

## 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, they should be able to supply you with the correct equipment free of charge.**

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Simple Telehealth

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## 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 stop smoking 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 to stop smoking. Your healthcare team feels that Flo will help to support and motivate you while you try to quit. Your healthcare team will also be able to see how you are getting on.

## What sort of messages will Flo send me about stopping smoking?

Once set up, Flo will send you messages to support you to stop smoking. **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 trying to stop smoking. For example, she may suggest that you make a list of reasons you want to stop smoking that you can look back on if you are having a tough day.

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

Flo will ask you to take some type of reading and send her the results. If you are trying to stop smoking, Flo may ask you if you have managed to stay smoke free over a certain period of time, though Flo may ask you more questions from time to time. 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.**

Stopping smoking replies tend to differ from other reading response Flo may send. Generally, they focus on continuing to support and encourage you. For example, if you tell Flo you have managed to stay smoke free, she will urge you to keep it up. If you haven't, she will most likely reassure that that's okay, but encourage you to keep trying.

**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 support while you try to stop smoking, informed by the up-to-date readings you send to Flo.

