



Nurse Led Diabetes Management Plan Workflow

Generate recall / reminder for BH* Diabetes



- Recall list generated using our BP software for target group.
- Admin books clinic.
- 1st SMS to patient at 4 weeks
- 2nd SMS to patient at 24hrs
- Letter to elderly /or those without mobile phone, with clinic time/date. Patient to confirm.



Book clinic as per recall / reminder date with PN and GP



SMS / letter to patient with time and date

Patient to confirm booked appointment. If pathology required referral / form sent



PN attends to clinic. Updates care plans and recall / reminder date

Patient sees GP



Bill as per PN 721 GPMP / 721 TCA or 732 review

*BH = Better Health



Nurse Led Diabetes Management Plan Workflow

Our diabetic patients are clinically coded within our Best Practice software, enabling us to run reports based on recall / reminder in patient records.

Any newly diagnosed diabetics are referred to the clinic via an internal message to Admin directly from the GP.

Admin / MPA will book the initial clinic at which nurse will then add recall / reminder.

Admin team / MPA

- › Generate recall / reminder list in Best Practice – in our system these are BH Diabetes (BH being Better Health).
- › Book patients into clinic as per recall / reminder date.
 - › Patient will receive 1st SMS @ 4 weeks to appointment 2nd SMS @ 24hrs to appointment. Patient asked to confirm clinic date and whether pathology is required.
 - › If elderly or no mobile phone then letter with date and time details will be posted. Patient asked to confirm clinic date and whether pathology is required.
 - › If pathology needed message to Dr is sent.

Practice nurse and / or MPA

- › Patient comes for full clinic 30mins, attends to ECG or immunisations if required.
- › Nurse will update care plans and recall / reminder in patients file for next booking. 3 months if unstable diabetic, 6 months if stable.
- › Notes for GP including what to bill and whether referrals required. GPMP 721, TCA 723, review of plans 732.

GP

- › Patient to see GP after clinic appointment.
- › Billing sent through to front office for completion.