



Patient Activation Services in Community Pharmacy for patients with type 1 & type 2 diabetes

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Overview

Patient Activation in the NHS
and Community Pharmacy

Project Results- Type 2 diabetes
(2017)

Current project- Type 1
diabetes: The sick day rules &
Preventing DKA (2018-19)

Patient Activation

An individual's knowledge, skills and confidence to manage their own health and health care.'

(Hibbard et al 2005)

► **Insignia Health: Patient Activation Measure (PAM)**

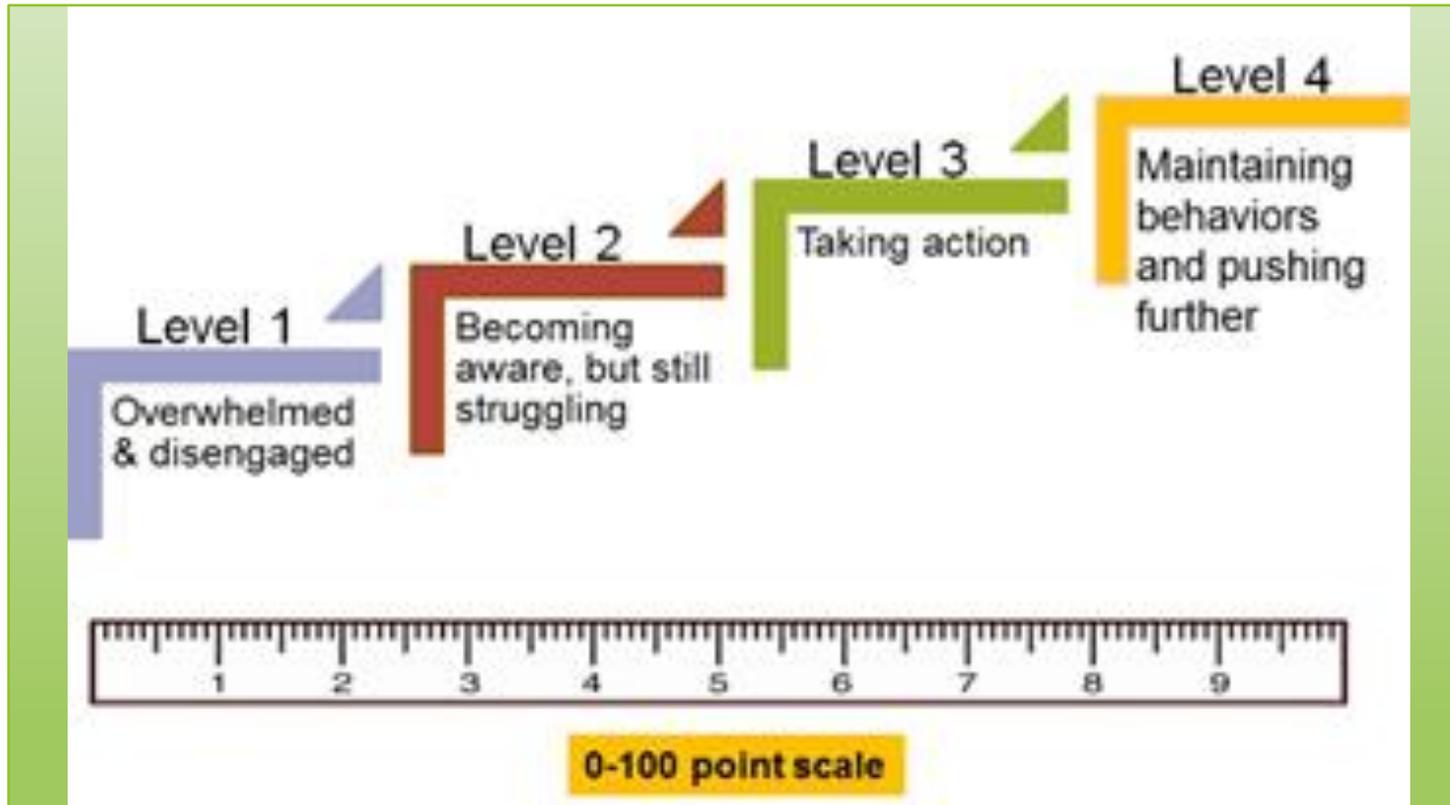
It has been robustly demonstrated that levels of patient activation are related to most health behaviours, many clinical outcomes, health care costs and patient experiences.

