

Tier III Diabetes Service – Triage Criteria

As a service we are able to provide the following Tier 3 level diabetes services including:

- Review and improvement of Type 1 and Type 2 diabetic control
 - o Full patient assessment
 - o Annual Diabetic Review in line with the Diabetes LCS and NICE guidelines
 - o Review of blood results, including blood glucose monitoring
 - o Review of diabetes medication and adjustment where required
 - o Patient education including lifestyle issues
- Insulin initiation
- GLP1 initiation
- Change of insulin regime
- Full Dietetic Service (Kingston Health Centre ONLY)
- Medical review and treatment – blood pressure, lipids, CV risk factors
- Complications review and treatment

Referrals are typically received direct to the service via EMIS to EMIS. In addition, referrals may be received via email from the Diabetes Day Unit at Kingston Hospital. Incoming referrals are checked on a weekly basis by Christine Griffin, Clinic Administrator and reviewed monthly by Alix Polley, Service Manager.

Referring GPs should state on the referral template which services they wish the patient to access i.e. GPwSI, DSN, or Dietician. However, if this is not the case, and it is not clear from the referral letter then the referral should be triaged by either the DSN or one of the GPwSIs and directed to the most appropriate clinician.

In principle;

- ***Any referrals requesting assessment and management should be booked in with the GPwSI first who can then direct on to the DSN and Dietitian for further management as needed.***
- ***Any referrals specifically requesting Insulin Initiation, GLP1 initiation or management of Insulin regime should be booked in with Jan, the DSN in the first instance.***

Any referrals that clearly require **Tier 4 input**, based on the criteria below, should be rejected back to the referring GP with a letter to advise that the referral should be sent via eRS to the Consultant at Kingston Hospital. The following should be referred to the hospital;

- Acutely unwell patients
- Patients with osmotic symptoms
- Diabetic patients with sudden unexplained weight loss
- Complex Type I patients with multiple co-morbidities;
- Type I diabetics with a particularly high HbA1c relevant to their age and BMI;
- Type I diabetics with frequent hypoglycaemia;
- Type I diabetics in their early 20s or of child bearing age
- Type I patients requesting Insulin Pumps or Freestyle Libre
- Type II diabetic patients who are newly diagnosed with a particularly high HbA1c or multiple co-morbidities;
- Diabetic patients with end stage Renal Failure

Any referrals for **Podiatry** or **Diabetic Retinal Screening** should be rejected and sent back to the referring practice as we do not offer these services. Podiatry is offered through YourHealthcare and DRS invitations are sent to patients automatically following extraction of practice data via CQRS.