**DEMO EXAMPLE**

(D001) DEMO: UTI Symptoms (DEMO set to daily for 1 week)

**Intended Use**

* In-between clinical contacts, to **support the attainment of better and faster clinical outcomes** through accentuation and reinforcement of the essential factors of a mutually agreed-upon care plan between a patient and a healthcare provider.

**Purpose**

* To support the patient’s agreed management plan to check for symptoms indicating a possible urinary tract infection and action accordingly.
* To establish improved symptom awareness for early detection of urinary tract infection.
* To improve patient awareness of their condition and potential for them to self-manage in accordance with their agreed management plan.
* To support patients in accessing services as appropriate, via the appropriate pathway
* To improve the patients’ freedom to manage their own condition with increased or decreased clinical support as required.

**Setting**

Within any healthcare setting where a clinician is taking continuing patient responsibility.

**Selection of patients**

* Patient with known repeated urinary tract infections who would benefit from support in self-management or symptom detection.

**Expected outcomes**

1. Changes in healthcare usage:

* Improved opportunity for early detection of urinary tract infection and for treatment to be commenced earlier.
* Reduction in avoidable admissions to hospital or attendances at A&E particularly in the older population where untreated symptoms have worsened.
* More appropriate contact at GP surgery with confirmed symptom exacerbation.

2. Patient empowerment:

* Greater patient confidence and reassurance about their condition as agreed in their management plan.
* Empowering patients to contact their healthcare provider as appropriate if 2 or more known symptoms are present or an increase in intervention or support is required.
* Supporting the patient’s freedom to manage his or her own condition with increased or decreased clinical support as required

3. Improved clinical outcomes:

* Reduction in exacerbation of urinary tract infection.
* Reduction in known side effects of urinary tract infection exacerbated by delayed treatment.

4. Popularity of Flo:

* Patients find Flo messages helpful and reassuring.
* Clinicians find that Flo helps to improve identification of patients who are experiencing an exacerbation of their condition (or other associated requirements that can impact on the management of their diagnosis).

5. Cost effectiveness:

* Reduced preventable face of face and telephone contact by specialist teams as a result of improved patient self-management and education.
* Reduction in costs of avoidable secondary care use.
* Promotion of appropriate routes of access into services as required dependent on symptoms

**Protocol**

In summary:

* Patients are identified by a health professional as suitable for supported self-management of their condition and offered the opportunity to access Flo.
* Patient agrees and signs the consent form.
* Patient provided with self-management plan and testing kit.
* Clinician / patient agree the management plan and how Flo can support this and ensure that the patient is confident in using the system.
* Patient opts into using Flo from the invite sent via text message and agrees to responded as agreed.
* Evaluation (optional) – capture of healthcare usage, patient experience

Patient:

* Signs the consent form if applicable, agreeing to respond to messages from Flo
* Responds to Flo when asked about their symptoms
* Completes a patient satisfaction questionnaire regarding their experience.

Clinician:

* Discusses the use of Flo with the patient to explain how it will support them to self manage their urinary tract infections.
* Explains to the patient that feedback from them is sent to a computer, which is not clinically monitored continuously, and that Flo is not an emergency service and obtains the patient’s consent which states that the patient remains responsible for their own health.
* Enrols the patient on Flo by using the patient’s current mobile phone number and NHS number, then selecting the appropriate service/protocol for them.
* Issue the patient with a patient satisfaction questionnaire for them to complete (if applicable)

**PROTOCOL SUMMARY**

* Weekly at 10am, day of week to be agreed with the patient

Thank you. Please call your GP or 111 to explain your symptoms and that your urine has tested positive for nitrates. Take care, Flo

Positive (#1)

Thanks for letting me know, if you have any concerns please continue to check daily and contact your GP for advice. Thanks, Flo

Yes (#1)

No (#2)

IF NO RESPONSE AFTER 2HOURS

Hi again, in the past week have you had 2 or more of the symptoms listed in your UTI care plan? Reply with #1 if YES, #2 if NO.

Thanks, please now take a sample of urine to your GP, take care, Flo

Negative (#2)

Thanks, now test your urine as described in your management plan. Reply with #1 if positive for nitrates, or #2 if negative for nitrates, Flo

Good morning it's Flo, in the past week have you had 2 or more of the symptoms listed in your UTI care plan? Reply with #1 if YES, #2 if NO.