King's Fund

Measuring Patient Activation

‘The PAM’

- ▶ PAM 13: Series of 13 statements to which the patient states how strongly they agree or disagree
- ▶ Answers are used to calculate PAM score (1-100) & level (1-4)
 - *I am the person who is responsible for taking care of my health.*
 - *I know what each of my prescribed medications do.*
 - *I understand my health problems and what causes them.*
 - *I have been able to maintain lifestyle changes, like healthy eating or exercising.*



Patient Activation Levels

PAM in the NHS

NHS England have invested in PAM licenses for use in vanguard sites including NHS Kernow CCG

PAM can be used to tailor an intervention & as an outcome measure.

PAM level can be modified using motivational interviewing and goal setting

An increase in PAM score of even a single point translates to better health outcomes.

Measuring Patient Activation forms a core element of the NHS Five Year Forward View's ambition for the NHS to become better at helping people to manage their own health



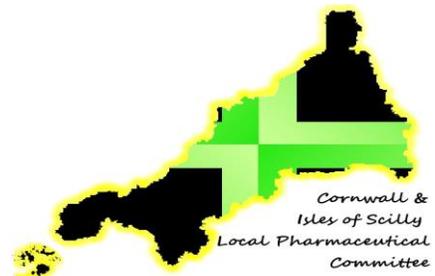
Community Pharmacy project for patients with Type 2 Diabetes

Pilot completed 2017



Patient Journey





Cornwall &
Isles of Scilly
Local Pharmaceutical
Committee

Meds
optimisation

Flu jabs

On-line education
courses

Meds compliance
charts

Alcohol
IBA

Can Community Pharmacists help their patients with type 2 diabetes by increasing their Patient Activation?

229 Patients completed the service
98% achieved or partially achieved their goals

Over 3 months patient's PAM scores increased by a mean of 7.4 points.

Evidence from 300+ peer-reviewed published trials: Patient activation is the best predictor of long-term health & health costs.

Dietary advice

Mental
health
support

Foot care

Exercise
ideas

Management of
hypos

Case Study- LB lady 62 yrs

Beginning of Service

PAM score 37= level 1

No exercise

Cakes every afternoon at work

Forgets afternoon dose of metformin most days

Gynae problems, too embarrassed to speak to GP

Hearing problems

Doesn't really believe she has diabetes

Feeling lonely, low and unmotivated

Case Study- LB lady 62 years

Beginning of Service	End of PAM service
PAM score 37= level 1	PAM score 51 = level 2
No exercise	Walks for an hour twice a week with sister
Cakes every afternoon at work	Restricts herself to one treat per week & has lost 4lb in weight
Forgets afternoon dose of metformin most days	Set alarm on mobile phone and keeps some metformin in handbag
Gynae problems, too embarrassed to speak to GP	Referred to a female GP, gynae problems treated
Hearing problems	Referred and now has hearing aids fitted
Doesn't really believe she has diabetes	Has accepted diabetes diagnosis
Feeling lonely, low and unmotivated	Feeling happier, more confident "speaking to the pharmacist has been life-changing for me"



Case Study- TB female 68 years

Beginning of service

PAM score 63.1 = level 3

Lost 2 stone on diagnosis but still BMI >30 can't seem to lose more

Drinks a bottle of wine 'most evenings'

HbA1c 62mmol/mol (3 months ago)

