Frequently Asked Questions (FAQs)

1. **How do I get Freestyle Libre® sensors on the NHS?**
   In March 2019, NHS England issued guidance relating to national arrangements for funding of Flash Glucose Monitoring for people with **Type 1 diabetes**. As a result Norfolk and Waveney CCGs have reviewed their commissioning policy. If you are a patient with Type 1 diabetes you will be assessed by your diabetes specialist at **your next routine clinic appointment/annual review** and if you meet the criteria will receive Freestyle Libre® funded by the NHS.

2. **My review is not due for several months- can I request an earlier review by my specialist?**
   Only those people whose diabetes needs have changed since their last annual review should ask for an earlier appointment. Our diabetes specialists have limited capacity and must prioritise people with higher clinical need.

3. **How do I request an earlier review if my diabetes needs have changed?**
   Please contact your diabetes team directly using the contact details provided by them. It is not necessary for your GP or practice diabetes nurse to make a referral.

4. **Can my GP prescribe these sensors before I have been seen by the specialist?**
   No - GPs are only allowed to prescribe these sensors once you have been assessed by the specialist as meeting the criteria for NHS funding. Your GP will receive a letter advising them to prescribe if you meet the criteria.

5. **Once I have been seen by the specialist, how soon will I get the Freestyle Libre® system?**
   In order to use the system correctly all patients must attend a training session, at which they will be supplied with the scanner and initial supply of sensors. This will usually take place within a month or so of your assessment.

6. **Is there anything else I need to do?**
   You will be expected to use the system regularly to improve your diabetes management, upload data for central monitoring and complete a diabetes structured education programme - if you have not already done so. A copy of the patient agreement form can be found here: **(insert web link)**

7. **How many sensors will my GP prescribe for me?**
   A maximum of 6 months of sensors will initially be funded for each patient. The first sensor (1 sensor together with the scanner) will be provided by the specialist clinic. Up to a maximum of 6 further monthly prescriptions for 2 sensors will be issued by your GP. Continuation after 6 months will be according to the Norfolk and Waveney CCGs continuation guidelines. If you continue to meet the criteria for prescribing this will be confirmed by the specialist. GPs will need to have confirmation from the specialist before they can continue to prescribe.

8. **What do I do if any of the sensors don’t work properly?**
   If any of the sensors are defective, you will need to contact the manufacturer to obtain a replacement. Your GP cannot issue prescriptions to replace defective sensors.
   You should contact the Abbott Customer Careline, on 0800 170 1177 on the day
that the FreeStyle Libre® sensor falls off. You will need to keep the displaced FreeStyle Libre® sensor and follow the instructions of the Abbott Customer Careline representative.
Please note that a maximum of 3 replacement FreeStyle Libre® sensors can be issued per individual.'

9. **Will GPs continue to prescribe glucose testing strips for me if I meet the criteria for use of sensors**
   Yes - however it is anticipated that the use of these strips will be reduced to a lower level (e.g. 2 pots per month). You will be asked to change to a more cost effective meter and strip if not already using one (certain exclusions apply e.g. insulin pump)

10. **Can drivers use the Flash Glucose Sensors to monitor blood glucose levels prior to driving?**
    The DVLA has updated the guidance on glucose testing prior to driving which now permits the use of interstitial glucose readings e.g. using Flash Glucose Scanning (FreeStyle Libre®) and CGM systems **for group 1 drivers only** (standard driving licence). [CLICK HERE FOR FULL INFORMATION](#) as finger prick tests are still required under certain circumstances.
    If you are driving this is not a hands free device and you will be liable to prosecution if you are scanning the device while driving.

11. **What if I am already self-funding FreeStyle Libre®?**
    If you have been buying the FreeStyle Libre® directly from the manufacturer (and wish to continue using the device) you should still purchase your sensors via this route until you are reviewed, if appropriate, by the Specialist Diabetes Team at your next routine clinic appointment.

    Norfolk and Waveney CCGs will **only fund FreeStyle Libre® for patients with Type 1 diabetes who fulfil the clinical eligibility criteria** as written in the Current Advice on the prescribing of Flash Glucose Monitoring (Freestyle Libre®) in Norfolk and Waveney CCGs (N&W CCGs) – April 2019.

    It is important that you understand that your review will not be based on what has already been purchased, but on what has been agreed for national NHS funding.

12. **What if I want to use (or continue using) FreeStyle Libre® but do not meet the criteria for funding?**
    You can buy FreeStyle Libre® directly from the manufacturer [https://www.freestylelibre.co.uk/libre/](https://www.freestylelibre.co.uk/libre/) or Tel: 0800 170 1177.

13. **Will the recommendations for funding be reviewed?**
    Yes, these recommendations will be kept under review. In particular, a further review will be undertaken when national funding of the device and sensors ceases (i.e. 18/24 months).

14. **If patients have any additional questions, who should they be directed to?**
    Norfolk Patient Queries: [snccg.complaintsservice@nhs.net](mailto:snccg.complaintsservice@nhs.net)
    GY&W CCG PALS: Tel 01502 719567 [GYWCCG.PALS@nhs.net](mailto:GYWCCG.PALS@nhs.net)