

Progress of HMHM of Blood Pressure in NHS Lanarkshire using Florence

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Background:

Between March and May 2016 NHS Lanarkshire took part in a rapid improvement study in conjunction with the Scottish Government's Technology Enable Care (TEC) Home & Mobile Health Monitoring workstream to assess the benefits and challenges of remotely monitoring patients' blood pressure using simple text messaging technology. 115 patients over 14 GP Practices were recruited during the 90 day study.

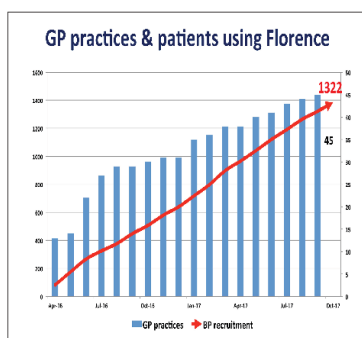
The results of the study demonstrated

- An average saving of 4-5 clinical contacts per patient
- Faster clinical decision making
- Patients overwhelmingly reported a positive experience.

NHS Lanarkshire has continued to use Florence and Home Mobile Health Monitoring to successfully monitor the Blood Pressure of suitable citizens.

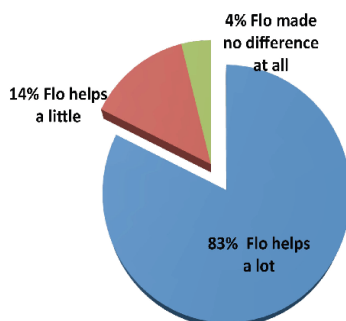
Where we are now (October 2017):

- A total of 1,322 patients have registered with Florence for Home & Mobile Health Monitoring across NHS Lanarkshire for Blood Pressure monitoring. 45 of our 105 GP practices in NHS Lanarkshire are actively using HMHM to measure blood pressure.



Number of clinical contacts saved 4,756 (Estimated)

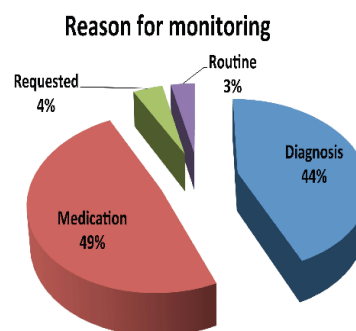
- Continued positive patient response



- Part of Procurement contract with 3 other NHS Scotland Health Boards substantially minimising the cost of BP monitors

How we use Flo :

Practice Nurses, GP's and Pharmacists register patients on the Florence simple text messaging system. The patients use their own mobile phones to send in their BP readings when requested. The protocol can be individualised for each patient, allowing for optimum results and the opportunity for faster diagnosis.



Why patients like Flo:

- Reduced appointments at GP Practice
- Convenience; less travel time, less time off work
- Feeling included in the management of their condition
- Increased understanding of their condition

Case Studies

52 year old Female: Anxious Patient, reluctant to engage with Surgery. Flo reduced anxiety associated with practice visits, supported patient in reaching a diagnosis, leading to increased engagement with surgery and acceptance of advice.

68 year old Male: Full time Carer for his wife. On a 3 month waiting list for surgery. Hospital requested daily BP readings pre surgery. Flo allowed him to remain at home with his wife, avoided inconvenient appointments and provided accurate results to share with hospital.

39 year old Female: 2 weeks post natal. Irregular high readings were continuing... Suspicion of White Coat Syndrome. Flo supported patient, avoided inconvenient appointments and allowed pharmacist to monitor patient closely to alleviate concern and reduce medication safely.

Statements from Flo Users

Practice Nurse
Couldn't manage without it!

Patient
Allows me to take responsibility for my own health and feel included in the process.

Patient
Created a partnership with myself and pharmacist. I felt supported and knew that we would get to a solution.

GP
75% reduction in patients sent for 24hour tape since using Flo

New Developments

In response to feedback from patients and requests from practice nurses, a 3-6 months scale down protocol for newly diagnosed/ongoing hypertensive patients has been initiated. Requesting readings 1- 4 weekly it includes health and lifestyle advice for the promotion of Blood Pressure management.

Examples of text messages :

Hi, Flo here. Watch out for cooking sauces and seasonings like soy sauce or jerk seasoning - some of these are very high in salt.

The type of activity that helps your heart most is Aerobic activity (repetitive rhythmic exercise involving muscle groups such as your legs, shoulders and arms)

Acknowledgements:

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