

## Sheffield Teaching Hospital Foundation Trust Florence Patient Feedback 2017

During May 2015 to October 2017, patients were enrolled on the following protocols:

- Botox protocol
- Continence Advisory Service
- ICT Falls
- ICT Nursing- Oral medication Prompt
- ICT Nursing: Blood Glucose & Insulin Reminder
- ICT Nursing: contact a clinician
- ICT Nursing: COPD
- ICT Nursing: Heart Failure
- ICT Nursing: Injection self administration prompt/reminder
- ICT Nursing: Pain patch change @ 72hr
- ICT Nursing: Palliative Support
- INR
- Nebuliser prompt
- NOP's exercise prompt
- Pt specific for Chris Fiddes use only
- Pulmonary Rehab (Twice Weekly) Qs B4 & After Exercise
- Pulmonary Rehabilitation (Twice Weekly) Qs B4 exercise only (Final Version)
- Rescue Medicines Prompt
- Spo2 protocol - Amanda's protocol for Mr Smith only
- V2 Hypertension
- **V2 Hypertension (complex poor control)**

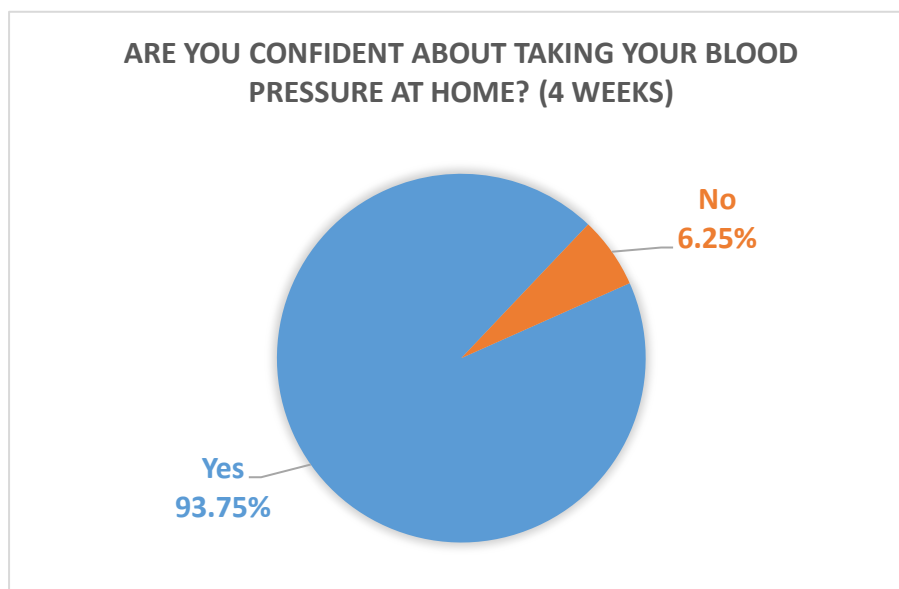
Of these protocols, a selection included evaluation questions embedded into the message schedules. Those that received responses from patients are highlighted above in blue. Below are some of the results.

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

This data was collected from V2 Hypertension (complex poor control). Patients were asked this question at 4 weeks, and then again at 12 weeks.

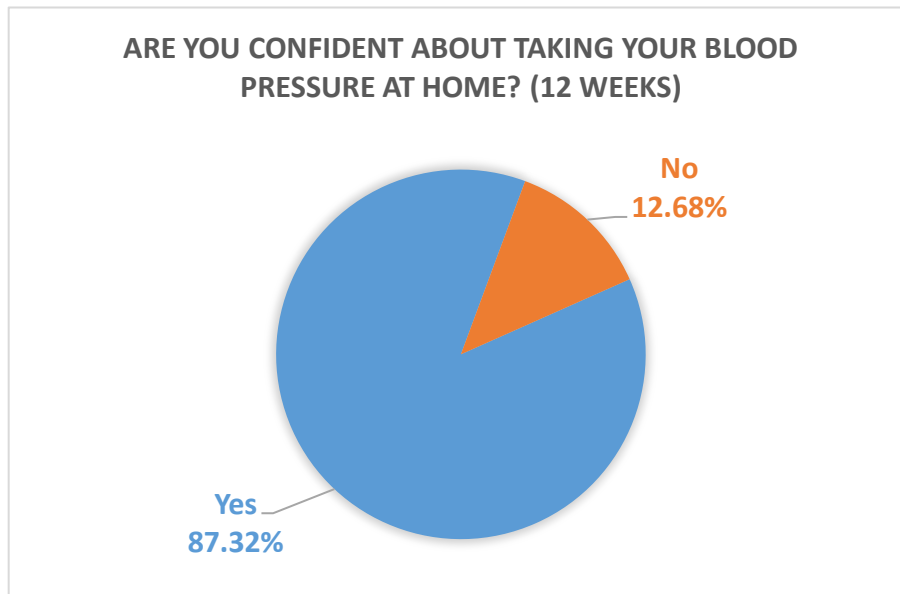
At 4 weeks:

- Yes 93.75%
- No 6.25%



At 12 weeks:

- Yes 87.32%
- No 12.68%



### **Improving Confidence:**

It is interesting to note that of the participants who responded as not being confident in taking their blood pressure at home in week 4, all then stated that at the 12 week point they were now confident in taking their own blood pressure. This may suggest that Flo's support helped them to grow in confidence when self-managing their health.

### **Other evaluation data:**

The protocol used to collect the evaluation data should have asked a 2<sup>nd</sup> question ("Do you prefer to text in your readings via Flo rather than go to the surgery? Please text CC1 if yes, or CC2 if no. Thanks, Flo"). However, it has been found the template was not correctly set up to trigger sending the 2<sup>nd</sup> question having received a response to the 1<sup>st</sup> confidence question. The appropriate persons have been notified, and the once problem corrected this data should begin to be collected for review at a later date.