Feeling tired and demotivated, stopped exercising

Does not like taking tablets:
Metformin, sitagliptin & pioglitazone for diabetes

Case Study- TB female 68 years

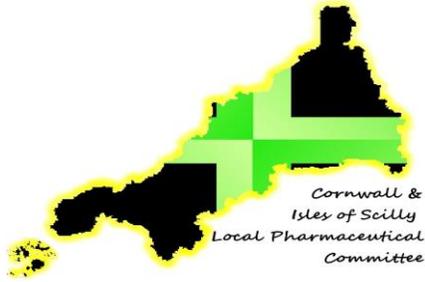
Beginning of service	End of PAM service
PAM score 63.1 = level 3	PAM score 90.7 = level 4
Lost 2 stone on diagnosis but still BMI >30 can't seem to lose more	"lost another stone"
Drinks a bottle of wine 'most evenings'	Drinks 2 gin & slim-line tonics a week
HbA1c 62mmol/mol (3 months ago)	HbA1c= 50mmol/mol
Feeling tired and demotivated, stopped exercising	Joined gym. higher energy levels and mood is much better
Does not like taking tablets: Metformin, sitagliptin & pioglitazone for diabetes	Pioglitazone stopped due to improvements in HbA1c

Patient Experience (Type 2 service)

- ▶ *“The pharmacist approached me and encouraged me to join a new service for people with diabetes. She suggested I do more exercise by joining a local group, I also joined ‘Cornwall Healthy Weight’. I have since lost nearly 2 stone in weight and my glucose (Hba1c) has reduced from 65 to 44 (mmol/L) This is the most support I have had with my diabetes since being diagnosed in 2011”*

Patient Feedback Questionnaires (Type 2 service)

	% respondents answering YES
Was the service useful for you?	99%
As a result of the service do you feel more confident managing your diabetes?	94%
Was Community Pharmacy a good place to provide this service?	100%
Would you recommend the service to a friend?	96%
Was the pharmacist able to support you to reach your goal?	99%
Were you satisfied with the service you received in the pharmacy?	100%



Community Pharmacy project for Type 1 Diabetes

In April 2018 NHS Kernow CCG commissioned 100 further interventions for patients with Type 2 Diabetes and
a new project for 100 patients with Type 1 Diabetes

Type 1 Diabetes, the Sick day rules and Diabetic Ketoacidosis (DKA)

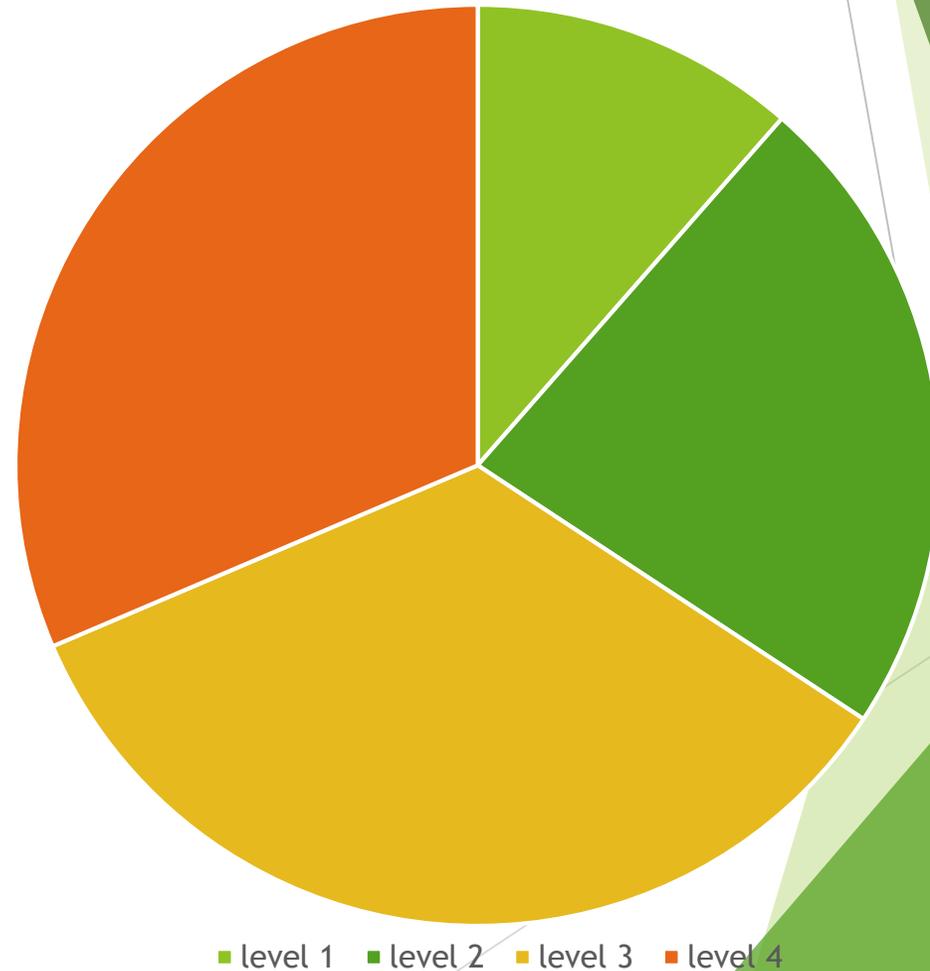
- ▶ Aim: Reduce Hospital admission rates due to DKA
- ▶ Method:
 - ▶ Provide patients with 'sick day rules' leaflet: Type 1 Diabetes: What to do when you are ill. (NHS Kernow CCG)
 - ▶ Provide patients with a dual testing metre so they can monitor both blood glucose and ketones
 - ▶ Provide education on the above.
- ▶ As for previous project pharmacists used motivational interviewing and followed patients up with four phone calls followed by a final consultation in the pharmacy.

