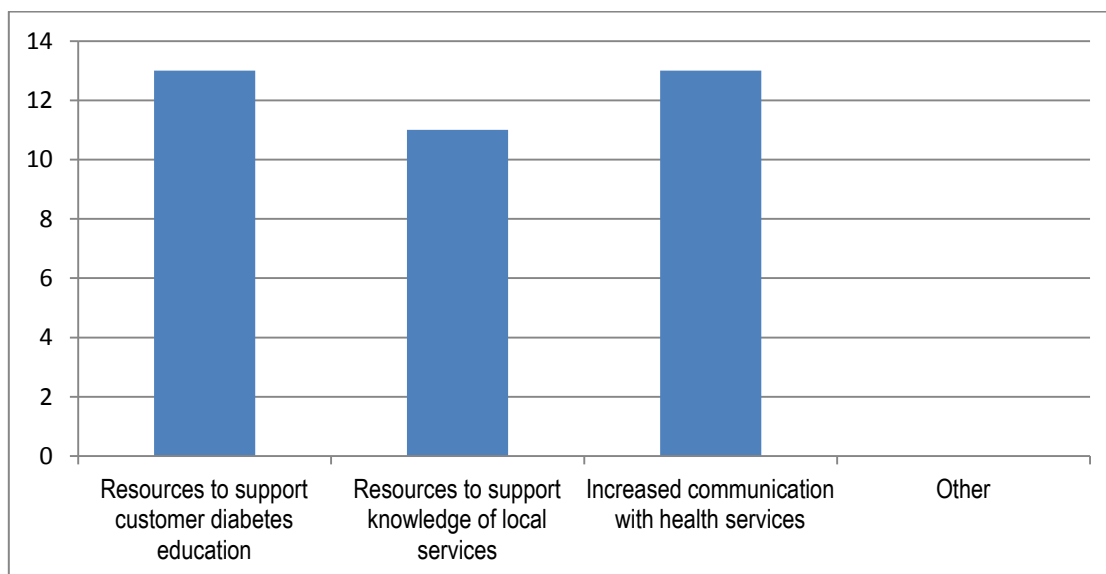
Referrals

When asked if the pharmacy refers customers to these services if appropriate 13 (93%) answered 'yes', and 1 answered 'no'.

Support from health services

Three options were provided under the question 'what support would you value from local health services?' An option for 'other' was also provided although no respondents selected this option. 1 respondent skipped this question. Results summarised in table 3.

Table 3: Support valued from health services



NDSS Products

The following three questions were in regards to NDSS products stocked, as Diabetes Educators thought it would be useful to know if products commonly prescribed were readily available.

Results summarised below:

Table 4: NDSS Pen Needles

Answer Options		Always in stock	Order in on request	Response Count
B-D Omnican Mini Pen Needle 30G x 8mm	NDSS code 67	4	8	11
B-D MicroFine + Pen Needle 29G x 12.7mm	NDSS code 87	7	7	13
B-D MicroFine + Pen Needle 31G x 8mm	NDSS code 92	11	2	13
B-D MicroFine + Pen Needle 31G x 5mm	NDSS code 97	9	2	11
B-D UltraFine Pentapoint Comfort Pen Needle 32G x 4mm	NDSS code 101	9	3	12
NovoFine Pen Needle 30G x 8mm	NDSS code 91	13	1	14
NovoFine Pen Needle Tip 32G x 6mm	NDSS code 150	13	1	14
NovoFine Plus Pen Needle Tip 32G x 4mm	NDSS code 165	11	3	14
Nova pens		2	7	9
Hum apens		0	8	8
Auto pens		0	8	8
Clikstar pens		5	6	11
Other (please specify)				1
			answered question	14
			skipped question	0
Comments				
It would be a good idea if company's supplied the pens for demonstration purposes				

