

## Does Flo cost me anything?

The simple answer is no. If you are receiving messages from Flo, or replying to her from the UK you will not be charged for the messages – you can even use Flo if you have a pay-as-you-go phone with no credit!

**Flo can be used worldwide, but messages will be charged at your network rate outside of the UK.**

If you have a holiday planned, and you do not want to receive messages while you're away, just send Flo "AWAY". When you get back from your holiday simply send "HOME" to start receiving Flo's messages again.

**If your healthcare team has asked you to send in readings, such as your SATS, they should be able to supply you with the correct equipment free of charge.**

### Produced with thanks to:

Simple Telehealth

All Together Better Sunderland

The Harnessing Technology Team,  
New Care Models Programme  
– Five Year Forward View

## What do patients think of Flo?

**The service has altered my life. I feel supported...It's great.**

**Flo found I had a heart problem and my GP saw me quickly and now checks on my progress.**

**I was astonished at how Flo changed my medication habits.**

## Who provides Flo?

Flo is provided for you by your local NHS healthcare team, social care team or voluntary sector team.

Nice to meet you, I'm...

# FLO



**Your COPD  
self-management helper**

Regular, Rapid and Reliable.

## Who is Florence?

**Florence (or Flo to her friends) is the NHS's simple and easy to use service to help you manage your own health. Flo is named after the famous "Lady with the lamp", Florence Nightingale, and was designed by professionals within the NHS to provide you with the best care, tailored to suit your needs.**

Read more about Flo at [www.simple.uk.net](http://www.simple.uk.net)

## How does Flo work?

Simply, Flo will help you to manage your own health better by keeping in touch with you using text messages to your mobile phone. Your healthcare, social care or voluntary sector team will have used their expertise to develop care pathways (also called protocols) for a variety of conditions or situations. Flo can send you a mixture of prompts and readings, which we'll explain more about shortly.

## How do I sign up to Flo?

Signing up to Flo is easy! When you have had a chat with your care professional, they will add a few details to Flo's system, including your mobile number. You will receive a message from Flo asking you if you would like to join. **If you decide to join, you are giving your consent to share your information across the teams that help to provide your care.** Simply reply "YES" to get started.

**If, for whatever reason, you decide that you want to stop using Flo, you simply need to send "STOP", and Flo will stop sending you messages. The choice is yours!**

## Why have I been invited to use Flo?

You have been invited to use Flo to help you with your COPD. Your healthcare team feels that Flo will help you to manage and understand your COPD better.

Flo will be able to support and reassure you while you take care of your health at home; your healthcare team will also be able to see how you are getting on.

## What sort of messages will Flo send me about my COPD?

Once set up, Flo will send you messages to help you manage your health. **There are two types of messages that Flo may send you: reminders and readings.**

**Reminder messages do not require you to reply to Flo.**

As the name suggests, the purpose of these messages is to prompt or remind you to take some action as agreed with your healthcare team, Flo may also send you advice and support about your COPD. For example, she may suggest some gentle exercise for you to take that may help your breathing.

**Reading messages will ask you to reply to Flo.**

Flo will ask you to take some type of reading and send her the results. For COPD, Flo will most likely ask you to send her an oxygen saturation level (SATS) reading, though other measures may sometimes be requested. It is important that you follow the advice and guidance provided by your healthcare team about taking your readings, so as to ensure that what you send Flo is correct and accurate.

## What does Flo do with my readings?

When you send a reading to Flo, two things happen. **Firstly, Flo will reply to you.**

Her reply will depend on the reading you send, and what your healthcare professional has set as a desirable range for this. Flo's reply will confirm if your reading is within that desirable range, but if not she may give you some advice to follow. For example, if your SATS are a little low, she may advise you to take it easy for the rest of the day. Flo may also ask you for other readings to get a clearer picture of your symptoms on that day.

**All of Flo's messages are developed by your healthcare team following best practice guidelines, so you can be sure that the advice she gives you is safe to follow.**

**The second thing that Flo will do is save your readings to your profile on her system.**

This means that your healthcare team is able to check how you are doing.

While **Flo is not an emergency care triage service**, being able to see your results will help your healthcare professional to provide the best ongoing care for your COPD, informed by the up-to-date readings you send to Flo.

