

## **PATIENT SERVICES DEPARTMENT**

It is important that you speak to the department you have been referred to if you have any questions (for example, about medication) before your investigation or procedure.

If you are unhappy about the service you have received and would like to talk about it or make a formal complaint, please contact Patient Advice and Liaison Service on 0300 123 1732.

If you have a complaint and you want it to be investigated, you should write direct to the Chief Executive at Worcestershire Acute Hospitals NHS Trust, Charles Hastings Way, Worcester WR5 1DD or contact the Patient Services Department for advice.

If you would like this information in other formats or languages please call 01905 760453 or email: [communications@worcsacute.nhs.uk](mailto:communications@worcsacute.nhs.uk).

**[www.worcsacute.nhs.uk](http://www.worcsacute.nhs.uk)**

# **WHAT TO DO IF YOUR INSULIN PUMP FAILS**

PATIENT INFORMATION

## What to do if your insulin pump fails?

- ▲ Always have an emergency supply of basal insulin (Lantus<sup>®</sup>, Levemir<sup>®</sup>, Insulatard<sup>®</sup>, Humulin I<sup>®</sup> available **which is in date**. This insulin can be kept in the fridge until the date of expiry on the cartridges, pens or vials.
- ▲ If your pump is not working give a correction bolus using either **Novorapid<sup>®</sup>, Humalog<sup>®</sup>, or Apidra<sup>®</sup>** your pen device or vial. Once your insulin has been stored out of the fridge an expiry date of 4 weeks applies. Base your correction amount on: 1 unit reducing your blood glucose by 2-3mmol/l.
- ▲ In the event of pump failure you need to give an injection of basal insulin. The amount given will depend on how much basal insulin you have had over the past 24 hours via your pump. It is useful to have the amount written down and then divide the dose between morning and evening.
- ▲ **For example:-**
  - **Basal amount - 24 units in 24 hours**
  - **Divide dose by 2 = 12 units when pump fails and 12 units at least 7 hours later.**
  - **The following day continue with 12 units morning and 12 units evening.**

- ▲ Write below your plan in the event of pump failing:-
  - **Basal amount =**
- ▲ Divide dose by 2:
  - **Morning dose =**
  - **Evening dose =**
- ▲ If you are using the bolus wizard always have a record of your pump settings as follows:-
  - **Insulin/carbohydrate ratios** for eg: 1 unit to 10 grams.
  - Insulin **sensitivity factor** for eg: 1 unit reduces your blood glucose by 2-3mmol/l.
  - **Blood glucose targets, eg: 4.5-7.5mmol/l.**
- ▲ Give usual meal bolus of NovoRapid<sup>®</sup>, Humalog<sup>®</sup>, or Apidra<sup>®</sup>, via pen device or syringe until a replacement pump is available.
- ▲ Monitor blood glucose readings 2-4 hourly.
- ▲ **Contact your pump supplier to obtain a replacement pump**, emergency contact No's:-
  - Medtronic Pumps: 01923 205167
  - Roche Pumps: 0800 7312291
  - Animas Pumps: 0800 0556606

## Contact details

If you have any specific concerns that you feel have not been answered and need explaining, please contact the following:

- Diabetes Centre, Worcestershire Royal Hospital  
Tel No: 01905 760775
- Smallwood Diabetes Centre, Redditch  
Tel No: 01527 488649
- Diabetes Centre, Kidderminster Hospital  
Tel No: 01562 512322/512324

## Other Information

The following internet websites contain information that you may find useful.

- [www.worcsacute.nhs.uk](http://www.worcsacute.nhs.uk)  
Worcestershire Acute Hospitals NHS Trust
- [www.patient.co.uk](http://www.patient.co.uk)  
Information fact sheets on health and disease
- [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)  
On-line health encyclopaedia