

Home and Mobile Health Monitoring using Florence for blood pressure monitoring and hypertension diagnosis in general practice.



Aim:

Aberdeenshire Health & Social Care Partnership received TEC funding for a 90 day test of change, measuring the extent to which supporting patients to monitor their blood pressure at home, using simple text messaging technology (Florence), could free up face to face appointments in general practice, whilst maintaining or improving clinical decision making and the patient experience.

The aim was to recruit 10 general practices to the project, with each asked to recruit at least 5 patients over the 90 days to use Home & Mobile Health Monitoring using Florence, with the target being to save at least 100 face to face clinical appointments overall.

The primary target was patients undergoing hypertension diagnosis, however practices were not prevented from using Florence for review of hypertensive patients, or to support medication titration in recently diagnosed hypertensive patients.

Measurement:

As well as recording the level of participation, the following outputs and outcomes were measured:

- Number of face to face appointments saved.
- Clinical outcomes and decision-making benefits of Florence.
- Patient experience and satisfaction using Florence.
- Number of patients waiting for hypertension diagnosis pre and post the test of change period.
- Qualitative feedback from practices on the benefits/value of Florence.

Method:

A 7 day, twice a day blood pressure reading request protocol was developed on Florence and offered to each participating practice, with the option to amend to local preferences. Practices were trained on Florence, provided with documentation (leaflets, guidance sheets) for use with patients, and supplied with blood pressure monitors to loan to patients using Florence.

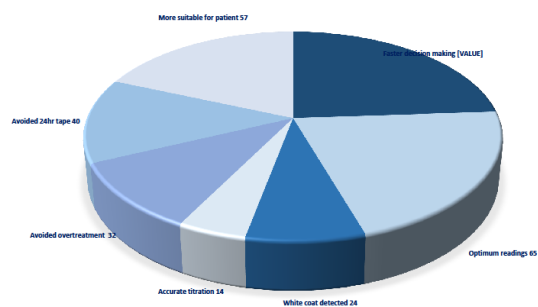
Next Steps

Following the success of the 90 day test of change, consideration is being given to options to scale up home & mobile health monitoring using Florence in general practice for blood pressure monitoring.

Results/Outcomes:

- 11 practices expressed an interest, 8 went on to participate in the project.
- The 90 day period ran from April (when practices commenced patient recruitment) to June 2017.
- 81 patients were recruited and completed a Blood Pressure protocol using Florence during the 90 days.
- 112 face to face clinical appointments were saved.
- Practice nurse time saved per patient typically equated to, on average, between 30 – 60 minutes.
- In 100% of cases, clinicians reported Florence aided their clinical decision making processes, with multiple benefits reported.
- All practices in the project reported that they wanted to continue using Florence after the test of change.

Benefits reported by clinicians:



Patient experience:

- 92% found Florence easy to use.
- 91% would use Florence again.
- 76% said using Florence increase their awareness of how to prevent or self-manage high blood pressure.

Impact on waiting times for diagnosis:

Over the 90 day period, the increase in home monitoring using Florence appeared to reduce, by almost 75%, the backlog of patients waiting to either start or conclude a hypertension diagnosis pathway, with patients waiting less time for diagnosis.

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