

## Buckinghamshire



Buckinghamshire has a population of 505,300 people. Two Clinical Commissioning Groups, Aylesbury Vale and Chiltern are responsible for planning, designing and paying for healthcare in Buckinghamshire.. 16.7% of the population in Buckinghamshire is aged over 65, compared to 16.3% in England. This age group is projected to grow to 19.60% by 2020. 41% of which will have a long term health condition .

In order for a whole scale adoption to occur the team recognised that firstly they must engage the clinicians and patients on the front line and "organically" grow the idea and use of technology. Flo provided the Commissioning Team a "tool" which they could use to facilitate this engagement . 75% of GP practices within the county agreed to participate and after six months of activity over 400 patients had been signed up. As part of the implementation process General Practice are focusing on Hypertension, Asthma Management, Smoking Cessation and Medication Management. This process has generated some clinical champions who have been able to influence their peers with whom they work. It has stimulated discussion and clinicians are starting to think about other ways they can use technology more effectively to enhance patient care.

### Telehealth Delivery Plan

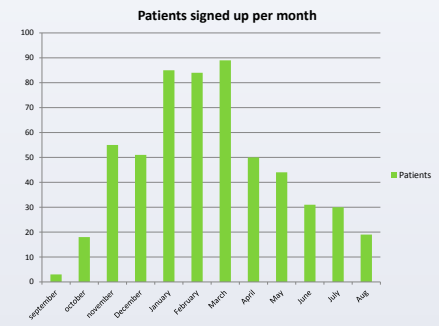
#### Tools to support Telehealth Delivery Plan

- Win the hearts and minds 
- Identify Clinical Champions 
- Drive adoption of technology 
- Engage Patient Population 
- Enable the 'inevitable' pull effect by patients 

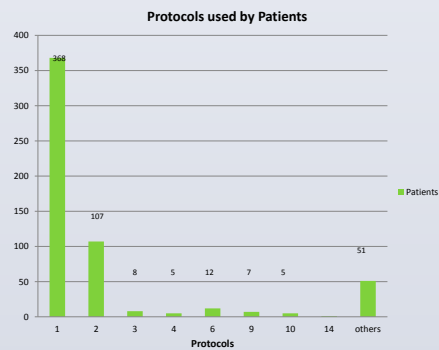
### Primary Care Engagement Drivers

- Familiar and accessible Technology 
- Tried and tested 
- Minimal Cost 
- Interoperability 
- Longevity 
- Promotes a positive impact on workload

## Service Data.



618 Service Users across Health & Social Care.  
 560 Patients from Primary Care across both AVCCG & CCGG.  
 87 % of the total patients – Hypertension Protocol.  
 Numbers peaked in March 2014 with 89 patients signed up within that month.



### Case Study : Anxious Patient with Hypertension

Mrs M is a 55 year old lady well known to the practice. Previously diagnosed with hypertension she has demonstrated significant levels of anxiety related to monitoring her BP readings. Prior to FLO she made regular calls to the surgery, had multiple consults and recorded vast numbers of readings - all adding to her health anxiety related to her hypertension diagnosis. At first she was apprehensive to Flo and was happy to engage once the system had been explained and had an opportunity to explore the patient information.

For 2 months using Flo, Mrs M continued to take multiple readings but slowly her levels of engagement had reduced as she gained confidence from using Flo. Flo has enabled her to see that her overall control is good and that her healthcare professionals can access her data to her inform her care. Her anxieties have reduced and so have the number of contacts with the surgery. She is more confident to self manage her condition but she knows that Flo will advise her, should she need to involve her healthcare team.

## General Practice Feedback

"The system has reduced Clinical time as the patients visit the Practice less." (Kingswood Surgery)

"The Practice is able to provide an alternative service which has enhanced Patient choice." (Kingswood Surgery)

"The service is really popular with both patients and the GPs. Patients are more convinced that their diagnosis is more genuine as a result of the system". (Edlesborough Surgery)

"Patients have stated that they much prefer this system than the 24hr monitor". (Watermeadow Surgery)

"Florence distinguishes patients with hypertension from those with 'white coat syndrome' " (Kingswood Surgery)

"Thank you Flo I found it really reassuring that my BP was okay and will buy my own machine now to use in future." (Patient from Westongrove HC)

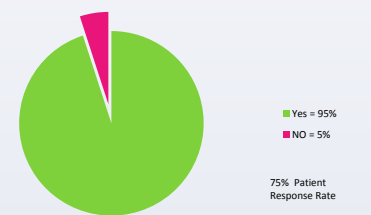
"It has reduced clinical time as GPs can discuss the readings over the telephone or establish next steps via text message." (Edlesborough Surgery)

"The receptionist team focus on the non-clinical side maintaining the patient records and tracking the BP monitors. By doing so this allows the nurses to provide the necessary clinical input. It is a real team effort" (Watermeadow surgery)

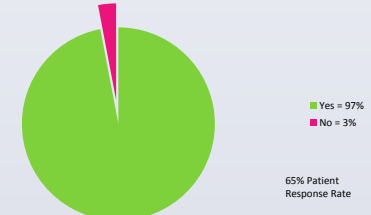
"The service has reduced clinical time and the practice will be looking to see how the service can be developed to support patients with other health issues." (Watermeadow Surgery)

## Patient Satisfaction Survey

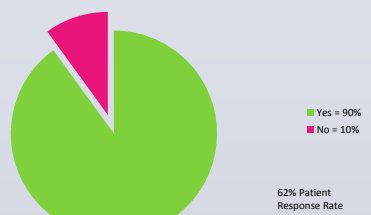
**Protocol 1**  
 Would you recommend this service to family and friends?



**Protocol 1**  
 Did you feel confident taking your blood pressure?



**Protocol 1**  
 Did you prefer to send your readings via Flo, rather than go in person?



### Future Areas of Development

- Diabetes
- Mental Health Services
- Cardiovascular
- Smoking Cessation
- Weight Management
- Hypertension Clinics