

Example leaflet (6) for patients who have COPD



You will be asked this question each day. Please give your answer by writing sputum followed by the number closest to the colour of your sputum.

So this is what you would write for a colour 4:



You may receive other messages, but only some need an answer. Just follow the instructions. Usually you'll need to use some letters and then a number. It doesn't matter whether you write in capitals or lower case letters.



Using Flo to help manage your COPD

Florence



You have agreed to take measurements of the oxygen level in your blood at home, and send the readings in by text message to the surgery when asked by 'Flo' the messaging service. You will also be asked the colour of your sputum, and if necessary your temperature and sometimes your weight. Please remember that this is an automated service, and no-one at the surgery will be looking at your readings every day, so if you feel unwell, you should take normal steps to look after yourself, and this may include asking for help from health professionals as usual.

Measure your blood oxygen by putting the meter over your finger, as you will have been shown by the nurse. When you are asked to send this reading by phone, you need to put the figures, but you must also put OX, or the computer won't know what the numbers are. So to send in a reading of 94% you would put: OX 94

You will have been given a chart of the different colours your sputum might be. You will be asked to send in the number which matches the colour, and for this you'll need to write SPUTUM and then the number (It doesn't matter if you write capitals or lower case letters)

If your sputum appears to be infected you may be asked further questions, and advised to take your temperature. To send in a temperature reading you will need to put TP before the figure, so the computer knows what the numbers apply to.

If you are unwell, Flo will ask you to start taking your rescue medication. You should contact the surgery within 48 hours to let the doctor or nurse know, and to ask for a further prescription.

There will be times when you are asked about your weight, or exercise, and each message will include instructions about how to

reply, so don't worry. The computer can only understand numbers together with the words or letters you are asked to include. If you want to make other comments it would be better to talk to a doctor or nurse.

Flo may send you information about what may help to improve your chest condition. Try some of these out, as they will help you to stay well.

You may be asked to return the equipment once you no longer need it for this programme, so that other patients can also benefit from the service.

If you want to stop all messages, text STOP to Flo on 64711, but if you want a short break from receiving messages, text 'HOLIDAY', or 'AWAY' and then 'HOME' when you want to start again.

Text messages in the UK to and from Flo are free (ie. they are paid for by the NHS); however, in other countries the usual messaging charges apply, as you can't use the FREEPHONE number, so we would strongly recommend that you have a break while you are away.