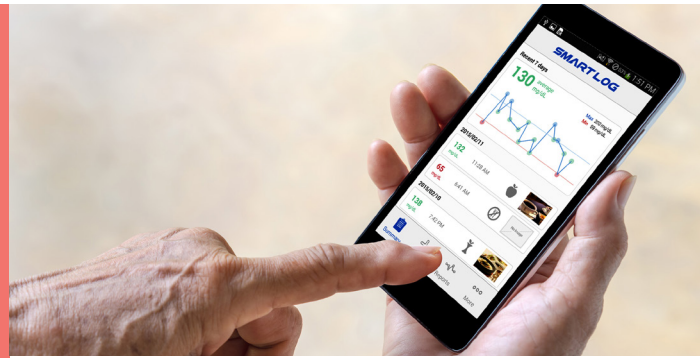


## Case Study

Positive patient feedback for Spirit Healthcare's TEE2+ blood glucose meter and SmartLog app in Isle of Wight CCG



### Objectives...

Isle of Wight CCG sought to understand the experience of patients with type 2 diabetes who switched to Spirit Healthcare's TEE2+ blood glucose meter following a new formulary position across the island.

### The Situation...

The Isle of Wight CCG commissions healthcare services for the island's 140,000+ residents, working collaboratively with clinicians and healthcare professionals across 16 GP practices, 30 community pharmacies, 100+ care homes and one acute hospital, St Mary's Hospital. In November 2017, in conjunction with the diabetes team at St Mary's, the CCG decided to review its formulary for blood glucose strips. The objectives were twofold: to reduce variance across primary care for type 2 diabetes patients; and to make NHS resource available for the new technology, which had just received NHS Drug Tariff approval.

Following the switch, feedback was sought from patients to how the new TEE2+ meters were working in practice.

A survey link was sent to 151 diabetes patients who had switched to TEE2+ meters and had given their permission to be contacted for research and marketing purposes. Those surveyed were asked for their views on the change programme, the TEE2+ meters and the App SmartLog.

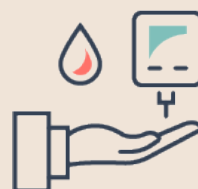
### Impact...

The training enabled **91%** of patients to conduct blood glucose tests on a TEE2+ meter<sup>1</sup>



Patients find that their meters **BETTER MET THEIR TESTING NEEDS** than the systems they replaced<sup>1</sup>

Patients using SmartLog monitoring system have **ACHIEVED LOWER BLOOD GLUCOSE LEVELS<sup>1</sup>**



Patients find **TEE2+ METERS EASIER TO USE** than the systems they replaced<sup>1</sup>



## Patient feedback demonstrates the switch to Spirit's glucose strips has been successful, with patients reporting that the new system better met their testing needs and is easy to use.



Positive patient responses are proof of the success of the introduction of Spirit's blood glucose strips. Patients found them easy to use and meet their testing needs. Patient feedback also indicates that lower glucose levels are achieved by those successfully using the SmartLog App.

- Spokesperson, Isle of Wight CCG.



### Spirit's Response...

A questionnaire was used to evaluate the quality of a formulary change programme conducted by Spirit Implement's clinical team, which aimed to ascertain whether the change was managed in a way that worked for patients.

Feedback from 53 respondents demonstrated that the blood glucose monitoring system TEE2+ appeared to be slightly easier to use and substantially better at meeting patients' testing demands than their previous systems. 91% of respondents rated the change programme highly<sup>1</sup>.

### The Results...

70% of survey respondents rated the TEE2+ meter as "easy" or "easier to use" than the previous system. 68% of respondents

reported that it met their testing needs compared to their previous blood glucose meter. Participants were seven times more likely to favour TEE2+ than their previous system<sup>1</sup>.

The survey also sought to ascertain how successful the training was in enabling survey respondents to test their blood glucose with the TEE2+ meter, finding the most common response to be 'very well' (45%), followed by 'satisfactorily' (25%) then 'well' (21%)<sup>1</sup>.

Participants who had used the SmartLog app were overwhelmingly positive about the system. 60% found SmartLog useful in helping them understand their blood glucose levels and over 35% found it positively influenced their blood glucose levels<sup>1</sup>.

Survey responses indicate that the Isle of Wight CCG has achieved consistency across care settings and improved patient outcomes.



The change has been expertly managed by Spirit, whose patient training programme enabled 91% to be able to conduct blood glucose tests on the TEE2+ meter.

- Spokesperson, Isle of Wight CCG



References: 1. data on file Spirit Healthcare, December 2017

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