

## Generated Health – Florence



### The challenge

- Florence or 'Flo' is the NHS simple telehealth solution providing advice and support for patients to manage their own conditions better
- Flo helps patients to feel confident and enabled to self manage. Clinical outcomes improve and avoidable NHS contacts reduce, capacity is released for other areas of patient care

### Innovation deployed

- Flo's unique persona interacts directly with patients via simple text messaging
- Flo has an evolving range of uses, which have spread across health and social care through natural innovative growth from clinicians' ideas and vision

### Who's involved?

- Stoke-on-Trent CCG
- Simple Shared Healthcare Ltd
- Mediaburst
- The AHSN Network

### How?

- Early published clinical trials allowed clinicians to innovate
- Better and faster clinical outcomes were demonstrated creating a solid learning platform
- Outcomes earned numerous accolades, further publication and awards capturing clinical attention
- Clinicians implement Flo via the Simple Telehealth Collaborative Community where peer-to-peer best practice and learning is freely shared; adoption and spread has quickly gained pace from this point

### Impacts to date

- Flo has now supported over 47,000 patients across over 70 health and care organisations
- Organisations across the UK commission Flo according to their local clinical and operational priorities, collaborating across boundaries

### Flo has consistently demonstrated:

- Significant evaluation and evidence base
- High patient satisfaction
- Practical and sustainable implementation
- Widespread clinical acceptance

### Feedback

- "Flo has given me an extra layer of reassurance and a sense of regaining control. This is all about freedom and retaining independence which is very important to me" COPD patient
- "Flo is like an extra member of the team. Without her we would need to find extra capacity" Community Team, Shropshire

### Next steps

- Flo continues to evolve with continued interest nationally and internationally fuelled by clinicians developing new pathways and uses everyday
- Flo provides a cost effective and efficient platform for organisations to build on with an extensive spectrum of uses that assist in driving and enhancing the changes required to realise benefits at patient, clinician and system level

The **AHSN** Network



[Your] best practice healthcare, advice and patient education



Improved engagement and adherence



Better and faster clinical outcomes

## Contact us:

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