



Patient information about supplies for people with diabetes in Jersey

This leaflet explains the process for the collection of your diabetes supplies from your chosen pharmacy.

October 2025



What is provided?

You can collect ongoing diabetes supplies from your community pharmacy if you need to monitor your blood sugars or administer insulin or tirzepatide to manage diabetes.

You should choose a pharmacy that you can get to easily, then register with that pharmacy to collect your prescription medicines, as well as your diabetes supplies.

The type of diabetes supplies you'll be able to get free from the pharmacy are certain brands of:



- Lancets
- Sensors
- Lancing device
- Testing strips
- Needles
- Insulin cartridge pen
- Sharps bin

You will be entitled to free supplies if you are registered for this service. Registering with a pharmacy enables the staff to get to know you and the medicines and supplies that you need. This helps to improve the service the pharmacy team can offer you.

For more information on this service, including pharmacy details and products available, please visit [Jersey Diabetes Service](#) or speak to your GP, pharmacist or Diabetes Service healthcare professionals.

Getting your diabetes supplies

Follow the process below to collect your diabetes supplies:

1. Complete a referral form.



When you start needing diabetes supplies, your healthcare professional from the Diabetes Service or your GP surgery will complete a referral form with you.

2. Take the referral form to your chosen pharmacy.

This form will inform your pharmacy team about the diabetes supplies you will need.

3. Register with your chosen pharmacy.

The pharmacy will add you to their register and make a note on their computer of the supplies that you need.

- ✓ Your pharmacy will provide supplies for the duration that matches your prescribed medicines. For consumable ancillaries supplies like needles, lancets, testing strips and sensors, up to a maximum of 90 days supply is allowed.
- ✓ Your pharmacist can give you help and advice on monitoring your blood glucose levels and injection techniques.
- ✓ **If you need to change your pharmacy** at a later date, you will need to ask the new pharmacy if they can accept your request to transfer.
- ✗ You cannot register with multiple pharmacies to collect your supplies. It may be possible to arrange an emergency supply from a different pharmacy than you are registered with. Ask your pharmacy for advice if you need this service.



Glucose monitoring meters:



If your blood glucose meter stops working, or is broken, return it to the hospital Diabetes Service or GP surgery and ask for a replacement.

Combined glucose and ketone reading meters are only available through the hospital Diabetes Service.

Glucose monitoring sensors:



Freestyle Libre 2 PLUS sensors are available for eligible patients. Each sensor should last for 15 days. A sensor which falls off or stops working early should be reported to the manufacturer <https://www.freestyle.abbott/>.

Call Abbott Customer Services on Tel **0-800-170-1177**

Mon - Fri 8am - 8pm. Sat, Sun & Bank Holidays 9am - 5pm

You can also speak to your pharmacy if you need an urgent replacement sensor. If you purchased your sensor privately and it becomes faulty, contact your supplying pharmacy.

Insulin cartridge pens:



Up to 2 insulin cartridge pens can be supplied for each type of insulin that you need to use (one to use and one to keep as a spare).

- ✓ Have a different colour pen for each type of insulin.

- ✓ When you first activate the battery on the pen to starting using it, write down the date in the user manual or on the box.

Test strips:



Glucose and ketone testing strips are available for specified meters approval for use on this service.

- ✓ Up to a maximum of 90 days of supplies is allowed to be issued.
- ✓ Keep a supply of in-date testing strips as a back-up if you are glucose monitoring using Continuous Glucose Monitoring sensors.

Sharps bins:

New sharps bins may be collected from your chosen pharmacy.



- ✓ Please ensure that you do not overfill your sharps bin.
- ✓ Please ensure the lid is securely sealed. This is to prevent anyone handling your sharps bin from getting a needle stick injury.
- ✗ Full sharps bins **MUST NOT** be returned to your pharmacy. They should instead be delivered to the Diabetes Service department at the Enid Quenault Health and Wellbeing Centre, Les Quennevais Park, St Brelade.

Using your diabetes supplies safely:

- ✓ Always wash your hands with water prior to testing your blood glucose and avoid soap and sanitising gels.
- ✓ Always check the expiry date on your test strips and medicines.
- ✓ Always use a new lancet for each blood glucose test.
- ✓ Always use a new needle for each injection.
- ✓ Always rotate your injection sites as recommended by your healthcare professional.
- ✓ Always dispose of your used needles and strips in the sharps bin provided.
- ✗ Never put used needles in your general household rubbish.

All information is held in accordance with Data Protection (Jersey) Law 2018, and as such is stored securely and accessed only by those administering your healthcare.



This service has been designed and developed with help from **Diabetes Jersey**.

Diabetes Jersey is a registered charity (no 110) and a member of the Association of Jersey Charities. The main aim of the charity is to seek to ensure that those with the condition of diabetes are receiving the best treatment and services.