

**Nottinghamshire Assistive Technology Team (NATT)**

**Best Practise Guidance-  
Implementation and Management of Florence Simple  
Telehealth (Flo STH)**



## Foreward

The use of Flo STH is enabling service providers to support people in managing their own health and transforming the way in which care is delivered in primary, secondary and social care sectors.

It is imperative that all Clinicians adhere to the best practice guidelines when implementing Flo STH in order to maximise efficacy of the service.

### What is Flo?

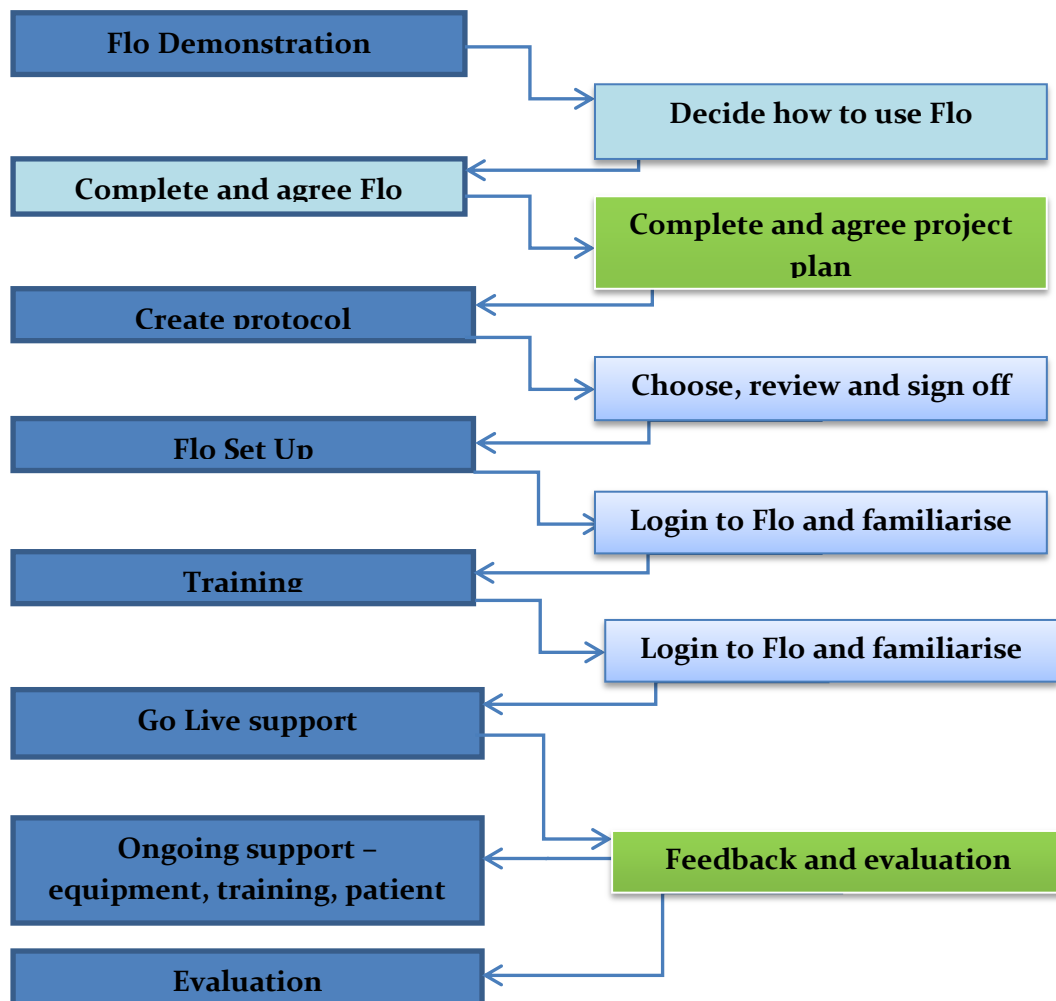
- ❖ NHS owned
- ❖ Encourages and supports Patient self-management
- ❖ Uses patients own mobile phone/landline (using SMS texting with automated responses)
- ❖ Simple cheap biometric devices
- ❖ Free for the patient to use
- ❖ 3 main uses: -
  - Records vital signs and other readings
  - Reminders e.g. medication/ADL/appointments
  - Motivational messages
- ❖ Does not require frequent monitoring by Clinician
- ❖ Onus is on patient to follow Flo's advice

This document is designed to support Clinicians in their use of Flo in order to achieve a high standard of practice.

### Flo Implementation Approach and Roles

The roles and responsibilities of the service users and the approach are outlined below and the following highlights responsibility for each step in the process of the implementation of Flo.

