

Community Eye Service Glaucoma Service Flo Integration

Purpose

- To improve patient compliance with prescribed drops regime
- To improve patient outcome by earlier stabilisation
- Reduce frequency of patient attendance by improving ability to self-manage

Selection of patients

- Patients struggling with current regime
- Patients newly prescribed drops

Expected outcomes

- Reduction in number of patients not able to comply with drops regime
- Improvement in rates of stability
- Improvement in rates of stability at an earlier point
- Reduction in review appointments with ophthalmologist

Protocol

Overview

- Flo is explained to patient following prescription of glaucoma drops and they are invited to join the project.
- Reminders to instil drops are texted to patients, daily at first then reducing to monthly and stopping.
- Patient will be asked to contact the clinician if they are struggling with the regime
- At follow up appointment patient will be able to start receiving reminders again if they are still struggling

Patient

- Signs contract agreeing to accept message from Flo until follow up appointment
- Receives regular messages and tries to adhere to treatment regime
- Interacts with Flo to get the most from the experience
- Attends follow up appointments and contacts clinic as advised.

Service

- Enrols patient using mobile number and NHS number
- Provides advice and leaflets
- Provides information on how to contact the service
- Holds record of patients enrolled on project

Staff

- Will support patients engaged with project
- Complete a questionnaire at beginning and end of project

Messages

- **Days 1-7**
Hi, it's Flo. This is your reminder to use your Glaucoma drops as prescribed today, take care
- **Day 8**
Hi, it's Flo. Don't forget your Glaucoma drops today. If you have had any problems you can ring the clinic on xxxxx. I'll be in touch next week.
- **Day 15**
Hi, it's Flo. Have you remembered your Glaucoma drops every day? Reply with No if you haven't, otherwise I'll be in touch next week.

Reply No: It's very important to instil the drops regularly, please refer to the leaflet we gave you and I will be in touch week to see how you are getting on

- **Day 22**

Hi, it's Flo. Have you remembered your Glaucoma drops every day? Reply with No if you haven't, otherwise I'll be in touch next week.

Reply No: The most likely cause of vision loss for people diagnosed with glaucoma is not using drops as prescribed; I'll be in touch again next to see how you're doing

- **Day 29**

Hi, it's Flo. Have you remembered your Glaucoma drops every day? Reply with No if you haven't, otherwise I'll be in touch next month

Reply No: I am sorry you are still struggling to use your drops everyday, perhaps some support would help? Call the clinic and ask for advice. We may need to see you.

- **Day 59**

Hi, it's Flo. Have you remembered your Glaucoma drops every day? Reply with No if you haven't, otherwise I'll be in touch next month

Reply No: I am sorry you are still struggling to use your drops everyday, perhaps some support would help? Call the clinic and ask for advice. We may need to see you.

- **Day 89**

Have you remembered your drops everyday? Reply with No if you haven't otherwise well done! We look forward to seeing you at your next appointment, Flo

***Reply No:** I am sorry you are still struggling to use your drops everyday, perhaps some support would help? Call the clinic and ask for advice. We may need to see you*