

Medication reminder for adults and teenagers – protocol AIM-09

Purpose

- To establish better habits and improve compliance with prescribed medication use (for example, could be pain management, anti-hypertensive medication or contraception pill [with technical modification]).
- To support the shared management plan agreed with the GP practice, empowering the patient to take responsibility for their adherence to agreed treatment, improving their self-care.
- Reduce avoidable healthcare usage, (e.g. attendance at GP surgery, Out of Hours, Walk-in Centres or A&E) for a poorly-controlled condition.

Setting

General practice or any other health care setting where a clinician takes responsibility for enrolling patient and provides oversight.

Selection of patients

- Patients or carers who are forgetful about taking their prescribed daily tablets regularly (e.g. analgesics, anti-hypertensives, statins, medication taken infrequently such as weekly biphosphonates)

Expected outcomes

1 Changes in healthcare usage:

- Fewer unnecessary admissions to hospital or attendances at A&E; less contacts at GP surgery
- Medication use more in line with prescribed regimes

2 Patient empowerment:

- Greater confidence about their condition
- Lifestyle changes to remember to take their medication

3 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of medication

4 Popularity of Flo:

- Patients find Flo messages helpful.
- Carers feel supported by Flo
- Clinicians find Flo reinforces clinical management, and does not require excessive clinical time.

5 Cost effectiveness:

- Reduction in costs of secondary care use (e.g. admissions, out-patient referrals)
- Reduction in costs specific to purpose of medication – eg in relation to unplanned pregnancy

Success criteria

- 50% of participants report taking their tablets or medicine (e.g. analgesia) as prescribed in the previous week.

Protocol

In summary:

- daily reminder for patient to take their medication – for 3 months (can be adapted to twice-daily or weekly etc)

Patient :

- receives reminder messages, and changes their lifestyle to take their medication regularly.
- responds to texts from Flo at the beginning and end of the programme about their medication usage and experience of using Flo.

Clinician:

- re-affirms shared management plan with patient in relation to type and frequency of medication
- enrolls patient on Flo by using the patient's current mobile phone number and NHS number, then selecting the appropriate service for them.
- writes patient's details on evaluation form, and files this for access by project administrator
- checks with patient if the Flo programme can be terminated at e.g. three months if reminders no longer required.
- completes an online questionnaire three monthly about the use of Flo.

Practice administrator:

- keeps a note of patients enrolled on telehealth project.

Message content

- Daily reminders for patients to take their tablets 13 weeks (8.00am default)
- Reliever inhaler use check at the start (day 0) and the end (day 85)
- Monthly text enquiry of patient experience

Medication reminder

Daily reminder at 8.00am

"Hi. Just wanted to make sure you take your tablets today. Thanks, Flo."

Tablet usage question

Day 0 at 6.00 pm (service message)

Please say if, in the last week, you have taken your tablets regularly as prescribed. Please text #1 if you have, or #2 if you have not. Thanks.

If the patient hasn't replied within 2 hours: "Please say if, in the last week, you have taken your tablets regularly as prescribed. Please reply by texting #1 if you have, or #2 if you have not. Thanks"

Patient experience questions (after 90 days)

"Hi, Shortly I'll ask three questions to see how you liked the Flo system. Your answer will be either #1 if you agree with what's said, or #2 if not. Thanks, Flo"

4. ANS1 *Please text #1 if you agree with the statement "I would recommend this service to my family and friends", or #2 if you disagree.*
5. ANS2 *Thank you. Now, are you confident that in future you will remember to take your tablets? Please text #1 if you are or #2 if you aren't confident. Thanks, Flo*
6. ANS3 *Thank you. Now please say if, in the last week, you have taken your tablets regularly as prescribed. Please reply #1 if you have, or #2 if you have not.*

"Thank you for giving us your views. This will help us to improve the service for future patients."

Evaluation (optional for practice team)

You could look if the patient is requesting repeat medication on a more regular basis.