

## Inhaler reminder for adults and teenagers (Pharmacy) – protocol WMAHSN-11

### Purpose

- To support the shared management plan patient agrees with clinician, empowering the patient to be less dependent on face to face clinical contacts.
- To improve compliance with use of inhalers, through regular reminders
- To help the patient adopt a healthier lifestyle – encouraging exercise, eating sensibly, keeping weight in ideal range, maintaining a happy mood, stopping smoking.

**Setting:** Community pharmacy

### Selection of patients

Patient identified by the pharmacist through Medicines Use Review(MUR) or New Medicines Service(NMS) who has poor control of their asthma (or COPD) because they do not take the correct inhaler regularly, and need reminding to do so. Can be adult, or teenager, or parent of child patient.

### Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contact at GP surgery
- Increased use of preventer inhalers and reduction in reliever inhaler usage.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of preventer inhalers

### Success criteria

- 50% of participants use their preventer inhalers 70% of the time to maintain their asthma control within agreed levels of peak flow readings

### Protocol summary (8 weeks):

- Twice daily reminder about use of preventer inhaler
- Three times a week information messages
- Monthly text enquiry of patient experience starting at baseline

### Daily preventer inhaler reminder

**M/W/F 08:00, Sat/Sun 09:30: *Hi. Just wanted to make sure you take your preventer inhaler today. Thanks, Flo.***

**19:00: *Hi. Just wanted to make sure you took your preventer inhaler today. Thanks, Flo.***

### Information messages three times a week for 8 weeks

***You can do more to improve your asthma - avoid smoky places, spot allergies early, do regular exercise. Take care, Flo***

***If there's anything you want to know about your asthma, ask your doctor, nurse or pharmacist to spend time explaining it. Take care, Flo***

***We want you to get as good control of your asthma as is possible; but don't expect a 'cure'. Take care, Flo***

***Prevention is key - so take your preventer inhaler treatment regularly and avoid triggers - like pets, long grasses, perfume, plants, smoky places. Flo.***

***You can do it - be the main person who controls your own asthma. Not your doctor or nurse - it's you. Take care, Flo***

***Check with the pharmacist if you're buying over the counter medicines -as ibuprofen or cough medicines could make your asthma worse. Take care, Flo***

***Don't forget your local pharmacist gives good advice about coping with colds, cough and hay fever. Some can advise you on inhaler technique too. Take care, Flo***

***If you or anyone close to you smokes - get help from your GP or pharmacist before you or they quit forever. Take care, Flo***

***If you are needing your reliever (blue) inhaler more than twice a week, make an appointment for an asthma review. Take care, Flo.***

***How do you know that your asthma control is as good as it can get? Agree success targets with your doctor or nurse. Take care, Flo.***

***Try to fit in regular exercise - as much as is comfortable everyday. Take care, Flo***

***Doctors think that most admissions to hospital for asthma are avoidable - if people use their inhalers properly. Take care, Flo.***

***Eating healthy foods will help you fight off infections. Take care, Flo***

***If the effect of your reliever inhaler does not last for 4 hours, phone 111 or visit a walk in centre instead of A&E. Keep their number handy.***

***Try to avoid catching a cold; wash your hands frequently as cold viruses are picked up on your hands then spread to your nose or eyes. Take care, Flo***

***If you've got a persistent cough this may indicate poor control of your asthma- so go for a review with your doctor or nurse. Take care, Flo***

***If you've got a cough from a head cold, use an extra pillow at night, so less secretions will drip down the back of your throat. Take care, Flo***

***Your doctor or nurse will help you step down your inhalers to maintain you at the lowest treatment to achieve control of your symptoms. Take care, Flo***

***Be honest- admit that you are not using your inhalers regularly if that's the case; and start doing so now. Take care, Flo***

***Order your next month's prescription in good time- don't risk running out.***

***Try to relax and don't let stress get to you as it could make your health problems worse. Take care, Flo***

***Next time you see your doctor, nurse or pharmacist ask them to observe you using your inhaler- to check that your technique is good. Take care, Flo***

***If your asthma is made worse by house-dust mites, replace carpet with laminate, wash bed linen on high temps, put protective covers on mattress and pillows.***

***If your asthma is not well controlled, keep a daily diary to try to spot what might be making your asthma worse on some days, but not others. Take care, Flo***

***If your inhaler technique's not right you can swallow as much as 80% of the drug instead of breathing it in. Take care, Flo***

**Patient experience questions  
(monthly at 6.30pm)**

*BASELINE (xEvalQ-01/-02)*

***On average, how often do you miss taking your preventer inhaler per week? Please text CC1 if once or twice; CC2 if 3-4 times; CC3 if more than this. Thanks, Flo***

***Do you think that you have good asthma control? Reply CC1 for yes; CC2 for no; CC3 for unsure. Thanks, Flo.***

***Thank you***

*END OF MONTHS 1 & 2 (xEvalQ-03/-04 & -05/-06)*

***On average, how often do you miss taking your preventer inhaler per week? Text CC1 if 0-2 times; CC2 if 3-4 times; CC3 if more than this. Thanks, Flo.***

***Has Flo helped your asthma control? If yes, please reply CC1; if no, reply CC2; if unsure, text CC3***

***Thank you. This information helps us to know how useful Flo is.***