

# Addressing the Primary Care Workforce Crisis as per the NHS Long Term Plan: Utilising, Equipping and Supporting Clinical Pharmacists to Care for People Living with Diabetes. COMPLEMENT PLUS (Complete Mentoring and Diabetes Education for Pharmacists)



Leicester Diabetes Centre  
Committed to Growing International Research, Education & Innovation



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## Aims:

Numbers of GP's and Practice Nurses are declining, diabetes diagnosis is increasing and we are in the midst of a pandemic that may severely effect people living with multimorbidities and obesity. Our aim is to boost and enhance the workforce in primary care to provide excellent care and support for people living with diabetes, by utilising pharmacists to their full potential.

## Method:

Eden adapted their current multi award winning pharmacist training programme (COMPLEMENT) into a six month virtual complete diabetes training package, with mentoring support (COMPLEMENT PLUS).

The course includes four recorded lessons, four e-learning modules and four virtual mentoring sessions: Developing confidence and applying learning, with case study discussions.

## Results:

48 delegates were asked to rate their knowledge and confidence in 25 areas pre and post training: 100% of delegates reported an increase in knowledge and confidence in all 25 areas. Delegate feedback was collected:

- > 66% of delegates rated the training 'Excellent'
- > 34% rated the training 'Very Good'
- > 100% of the delegates would recommend this training to their peers

"He listened to me, I felt safe in his hands and now feel in control of my diabetes"

We collected feedback from patients seen by the pharmacists; One example:



## Summary:

People living with diabetes have a range of healthcare needs, including; regular monitoring, management of complex dosing regimens, ensuring appropriate use of medications and lifestyle education. With training, pharmacists have the potential to meet these needs and reduce workload pressures in primary care. The COMPLEMENT PLUS model is cost effective and sustainable and we have shown that it gives pharmacists the increased knowledge and confidence that they require to practice independently.