**To modify the messages e.g. the time of day they go out:**

* go to ‘edit patient’
* click on description on the left e.g. ‘blood pressure’, click on the blue writing saying when the message is going to be sent. You then see a screen which allows you to change the times, days, parameters, and messages.

**To monitor the readings the patient sends in:**

* Click on their name, and their readings appear as a graph and as figures. To export these to the patient’s notes, either print and scan what is on the screen, or click the ‘excel’ button, and the readings are presented as a spreadsheet.
* Occasionally check that the messages sent by the patient are reasonable, and they are managing to use Flo. (Click ‘all messages’).
* You can text the patient by clicking the ‘send a text message’ words on the first screen.
* If you need to monitor a patient from your team who is under the care of another clinician, click the ‘GO’ button on the top right of the screen to see all the patients in your group.
* To summarise the readings and put them in your computer system, click on ’Excel’, just below the graph, and a spreadsheet will appear, containing all the readings. To calculate the average of a column of readings, highlight all the readings in the column that you want to include, plus one space below, by left clicking, and scrolling down. Then go to the Ʃ sign, and click on the drop-down menu, select ‘average’ and the average will appear under the column you chose. You can print and scan this, or with some computer systems add it to the notes more directly. It’s a good idea to put the patient’s name or number on this sheet by typing it into a convenient box.

**To take a patient off a service:**

* go to ‘edit patient’, click on a section of the protocol, e.g. blood pressure,

click on the blue words describing the time of the message,

* click the blue words ‘end this profile now’ or ‘end all profiles on this protocol for this patient’. To discharge the patient, or transfer them to another clinician, you can do this from the ‘edit patient’ screen.
* *To discharge a patient who has died, edit the patient’s phone number by adding more numbers on the end of the phone number, e.g. the date, and then ‘Save’ before you discharge them. This will prevent a message going to the patient’s phone telling them that they have been discharged*

Contacts for help with Flo: [Hello@mediaburst.co.uk](mailto:Hello@mediaburst.co.uk)

Contacts for help with clinical or admin issues:

[Julie.Williams2@ssotp.nhs.uk](mailto:Julie.Williams2@ssotp.nhs.uk)

**Flo Telehealth - who should use Flo?**

Does the patient need reminders? –e.g tablets/ Inhalers

Does the patient need monitoring? – e.g. Blood Pressure/Blood Glucose

If yes to any of these: Does the patient/carer have a mobile phone? Can the patient / carer already use a mobile phone to text messages or do they have the capacity when shown how?

If so, they are suitable for Flo.

**Discussing the options**

* Ask the patient if they’d like to try this new texting service
* Decide which protocol you are using
* Go through shared management plan (if applicable), and give this to the patient
* Give patient explanatory leaflet.

**Consent and documentation**

* Get the patient to sign the consent form by writing the sentence indicating that they understand the responsibility for their own care continues to be theirs, and that Flo is not fully monitored.

**Enrol the patient onto Flo**

* Ask the patient’s phone number, and input this together with

their name and NHS number (if available) into Flo.

* Then ‘add a service’.

(*this means you choose which protocol you are using).*

**What next?**

* Advise the the patient that will be required to respond to the invitation to Join from Flo by texting ‘Yes’ without this the confirmation the service will not start
* If applicable to the protocol selected for the patient provide them with the appropriate guidance leaflet



**Protocols – At a Glance** (examples used are the WMAHSN protocols from the Flo library please feel free to replace with your own content)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Condition/Use** | **Protocol Name** | **Duration** | **Equipment Required** | **Readings/Questions - Responses Required** | **Reminders** | **Information Messages** | **Patient Evaluation** |
| Asthma | WMAHSN-01 Asthma inhaler reminder | 8 weeks | ✗ | ✗ | ✓Twice Daily (am & pm) | ✓(3 messages per week) | ✓(monthly) |
| Asthma | WMAHSN-02 Asthma poorly controlled in child – parent replying | 8 weeks | Peak Flow meter | ✓(Fortnightly Peak Flow) (Weekly Disturbed Sleep) (Twice Weekly Inhaler Use) | ✓Twice Daily (am & pm) | ✓ (2 messages per week) | ✓(monthly) |
| Asthma | WMAHSN-03 Asthma poorly controlled in adults and teenagers | 8 weeks | Peak Flow meter | ✓(Daily Peak Flow) (Twice Weekly Reliever Inhaler Use) (Fortnightly Exercise) (Fortnightly Which Inhaler they use most) | ✗ | ✓ (2 messages per week) | ✓(monthly) |
| COPD | WMAHSN-04 COPD inhaler compliance | 8 weeks | ✗ | ✗ | ✓Twice Daily (am & pm) | ✓ (3 messages per week) | ✓(monthly) |
| COPD | WMAHSN-05a COPD clinical management with rescue medication with SATS question | On-going or 6 months (over winter period) | Pulse oximeter, thermometer, and rescue medication | ✓(Daily Sputum, SATS and Temperature where appropriate) | ✓Once (Flu Vaccination reminder 25th September) | ✓ (1 messages per week) | ✓(monthly) |
| COPD | WMAHSN-05b COPD clinical management with rescue medication without SATS question | On-going or 6 months (over winter period) | Thermometer, and rescue medication | ✓(Daily Sputum and temperature where appropriate) | ✓Once (Flu Vaccination reminder 25th September) | ✓ (1 messages per week) | ✓(monthly) |
| Hypertension | WMAHSN-06 Initial high BP, hypertension not yet diagnosed | 7 days | Sphygmomanometer | ✓(Twice daily blood pressure readings) | ✗ | ✗ | ✓(day 0 and 8) |
| Hypertension | WMAHSN-07 Hypertension poorly controlled | 8 weeks | Sphygmomanometer | ✓(Twice daily blood pressure readings) | ✗ | ✓ (2 messages per week) | ✓(monthly) |
| Hypertension | WMAHSN-08a Hypertension stable occasional readings -monthly | 26 weeks | Sphygmomanometer | ✓(Monthly blood pressure readings requested twice on same day) | ✗ | ✓ (2 messages per month) | ✓(every 3 months) |
| Hypertension | WMAHSN-08b Hypertension stable, occasional readings - weekly | 13 weeks | Sphygmomanometer | ✓(Weekly blood pressure readings) | ✗ | ✗ | ✓(monthly) |
| Hypertension | WMAHSN-09 Hypertension poorly controlled with CKD or diabetes | 12 weeks | Sphygmomanometer | ✓(Twice daily blood pressure readings for 8 weeks monitored weekly then twice daily Mondays and Thursdays for 4 weeks) | ✗ | ✓ (2 messages per week) | ✓(monthly) |
| Medication | WMAHSN-10 Medication reminder | On-going | ✗ | ✗ | ✓ (Daily medication reminder) | ✗ | ✓(monthly) |