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## Sandwell & West Birmingham Hospital Florence Patient Feedback 2017

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During January to August 2017, patients were enrolled on the following protocols:

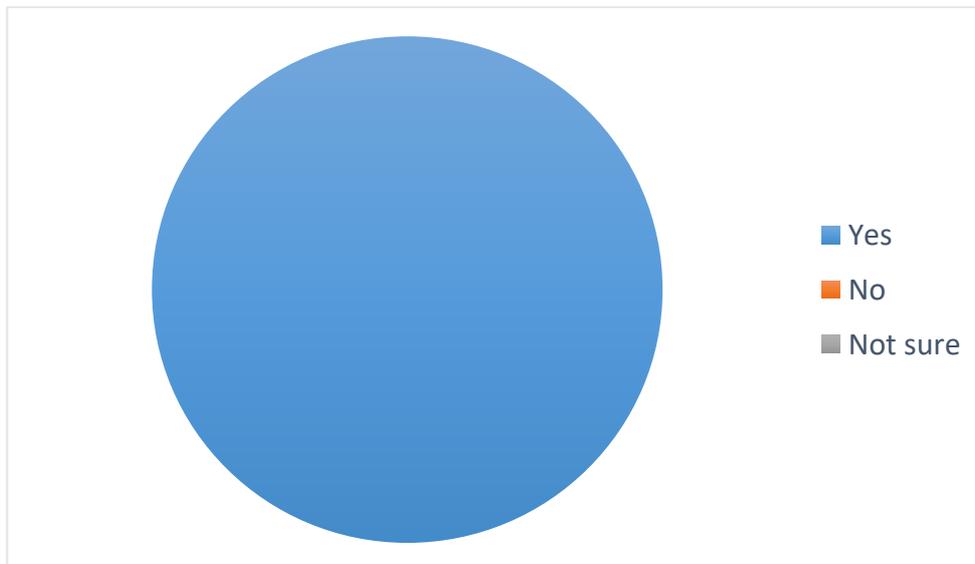
- Demo NHS SWBH DKA Protocol v1.0
- NHS SWBH DKA Protocol v1.2
- [WMAHSN-08a Hypertension- x1 monthly](#)
- [WMAHSN-08b Hypertension x1 weekly](#)
- [WMAHSN-09 Hypertension poor control, CKD or diabetes v2](#)
- [WMAHSN-10 Medication reminder for adults and teenagers v2](#)

Of these protocols, a selection included evaluation questions embedded into the message schedules. Those that received responses from patients are highlighted above in [blue](#). Below are some of the results.

### **Hypertension – Are you confident taking your blood pressure at home?**

This data was collected from WMAHSN protocols 8a, 8b and 9. Having used Flo for a month or more patients were asked the above question.

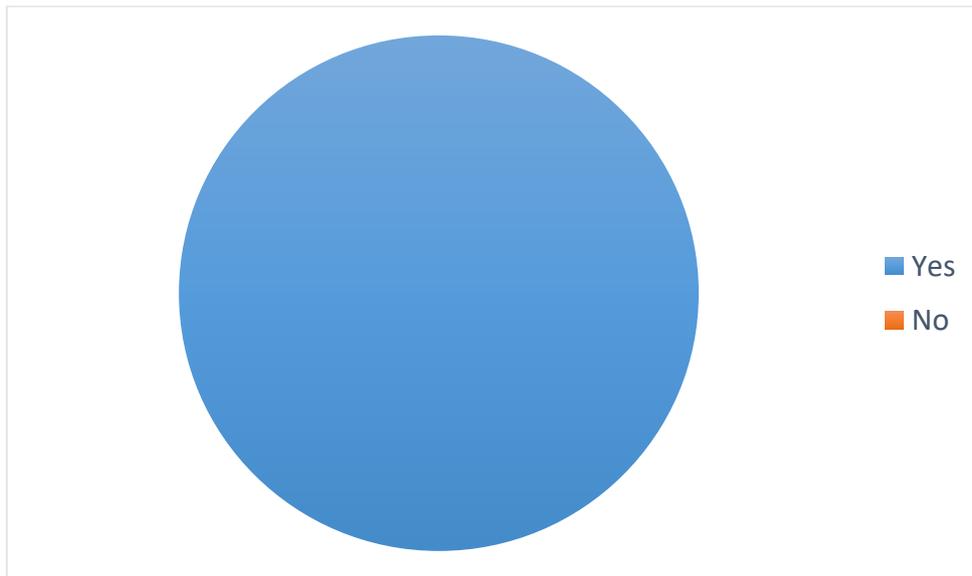
- Yes 100%
- No 0%
- Unsure 0%



**Hypertension – Do you prefer to send your readings to Flo than go to the surgery?**

This data was collected from WMAHSN protocols 8a, 8b and 9.

- Yes 100%
- No 0%



**Other evaluation questions?**

Along with hypertension, there was also a medication reminder protocol (WMAHSN-10 Medication reminder for adults and teenagers v2) with evaluation questions embedded into it that received responses. Having checked the data, all of the responses came from a patient with the same ID number. The patient reports that they take the medication regularly and do not find it difficult to remember to take them as prescribed.

However, after 2 months using Flo the patient does report that “Flo helps them to remember to take their tablets regularly”. This is a promising result, given that the patient has previously said they had no issues with taking their medication. This is an earlier indicator that Flo can provide additional support for those patients who already feel that they are in control of their own health. We may see additional data to support this in the remaining months of the year.