

# How Does a Virtual insulin pump start work

# Virtual Journey

- Pre Covid – all pump/CGM starts/renewals face to face
- June – First Pump renewals virtually
- New Pump start education pilot August 2020
- 2 patients Medtronic pump initially
- Following successful pilot additional starts completed with all available pumps/CGM virtually

# Process

- Patients contacted by telephone
- Confirmation of pump choice
- Dates of courses & process discussed
- Email invites and further information sent eg Intro to pumps workbook, info on specific pump chosen etc
- DSN contact details given

# Education

- All education sessions as before
- Intro session
- Saline start/button pushing session
- Insulin go live
- 3 day review & supported set/pod change
- 1 week follow up
- 1 month follow up
- 3 month follow up

# Education

- Same education topics covered
- Can share screen to view pump upload data & share learning materials
- Additional support available if required
- Face to face if clinically required or if no access to technology
- Flexible to meet patient needs

# Feedback

- Evaluation forms completed by patients
- Webropol surveys
- Overall patient feedback positive

# Benefits & Challenges

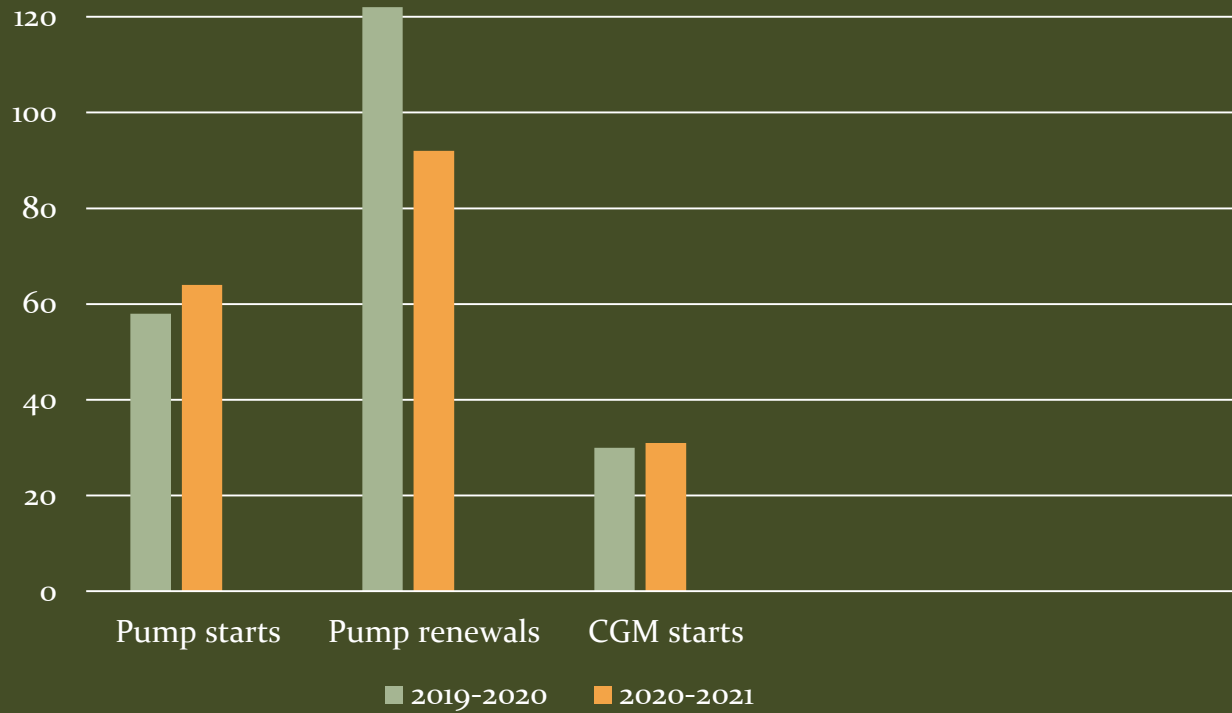
- Patient perspective
- Virtual training preferable as no requirement to travel to hospital appointments
- Fits in better around work eg for some sessions patients able to use private office at work
- More relaxed environment at home, less stressful
- Staff perspective
- Easier to accommodate education sessions
- No issue with room bookings
- More effective use of staff time
- Easier to provide additional support for patients
- Limitations with face to face due to room availability, patient ability to travel

# Benefits & Challenges

- Patient pump start wait time now reduced
- Pre COVID – 18 months wait for pump start
- From end March -12 months wait
- Challenges –
- Technology – staff & patients
- Ensuring equity of services



# Statistics



- Pump starts 19/20 over 12 months April-March
- Pump starts 20/21 over 7 months Aug-March
- CGM starts over 12 month period
- Pump renewals for 20/21 not including figures Feb to end March