

Florence comes to Tayside

Florence (Flo): A Home and Mobile Health Monitoring solution that uses a simple text messaging system to support people managing their own health conditions.

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What is our challenge?

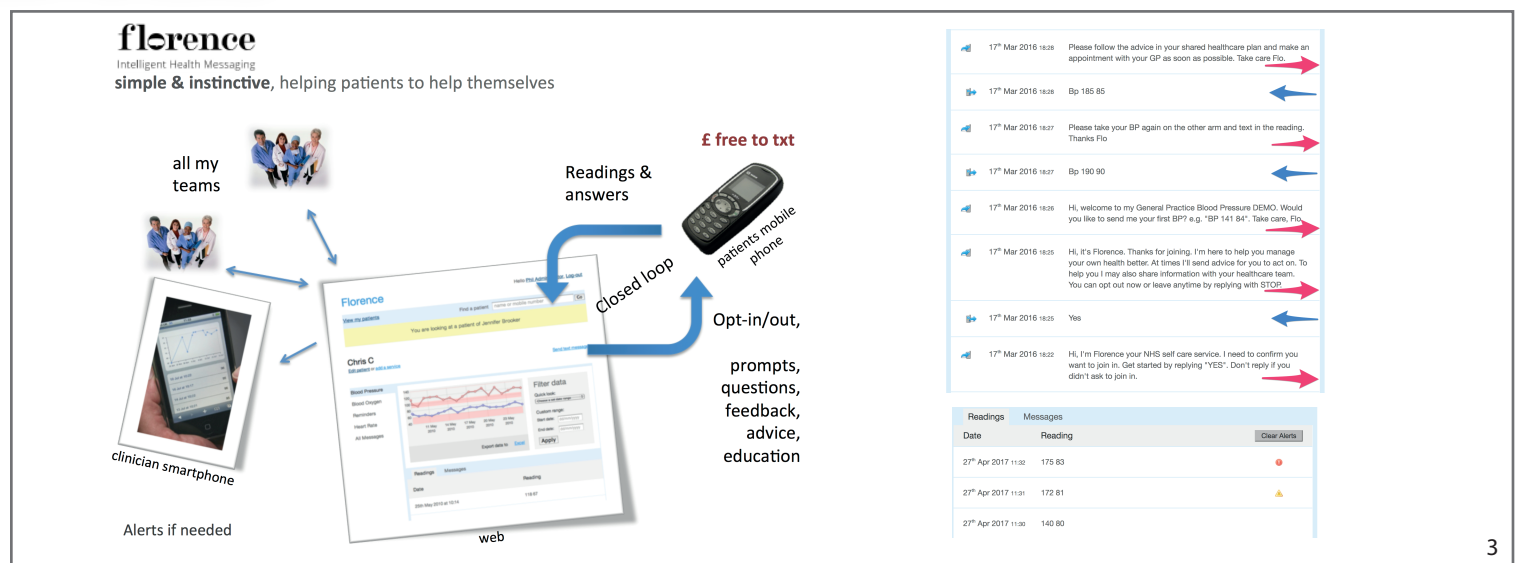
The Scottish Government predict that 1 in 4 adults live with some form of disability and/or long term condition. The risk of long term conditions and multiple long term conditions increase with age, with 2/3 people aged 65+ having at least one long term condition. We recognise the need to reduce the impact of long-term conditions on health and wellbeing and the subsequent impact on demand in social care services. In line with the Scottish Government's 2020 Vision we also recognise the need to build on our self-management capacity within Tayside to enable those with long term conditions to live longer, healthier lives at home, or in a homely setting. With support from the Technology Enabled Care programme (TEC) we believe using TEC solutions can help us meet this challenge efficiently.(1-2)

How Flo works:

Aims

To introduce Flo to:

- Further enable people to have more control in self-managing their long-term condition at home or on the move
- Increase the prevention or escalation of conditions before the stage of hospital admission
- Reduce consultation time per patient
- Reduce travel time for patient and clinician to and from appointments



Methodology

Step 1- External Scanning:

- Explored Technology Enabled Care (TEC) Solutions available
- Consulted widely with other NHS Boards using TEC solutions

Step 2 – Internal Assessment:

- Consulted widely within NHS Tayside services to explore interest
- Approximated potential benefit of TEC solutions for self-management

Step 3 – Planning:

- Identified Florence as potential, efficient solution
- Defined project plan
- Successful bid to TEC Programme – Workstream 1

Step 4 – Preparation for co-ordination:

- Joined Scottish National Network Action Group for Workstream 1
- Shared learning with other Boards successfully using Florence to adopt proven good practise

Step 5: Preparation for Implementation:

- Signed-up services to trial Florence
- Worked with services to build Florence into existing pathways
- Developed logic modelling evaluation and evidence gathering methods with national and local teams

Step 6: Implementation and Monitoring

- Started trialling Florence with early adopters
- PDSA stages of implementation as appropriate
- Continue to promote Florence as an efficient TEC solution to other services and to voluntary sector organisations within Tayside

What services say:



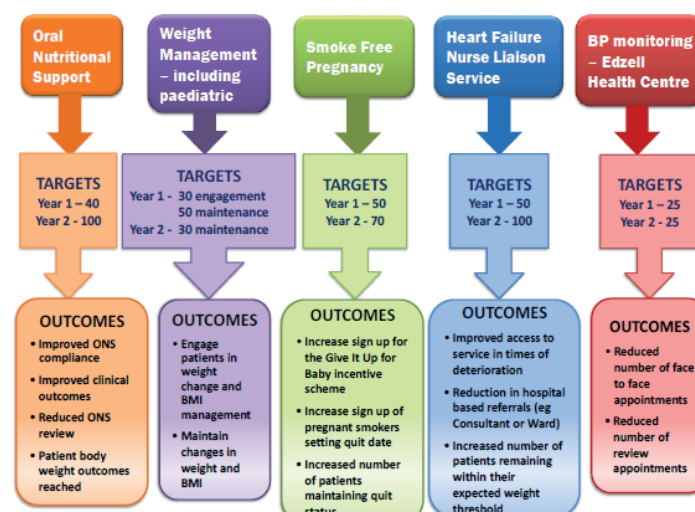
What patients already using Flo say:

"The service has altered my life. I feel supported...it's great"

"I now feel that I am not on my own"

"I was astonished at how 'Flo' changed my medication habits"

Expected outcomes and targets:



Conclusion

Having spent our first 4 months in the planning stages, it is early days in the implementation stage. Initial thoughts of early adopters are 'This is going to be a huge addition to what we can currently provide [for patients.] It'll be like having a dietitian in your pocket!'

Within the first two months of going 'live', 30 patients have already signed up which is 15% of our target. In addition to this we have other services already showing interest and thinking about how they could use Florence to give their patients more control over their conditions.

References & Acknowledgements

1. Angus Health & Social Care Partnership. Strategic Plan 2016-19. Available from: http://www.angus.gov.uk/downloads/file/2153/health_and_social_care_partnership_strategic_plan_2016-19
2. Scottish Government. 2020 Vision. Available from: <http://www.gov.scot/Topics/Health/Policy/2020-Vision>
3. Florence- Our Members Collaborative Community. Available from: <https://florence.community/>

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