Type 1 project baseline data (35)

- ▶ 49% 'never heard of the sick-day rules'
- ▶ 60% unable to monitor their ketones
- ▶ Slightly higher proportion of level 4 than general population



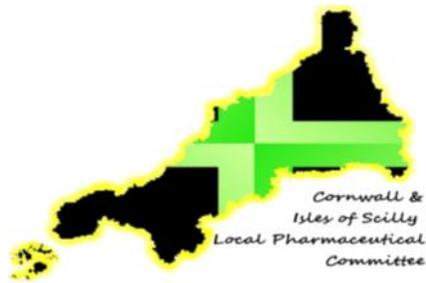
PAM Level at 1st consultation



Type 1 project Early results (17)

▶ Achieving Goals:

- ▶ 82% (14) achieved their goals
- ▶ 12% (2) partially met goals
- ▶ Only 1 had not met their goals by final consultation



Improve knowledge of sick day rules

Improve glucose & ketone monitoring

Exercise

Improve diet

Carbohydrate counting

Foot care

Education on sick day rules

At final consultation:

56% I am very confident in my knowledge of the sick day rules

44% I am somewhat confident in my knowledge of the sick day rules



End Point PAM scores

Of 17 patients who have completed the service:

13 patients' PAM scores increased

3 patients' PAM score remained the same

1 patient's PAM score reduced (but they remained at level 4)

10 patients moved up by a whole activation level

Conclusions



Pharmacists can play an important role in helping their patients manage their long-term health and modifying their lifestyle

They are able to help patients improve their PAM score



Patients appreciate the accessibility of community pharmacies and being able to access support in this setting



Do Community Pharmacists have the resource to provide more of this type of service if funding is available?

Questions???

Further reading:

King's Fund: Supporting People to Manage their Health.
An introduction to patient activation (2014)

https://www.kingsfund.org.uk/sites/default/files/field/field_publication_file/supporting-people-manage-health-patient-activation-may14.pdf

Health Foundation: Reducing Emergency Admissions:
unlocking the potential of people to better manage their
long-term conditions. (2018)

https://www.health.org.uk/reducing-emergency-admissions-better-manage-long-term-conditions?dm_i=4Y2,5TN81,QZLRM4,MOSTI,1

PSNC: Patient Activation and why it is relevant to
community pharmacy (2016)

<https://psnc.org.uk/wp-content/uploads/2013/04/PSNC-Briefing-060.16-Patient-activation.pdf>

A full evaluation of the Type 2 project is available. Email Claire@cornwallpc.org for a copy or more information.