Pennine Care NHS
NHS Foundation Trust

Community Eye Service
Occlusion Flo Integration

Purpose
- To improve patient compliance with patching regime
- To improve patient outcome by earlier vision improvement

Selection of patients
- Patients struggling with current regime
- Patients newly prescribed occlusion

Expected outcomes
- Reduction in number of patients not able to comply with patching regime
- Improvement in speed of achieving improved vision
- Reduction in review appointments with orthoptist
- Reduction in DNA rate

Protocol
Overview
- Flo is explained to patient's parent/carer following prescription of occlusion and they are invited to join the project.
- Reminders to use the patch are texted to patients, daily at first then reducing to weekly until treatment.
- Parent/carer will be asked to contact the clinician if they are struggling with the regime
- At follow up appointment parent/carer will be able to start receiving daily reminders again if they are still struggling

Parent/carer
- 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 family 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 parent/carers engaged with project
- Complete a questionnaire at beginning and end of project

Messages

- **Days 1-7**
  Hi it's Flo. This is a reminder to apply your child's eye patch as described today, don't forget to refer to the leaflet if you need to. Take care

- **Day 8**
  This is your final daily reminder to apply your child's eye patch. Don't forget to call the clinic if you're having problems, I'll be in touch next week, Flo

- **Day 15**
  Hi. It's Flo. Have you applied your child's patch every day this week? Reply with No if you have not, otherwise I'll be in touch next week.

  Reply "No" It's important for your child's vision to use the patch daily, perhaps refer to the leaflet we gave you, I'll be in touch next week to see how you are getting on

- **Day 22**
  Hi it's Flo. Have you applied your child's patch every day this week? Reply with No if you have not, otherwise I'll be in touch next week

  Reply "No": If the patch hasn't been used for the last 3 weeks there won't have been an improvement in your child's vision. CALL the clinic to postpone your follow up appointment

- **Day 29**
  Have you applied your child's patch every day this week? Reply with No if you haven't, otherwise we'll see you at your next appointment, Flo

  Reply "No" I am sorry you are struggling to apply your child's patch everyday, please ring the clinic and ask for advice. We may need to review your child in clinic

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- **Day 59**
  Have you applied your child's patch every day this week? Reply with No if you haven't, otherwise we'll see you at your next appointment, Flo

  Reply "No" I am sorry you are struggling to apply your child's patch everyday, please ring the clinic and ask for advice. We may need to review your child in clinic

Following contact with the clinic either by telephone or at a follow up appointment a patient who is still struggling may be re enrolled