Table 5: NDSS Blood Glucose Testing Products

Answer Options	Always in stock	Order in on request	Response Count
Accu-Chek Aviva Strips 50 F2 Accu-Chek Aviva Expert NDSS code 135	5	6	11
Accu-Chek Go Reagent Strips Accu-Chek Go NDSS code 35	7	3	10
Accu-Chek Integra 3 x 17 NDSS code 39	7	6	13
Accu-Chek Mobile Test Strips NDSS code 48	13	1	14
Accu-Chek Performa Electrode Strips Accu-Chek Performa NDSS code 107.5	13	1	14
BGStar Blood Glucose Test Strips BGStar, iBGStar NDSS code 145	8	4	12
CareSens N Reagent Strips NDSS Code 119	7	3	10
Care Sens Reagent Strips NDSS code 38	9	3	12
FreeStyle Lite Blood Glucose Test Strips FreeStyle Lite, FreeStyle Papillon mini, Freestyle Freedom Lite NDSS code 44	13	1	14
FreeStyle Optium Blood Glucose Test Strips Optium, Optium Xceed, Freestyle Optium Neo NDSS Code 27	13	1	14
One Touch Verio One Touch Verio, One Touch Verio IQ NDSS code 120	11	2	13
TrueResult Test Strips TrueResult, TrueResult Twist, TrueResult Mini NDSS code 120	11	2	13
TrueTrack Test Strips TrueTrack NDSS code 37.5	10	3	13
Other (please specify)			1
	answered question		14
	skipped question		0
Comments	130.5 True Result test strips, 125.5 True Balance gluc strip, 140 Bayer Contour B/G test strips, 22.5 Accu-Chek Active strips, 17.5, Accu-Chek Advantage II strips		

Table 6: Insulin Products

Answer Options	Always in stock	Order on request	Response Count
NovoRapid vial	7	5	12
NovoRapid penfill	9	3	12
NovoRapid FlexPen	12	1	13
Humalog vial	5	7	12
Humalog cartridge	7	5	12
Humalog disposable pen	5	5	10
Apidra vial	1	9	10
Apidra cartridge	3	8	11
Apidra SoloStar	6	7	13
Lantus vial	2	8	10
Lantus cartridge	10	2	12
Lantus SoloStar	12	1	13
Levemir penfill	7	3	10
Levemir FlexPen	10	2	12
Humalog Mix 25 cartridge	10	3	13
Humalog Mix 25 disposable pen	7	3	10
NovoMix 30 penfill	9	3	12
NovoMix 30 FlexPen	11	2	13
Mixtard 30/70 penfill	11	2	13
Mixtard 30/70 InnoLet	7	5	12
Other (please specify)			3
	answered question		13
	skipped question		1

Comments

Protophane Vials & cartridge
byetta 5mcg, 10mcg
Order Insulin On Request

Other

The final question on the survey provided an opportunity for pharmacies to provide any other comments. 2 respondents provided comments:

- Would like to know when/if information nights are being held
- Information printed for diabetics to keep in the pharmacy. Information on local services.

Key Findings

The survey provided an overview of services provided, knowledge of local health services and support that would be valued from them, as well as NDSS products stocked. Responses were collected from fourteen of the sixteen (87.5%) pharmacies in the Lower Hume catchment, providing a representative sample to base future work of the Lower Hume Diabetes Working Group.

Key findings include:

- ❖ high access to NDSS, with 13 out of the 14 pharmacies registered providers.
- ❖ 100% of pharmacies answer customer's diabetes-related questions and 29% (n=4) provide formal diabetes education, although only 1 pharmacy had a staff member that had completed formal training.
- ❖ 86% (n=12) remind customers of the importance of regular examinations (e.g. eye and foot), and 93% (n=13) provide referrals to appropriate healthcare professionals.
- ❖ 43% (n=6) provide referrals to support groups, although when asked what local services aware of in the local area, only 1 response included a support group.
- ❖ 14% (n=2) provide screening for diabetes and 50% (n=7) refer those at risk of developing diabetes to a GP.
- ❖ 93% (n=13) of pharmacies have employees that have an interest in diabetes prevention and management.
- ❖ Apparent lack of awareness of local health services, with the exception of 9 aware of local GPs. 38% (n=5) were aware of a diabetes educator.
- ❖ 100% of respondents would value resources to support diabetes education and increased communication with health services. 85% (n=11) would value resources to support knowledge of local services.
- ❖ Mixture of products stocked and ordered on request.

Conclusion

The findings from this survey will be utilised by the Lower Hume Diabetes Working Group to inform future communication and resources provided by health services to local pharmacies.