

Going with the “Flo” in Lanarkshire!



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Background:

Since 2015 NHS Lanarkshire, South Health & Social Care Partnership and Health & Social Care North Lanarkshire have participated in the Scottish Government's Technology Enabled Care (TEC) Home & Mobile Health Monitoring (HMHM) workstream.

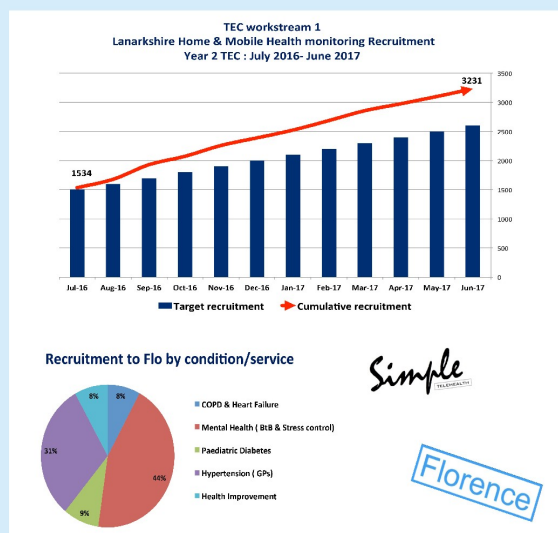
A Definition “Home and Mobile Health Monitoring” (HMHM) can be defined as the use of digital technologies by patients or carers to:

- Support case management where the patient (or their carer) collects information about their health and transmits this for review by healthcare professionals and/or
- Support self care where the patient collects and reviews information about their health for their own use and which then may be shared with health or care staff to help in the monitoring of their condition and the planning of their care.

In addition, Home Health monitoring can include the provision of relevant and important key messages or reminders to support condition management and general well being or additional monitoring for co morbidities and health improvement programmes.

AIM:

To demonstrate how TEC improves the level of engagement by the citizen in their care and health monitoring.



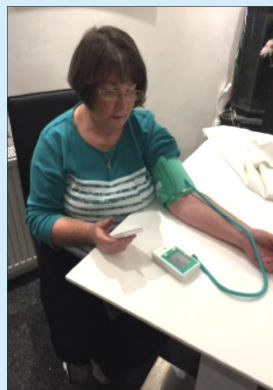
What we use:

The Simple messaging system (Florence) is accessed by clinicians using a secure web site on NHS Laptops, laptops or smart phones. Patients/service users use their own mobile phones and are provided with any required monitoring equipment e.g. blood pressure monitors. Text messages are free to the patient/service user.

How we use Flo:

In addition to using Flo to monitor long term conditions and mental health programmes, Flo is currently being used across a wide range of other services: examples include

Health and well being nurse: Local authority staff checkups and follow through advice



Hospital @ Home service-weight, BP, temperature and pulse oximetry
North Lanarkshire home care/reablement – medication prompting
Weight management: Weigh to Go programmes
Maternity health & well being programme (bariatric mums)
Macmillan palliative care nursing team

A number of other service areas are developing the use of Simple technology within some specific care pathways:

Weaning and infant nutrition
Podiatry (MSK & orthotics)
Dietetics and Physiotherapy
Other health improvement services/initiatives

Results: examples

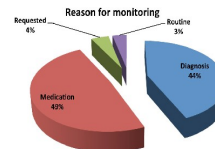
GP Blood pressure monitoring

- Total recruited: 1,189
- Average cost per active patient for texts = £3.70 monthly

BP monitors:
• Recycled
• New procurement contract

- ✓ 100% clinicians report an aid to clinical decision making
- ✓ 30% shown as “white coat”
- ✓ “couldn’t manage without it”
- ✓ “75% reduction in patients referred for 24hr Tape”

Estimated clinical contacts avoided: 4,756



45% GP practices active /in progress

- ✓ 99% patients found Flo easy to use!
- ✓ 94% would use again!
- ✓ “I’ve started taking my medication now!”

Beating the Blues programme support

- 4344 patients referred to B the B
- 767 opted in to Flo (18%)
- Average text cost per patient= £1.58

Stage	No Flo	With Flo
Start	36%	67%★
1 st Session	25%	46%★

Notes:

- changes to Flo protocol in September 2016
- Admin time related to Flo kept to minimum
- No difference shown at sessions yet 5 and 8 completion

✓ “it brings you a sense of comfort that you are not alone”

Communication:

Early in 2017 saw the launch of the “Find Fraser” campaign- this raises public and staff awareness by promoting an animated video demonstrating Flo being used for blood pressure monitoring by “Fraser”.



Our Highlights!

- Enthusiastic feedback from patients and staff
- Increasing confidence of staff = reduced admin time required using system
- Embedded into key strategic plans
- A shift in culture to the use of digital self management

Acknowledgements:

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