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| Reference: | FOI.9496.22 |
| Subject: | Diabetes |
| Date of Request: | 28 July 2022 |

Requested:

I would like the following data please:

1. How many Freestyle Libre 2 sensors have been provided to Diabetes Type 2 patients within Wales?
2. How many certificates for use of the sensors have been completed by NHS staff to use these sensors?
3. Who owns the data on the sensors that the Diabetes team under the health board set up?
4. Does the NHS use Gmail email accounts for patient records and readings?
5. If they do use Gmail accounts, who owns the right to the Gmail account if it is in the name of the patient that the nurse sets it up for?
6. Who is the lead Diabetes consultation for the Hywel Dda Health Board?
7. What criteria does someone with type 2 Diabetes need to fulfil to be prescribed a freestyle libre 2 sensor?
8. Who owns the sensor after it is prescribed and fitted by the NHS?
9. How many patients are over their annual diabetes review?
10. How many vacancies for district nurses are open or have been open since January 2021?
11. How many roles are currently vacant?
12. How many vacancies for diabetic specialist nurses are open or have been open since July 2021 to date?
13. How many roles are currently vacant?
14. What is the legal quota of community diabetes nurses for Hywel dda?
15. How many are there at present?
16. How many times a year should a patient be seen by a diabetic specialist?
17. What training must a nurse have to be able to administer insulin?
18. What training must a nurse have to be able to fit a libre sensor?
19. What is the official process of delegating authority from the NHS to a Care home nurse?

20. How many complaints are open against Hywel Dda?
21. How many complaints relating to Diabetes are currently open?
22. How many complaints regarding diabetes have been opened in the last 5 years?
23. How long has CD NMC **Redacted** been the Lead clinician / Diabetic Specialist Nurse?
24. What is CD Training for the above role and when did it complete?
25. Who did the training?

Response:

1. Hywel Dda University Health Board (UHB) does not hold details of the number of individuals in Wales who have been provided with Freestyle Libre 2 Sensors for the management of their Type 2 diabetes.
2. The UHB can confirm that 2,085 diabetic patients had been provided with Freestyle Libre 2 sensors by its NHS professionals within acute, primary care and community settings for the management of Type 1 and 2 diabetes, as of 31 May 2022.
3. The UHB confirms that any data stored on the Freestyle Libre account is owned by the patient.
4. The NHS does not utilise any particular email account for the setup of Freestyle Libre 2 system accounts. Any email account is suitable for the setup of an account, for the reading and recording of data.
5. The email address used will be owned by the named account holder.
6. The UHB confirms that the Clinical Lead for Diabetes is MB, Associate Medical Director Primary Care.
7. The UHB confirms that it follows the National Institute for Health and Care Excellence (NICE) 'Type 2 diabetes in adults: management' for the criteria required for someone with Type 2 Diabetes to be prescribed a FreeStyle Libre 2 sensor. For ease of access, a weblink to the NICE guidance has been provided below:

[Recommendations | Type 2 diabetes in adults: management | Guidance | NICE](#)

Additionally, FreeStyle Libre 2 can be initiated and prescribed in line with the Health Technology Wales Guidance 2021. For ease of access, the weblink for Health Technology Wales has been provided below:

[FreeStyle Libre flash glucose monitoring - Health Technology Wales](#)

8. The UHB confirms that the patient owns the sensor after it is prescribed and fitted by the NHS.
9. The UHB regrets to inform you that it does not hold this information. Diabetes patient annual reviews are the responsibility of the patients and their GP.

10. The UHB provides, within the table overleaf, the total number of Whole Time Equivalent (WTE) District Nurse (DN) vacancies advertised since January 2021 and the number of WTE DN vacancies open, by County, as at 31 July 2021.

| County | Advertised DN vacancies from January 2021 | Open DN vacancies – 31 July 2021 |
|-----------------|--|---|
| Carmarthenshire | 9.0 WTE | 3.0 WTE |
| Pembrokeshire | 14.3 WTE | 0 |
| Ceredigion | 6.0 WTE | 0 |

Please note:- The total figures provided above are likely to include duplicated vacancies due to the roles being advertised more than once. Additionally, some of the roles identified as vacant may however, be in the recruitment stage and are pending start dates.

11. The UHB provides, within the table below, the current number of WTE DN vacancies, by County.

| County | Advertised DN vacancies from January 2021 |
|-----------------|--|
| Carmarthenshire | 4.4 WTE |
| Pembrokeshire | 2.0 WTE |
| Ceredigion | 0 |

12. The UHB confirms that 1.2 WTE Diabetic Specialist Nurses have been recruited and are awaiting a start date, since July 2021 to the date of your request.
13. The UHB confirms that it currently has no vacant Diabetes Nurse posts.
14. The UHB confirms that there is no legal quota for Community Diabetic Nurses.
15. The UHB confirms that there are currently 5.3 WTE Community Diabetes Nurses, with an additional 1.2 WTE Diabetes Specialist Nurses awaiting a start date.
16. The UHB confirms that the frequency with which a patient sees a Diabetic Nurse is determined on individual clinical need.
17. The UHB confirms that Registered General Nurses (RGN) do not require any specific training to administer insulin, as this is learnt as part of their RGN training. Insulin is administered as per the dosage detailed on the prescription.
18. The UHB confirms that no formal training is required for the fitting of a Libre sensor.
19. The UHB confirms that there is no delegation of authority from the UHB to a care home. However, the UHB provides a copy of its Discharge and Transfer of Care – Adults Policy, at Attachment 1.
20. The UHB confirms that there are 377 complaints open against the UHB, as recorded on the UHB's Datix Incident Reporting System, as at 12 August 2022.
21. The UHB confirms that there are two (2) complaints open regarding diabetes, as recorded on the UHB's Datix Incident Reporting System, as at 12 August 2022.

22. The UHB confirms that a total of sixty nine (69) complaints regarding diabetes were received, as recorded on UHB's Datix Incident Reporting System, between April 2017 and 10 August 2022; thirty three (33) complaints were resolved in two (2) working days as part of Early Resolutions process and thirty six (36) complaints were managed through the Putting Things Right process.

23. to 25. The UHB is unable to provide you with the requested information, due to it being personal in nature. The UHB is therefore withholding this detail under Section 40(2) of the Freedom of information Act 2000 (FoIA).

This information is protected by the Data Protection Act 2018 and the UK General Data Protection Regulations (UK GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles 6 and 9 of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the Data Protection Act 2018/UK GDPR define personal data as data which relates to a living individual who can be identified solely from that data, or from that data and other information, which is in the possession of the data controller.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance. Therefore, the UHB provides details of the training undertaken by RGNs to achieve the competencies required to become a Specialist Diabetic Nurse.

RGNs work alongside experienced Specialist Diabetic Nurses, receiving 'on the job training'. As part of this, support is offered during development of the role and specialist training courses are completed which include study days, education sessions, online learning, and is bespoke to the type of Specialist Diabetes role required within the service and is aligned to national approved and agreed competencies of the role.