

## FreeStyle Libre® – Frequently Asked Questions (FAQ) for patients

### What is FreeStyle Libre?

FreeStyle Libre ‘flash glucose monitoring system’ measures glucose levels in people with diabetes using a sensor applied to the skin. FreeStyle Libre is an alternative to finger-prick blood glucose testing, and can produce a near-continuous record of measurements which can be accessed on demand.<sup>1</sup> Readings are taken by scanning the sensor with a FreeStyle Libre reader or some smartphones.

People using FreeStyle Libre still need to use finger-prick blood glucose testing:

- during times of rapidly changing glucose levels when interstitial fluid glucose levels may not accurately reflect blood glucose levels, e.g. during exercise
- when the FreeStyle Libre reader shows low glucose readings (hypoglycaemia) or warns that hypoglycaemia is likely
- when symptoms do not match scanned readings
- before they drive and during driving (to meet DVLA requirements)
- to use built-in bolus (mealtime) insulin calculators.

### Who is eligible to receive a trial of FreeStyle Libre on the NHS?

The device is only available for people with type 1 diabetes, aged four years and over. Additionally, you must understand the basic principles of insulin dose adjustment, appropriate management of hypoglycaemia (low glucose levels) and hyperglycaemia (high glucose levels) and fulfil one of the criteria listed below:

- 1) You test frequently and where the use of Freestyle Libre may facilitate a safe reduction in test strip usage of 8 (adults) or 7 (children and young adults aged 4-19 years) strips per day
- 2) You have an HbA1c  $\geq 8.5\%$  (69.4mmol/mol) or disabling hypoglycaemia (low glucose levels) and are eligible for insulin pump therapy and where after discussion between yourself and your diabetes team it is felt that Freestyle Libre may be a better option for you than an insulin pump
- 3) You are taking multiple daily injections or using insulin pump therapy and monitoring of glucose levels is not possible with finger-prick devices, due to factors outside your or your carer’s control.

### Who decides if I am able eligible for a trial of FreeStyle Libre?

You should ask your local NHS diabetes specialist team **at your next routine appointment** whether you are eligible for a trial of FreeStyle Libre. Please do not contact your local diabetes specialist team for an early appointment specifically to discuss FreeStyle Libre. If you are not currently under the care of a local NHS diabetes specialist team, you can ask your GP to refer you for an appointment.

### Who will be able to prescribe FreeStyle Libre?

Initially FreeStyle Libre will be prescribed by your local diabetes specialist team, who will also monitor your progress and assess the benefits of you using the system. Prescribing will be transferred to your GP after approximately 6 months, if your diabetes specialist team feel this is appropriate for you and your GP is in agreement. Long term ('repeat') prescriptions of FreeStyle Libre from your GP will be offered to people who experience benefits from the trial period, this assessment will be made by your local diabetes specialist team in line with national and local continuation criteria.

### What should I do if my FreeStyle Libre sensor prescribed to me on the NHS is faulty

If a sensor fails before the end of its 14 day life, you should call the Abbott customer care line on 0800 170 1177 or email [adchelpuk@abbott.com](mailto:adchelpuk@abbott.com) (details also on product packaging) on the day that any problem is identified. You should inform the care line that you are receiving sensor prescriptions and follow the instructions of the Abbott customer care line representative. If the sensor is faulty it will be replaced. Please note that a maximum of 3 replacement FreeStyle Libre® sensors can be issued per individual for those that fall off. You should not request replacement sensors from your NHS prescriber.

### What if the trial of FreeStyle Libre is unsuccessful?

When you start your trial of Freestyle Libre, the goals of treatment will be discussed with you; these goals will be personalised to your specific needs. If these goals are not met within 6 months, then FreeStyle Libre is not the most suitable device for you and your diabetes specialist team will discuss other technologies with you.

### What if I am currently paying for the FreeStyle Libre sensors myself?

If you fulfil one of the criteria listed above and have shown sustained improvements, when using FreeStyle Libre over a period of six months or more, your local diabetes specialist team will assess your eligibility for NHS prescribing at **your next routine appointment**.

### What if I am not eligible to receive a trial of FreeStyle Libre on the NHS?

If you are not eligible for FreeStyle Libre on the NHS but would still like to use FreeStyle Libre, you may buy the device from your local pharmacy or the FreeStyle Libre website: <https://www.freestylelibre.co.uk/libre/products.html>.

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