**DEMO EXAMPLE**

(D002) DEMO: Medication Reminder (DEMO set to 9am daily for 1 week)

(D002a) DEMO: Medication Reminder every x days at 18:30 (DEMO set every 2 days 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 establish better habits and **improve compliance** with prescribed medication use (for example, could be pain management, anti-hypertensive medication or contraception pill [with technical modification]).
* Promotes **sustained behaviour change**.
* To support the shared management plan agreed with the health care team, **empowering the patient to take responsibility for their adherence to agreed treatment**, improving their self-care.
* **Reduce avoidable healthcare usage**, (e.g. attendance at GP surgery, Out of Hours, Walk-in Centres or A&E) for a poorly controlled condition.
* **Faster and sustained achievement of clinical outcomes** through patient’s adherence to prescribed medication.

**Setting**

General practice or any other health care setting where a clinician takes responsibility for enrolling patient and provides oversight.

**Selection of patients**

* Patients or carers who are forgetful about taking their prescribed daily tablets regularly (e.g. analgesics, anti-hypertensive medication, statins, medication taken infrequently such as weekly bisphosphonates)

**Expected outcomes**

1. Changes in healthcare usage:

* Fewer unnecessary admissions to hospital or attendances at A&E; less contacts at GP surgery
* Medication use more in line with prescribed regimes
* Reduced avoidable contacts as a result of associated side effects due to non-compliance

2. Patient empowerment:

* Greater confidence about their condition
* Lifestyle changes to remember to take their medication

3. Improved clinical outcomes:

* Adherence to best practice guidelines concerning use of medication
* Reduced likelihood of over prescribing or treatment due to assumed medication compliance
* Improved clinical decision making due to improved compliance with currently prescribed medication
* Reduced likelihood of known side effects due to non-compliance of prescribed medication

4. Popularity of Flo:

* Patients find Flo messages helpful and reassuring.
* Carers feel supported by Flo
* Clinicians find Flo reinforces clinical management, and does not require excessive clinical time.

5. Cost effectiveness:

* Reduction in costs of secondary care use (e.g. admissions, out-patient referrals) due to non-compliance or development of associated side effects
* Reduction in costs associated to side effect treatment due to non-compliance to prescribed medication regime.
* Reduction in costs specific to purpose of medication – e.g. in relation to unplanned pregnancy

**Success criteria**

* 50% of participants report taking their tablets or medicine (e.g. analgesia) as prescribed in the previous week.

**Protocol**

In summary:

* Daily reminder for patient to take their medication (can be adapted to twice-daily or weekly etc.). Duration to be agreed as appropriate.

Patient:

* Receives reminder messages, and adapts their lifestyle to take their medication regularly.

Clinician:

* Re-affirms shared management plan with patient in relation to type and frequency of medication
* Enrols patient on Flo by using the patient’s current mobile phone number and NHS number, then selecting the appropriate service for them.
* Checks with patient if the Flo programme can be terminated at e.g. three months if reminders no longer required.

**Message content**

* Daily reminders for patients to take their tablets (time and duration to be agreed)

**Evaluation**

* Regularity of prescribing
* Reduction of healthcare contacts as a result of non-compliance to prescribed medication
* Improvement in patient’s condition (according to clinical context)