**Key**



## Initial Considerations

- I. Service leads shall ensure that they are fully versed in the benefits/outcomes to be gained by the implementation of Flo as outlined in the Project Plan (or Micro Business Plan) –See attached template.
- II. Service leads to communicate the aforementioned benefits/outcomes to be achieved to the clinicians who will be responsible for enrolling and managing patients on Flo.
- III. Service leads shall make information about the service available to both clinicians and users whereby they may exercise informed choices regarding their acceptance (or not) of the service and service options.
- IV. Service leads shall provide staff with (or support them in accessing) training.
- V. Services whose staff are involved in remote monitoring shall ensure that timely action is taken where there is a known or indicated change in health, well-being and/or personal circumstances of users.
- VI. Clinicians should follow current best evidence in line with NICE guidelines if adapting/writing protocols.

- VII. Service leads shall have processes in place so that a robust evaluation can take place to ensure validity, reliability and effectiveness of the use of Flo within their service.
  
- VIII. Clinicians should be aware that it is their responsibility to inform Nottinghamshire Assistive Technology Team (NATT) if they are due to leave the Service so that a transfer of their patient caseload can be arranged.

## Skills Requirement

Skills and knowledge that are considered of particular usefulness to clinicians wishing to use Flo successfully within their service are as follows:-

- Able to demonstrate appropriate levels of computer literacy;
- Able to demonstrate effective inter-personal skills;
- Have an understanding of the ethical context of technology enabled care services;
- Have an awareness of the potential of technologies to empower users and carers;
- Demonstrates the importance of confidentiality (e.g. in relation to personal data);
- Demonstrates the importance of obtaining consent ;
- Have an understanding of the risks around service provision that relate to contamination and/or infection;
- Have an ability to interpret information and make guided judgements regarding potential actions.

## Management of Successful Flo Implementation

### Preparation for Implementation of Flo

- Design and agree appropriate protocols
- Arrange training sessions for all users to be provided by Flo Team (includes log in process)
- Apply systems/tools for the successful day to day management of Flo
- Provide relevant information to potential Flo users (i.e. leaflets/posters/flyers)
- Signposting of equipment and patient packs for clinicians

### Patient selection Criteria

- Patient is willing to consent to being enrolled onto Flo
- Patient has ability to access and use (or be taught to use) a mobile phone/landline or has a carer that is willing to support
- Patient has the cognitive ability to understand any jointly agreed management plan that incorporates the use of Flo
- Patient or carer can demonstrate ability to operate any associated biometric devices provided as part of the monitoring of the selected protocol

### Management of Patients on Flo

- Ensure accurate and timely record-keeping with regards to the documentation in respect of Flo
- Report any outcomes of the service evaluation process which may depict the views and level of satisfaction or dissatisfaction of users and carers. (Encourage compliance by the patients to return all evaluation forms)
- Provide guidance and, where appropriate, instruction to patients and/or their carers.
- Monitor patient as appropriate (particularly on initial set-up to ensure compliance and ability)

## Equipment Guidance

- Clinicians are to ensure that any equipment given to the patient/carer (including operational software and, where applicable, apps) is 'fit for purpose' and in full working order.
- Service leads shall have procedures in place for any technologies/equipment that is removed, recovered, returned, re-cycled or re-used (e.g. after service cessation for a prior user).
- Services shall be aware of the procedures in place to enable tracking, maintenance, servicing, repair or replacement of equipment.
- Clinicians must ensure they are fully aware of the operating instructions of any equipment provided to the patient/carer.
- Clinicians shall provide patients/carers with an easy means of reporting faults or failures of the equipment given to them.
- Storage of equipment and patient information packs should be easily accessible for the clinicians.



## Relevant Articles/Links

Cottrell E, Cox O'Connell P, et al. BMJ Open  
2015;5:e007270.doi:10.1136/bmjopen-2014-007270  
**Patient and Professional User Experiences of Simple Telehealth for  
Hypertension, Medication Reminders and Smoking Cessation: a Service  
Evaluation.**

Chambers R, Davies J, et al. Inside Commissioning (2014).  
**Tackling Telehealth 2.**

Holmes, M and Clark, S (Dec 2014) Gastrointestinal Nursing Journal **Technology  
enabled care services: novel method of managing liver disease.**  
<http://www.magonlinelibrary.com/doi/full/10.12968/gasn.2014.12.Sup10.S22>

**Flo Simple Telehealth Evaluation Report 2013/2014** is available on request via  
NATT

## Contact List

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**APPENDIX A**

Micro Business Plan attached.