

# Partnering with Pharmacies for Integrated Diabetes Care

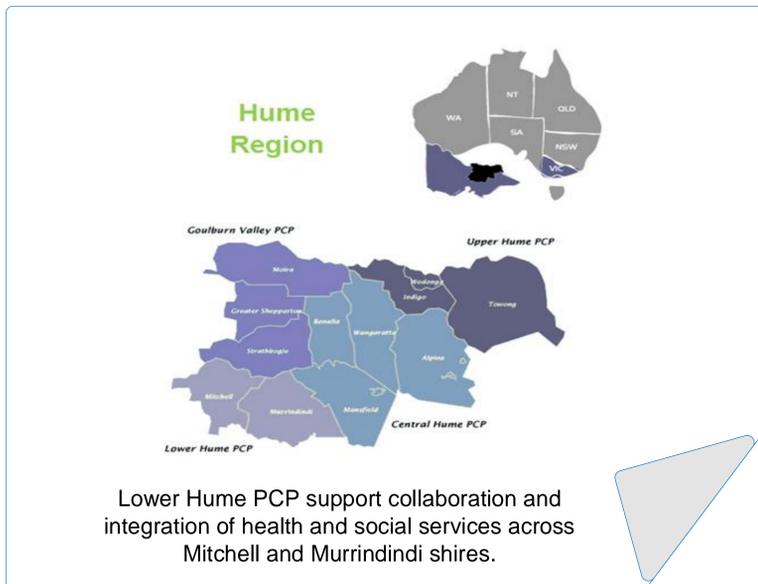
Rebecca Murphy, Lower Hume Primary Care Partnership (PCP)  
On behalf of the Lower Hume Diabetes Working Group

## INTRODUCTION

Lower Hume PCP facilitate the Lower Hume Diabetes Working Group to *improve local chronic illness care for people with diabetes.*

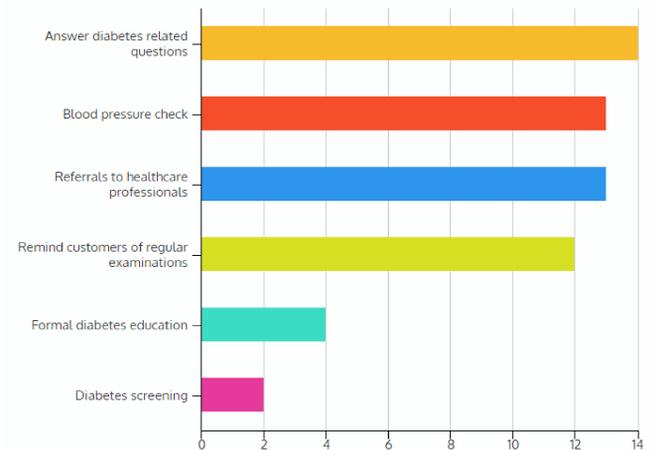
The working group consists of representatives from a range of local health services including hospitals, community health, local government and Murray PHN.

Integrated planning in 2015 identified an opportunity to work better with local pharmacies to improve continuity of care and self-management support for people living with diabetes.



## Initial communication with local pharmacies found:

### Local pharmacies provided the following services



of pharmacies had at least one staff member with an interest in diabetes.

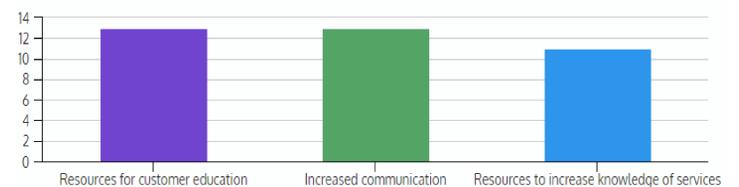


Only one person had completed any formal training on diabetes.



of pharmacies were aware of a local Diabetes Educator.

### Support valued from local health services



## METHODS

Hospitals and community health services approached pharmacies closest to them and asked them a series of questions to identify their current role in diabetes care, staff knowledge and training on diabetes as well as what support they would value from local health services.

13 out of 14 pharmacies responded with results confirming the significant role community pharmacies play in ongoing management of diabetes, and potential ways to enhance this contribution through partnering with other local health services.

As a result, the working group developed posters explaining local diabetes services for each town and provided two information sessions on diabetes and local health services.

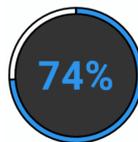
Information sessions included an overview of diabetes and the role of allied health services, presented by local diabetes educators, and a dietitian, exercise physiologist and allied health assistant.

## RESULTS

A total of 26 people attended the two information sessions; 20 pharmacy staff and 6 practice nurses. Evaluation confirmed that:



of participants agreed that sessions were completely useful.



Gained increased knowledge of local health services



Increased their knowledge of how to refer to local health services.



Increased their confidence in screening for diabetes



### What participants enjoyed most:

- The diabetes educator session, broadened my knowledge on diabetes and how it works and how to manage it.
- Great speakers. Fantastic educators. Those with diabetes in good hands!
- The whole presentation was great.
- Everything!

### Suggestions from participants for ongoing communication and support:

- Use of pharmacy to promote information in the community.
- Updates on information and services.
- Educator to visit pharmacy.

### New skills and information gained:

- confidence with diabetes information
- local services
- diet
- more knowledge of Type 2 diabetes
- where to gain more information
- refreshed my knowledge of diabetes
- effects of exercise on blood glucose
- changes to NDSS
- what to look for in a customer that may have diabetes and not know they have it
- more about referring and diet
- how glucose works in the body

## CONCLUSION

- Pharmacies play an important role in supporting people with chronic conditions to self manage, especially in regional areas.
- Information sessions were a valuable first step to integrating local diabetes care and support, although it did not engage all pharmacies.
- Lower Hume PCP will continue to support local health service partnerships to improve diabetes outcomes.
- The Department of Health and Human Services (DHHS) have funded an external evaluation of this work to inform a toolkit.



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