

Purpose

- To enhance facilitated self- help / low intensity interventions for individuals experiencing clinical depression, delivered in a primary care setting.
- To encourage and support self-management of depression.

Overarching purpose – WMAHSN Florence (FLO) exemplar of integrated care initiative extend application in rollout pilot to highlight opportunities for other applications of Flo tele-health for individuals with mental health conditions.

Setting

Primary care

Selection of participants

Patients who have been diagnosed by a clinician as having a mild to moderate clinical depressive episode and agreed to receive Flo automated /interactive messaging about depression self- management.

The individual will:

Have been assessed as having a no to low suicide risk rating

Be able to complete and text in responses to the Patient Health Questionnaire 2 (PHQ2) questions.

They might:

- Have been referred to, or waiting for, treatment in IAPT services.
- Be willing to respond to the evaluation questions at the end of the Flo treatment phase.

Expected outcomes:

1. Clinical outcomes

- Participants engage in facilitated self- help psychosocial interventions by remote interaction.
- Participants commence engagement in step 1 facilitate self- help as part of the stepped care model (as per NICE guidelines see appendix 3 1.2 stepped care).
- Enhanced compliance /concordance with pharmacological antidepressant treatment and / or interventions such as talking therapy treatments via IAPT services.

Participant empowerment :

- Increased confidence to self -manage mood, identify triggers and enhance own psychosocial wellbeing
- Greater understanding of the connection of thoughts, physical symptoms, behaviour and lifestyle on mood.
- Motivated to make lifestyle or other behavioural changes to help improve mood

Improved personal outcomes:

- Intervening at the earliest opportunity can often lead to better outcomes. Therefore Flo interactive texting has the potential to reduce the length of treatment and severity and impact of depression on the individual.

Popularity of Flo:

- Participant reports that Flo messages helpful and reassuring

Participant reports that Flo reinforces good self- management

Success criteria

- Demonstrated by improvements in PHQ2 scores on evaluation compared to baseline
- Positive results on the abbreviated friends and family test rating on evaluation

Protocol

In summary:

Patient diagnosed with mild to moderate episode of clinical depression in general practice, indicated by a PHQ2 score 4-6, risk assessed as having no / low suicidal risk. Participant:

- completes PHQ2 questions fortnightly.
- receives daily information messages about depression and suggested interventions for six weeks.
- receives text message themes focused around building and maintaining support mechanisms, understanding and challenging negative thinking, bolstering wellbeing and increasing activities through behavioural activation.

Participant:

- Signs consent form agreeing to read messages from Flo; accepting responsibility for their own health and acknowledging that automated messaging is from a computer and agree to contact their clinician in the usual way should their condition become worse.
- Receives daily information messages about depression and tries to adopt advice given.
- Responds to Flo request to complete PHQ2 (depression) questions when prompted and texts in scores.
- Responds to text questions about the use of Flo.
 - Is provided with a relaxation /mindful breathing worksheets.
- Understands that Flo texts are sent to a computer, not a human being; and that a member of the practice team will only look at texts from the patient once per week. If their depression worsens they should seek urgent care in usual way from practice or 111 service.

Clinician:

- Selects appropriate patient, with PHQ2 score 4-6; who is not suicidal.
[ie asks the patient the two questions: ***'Over the past 2 weeks for how many days have you had little interest or pleasure in doing things?'***
And 'Over the past 2 weeks for how many days have you felt down, depressed, or hopeless?'
And the patient responds with a total of 24 out of a possible 28 days(14+14)]
- Obtains signed consent from patient and ensures participant understands they remain responsible for their own health.
- Supports participant in enrolling on Flo by using their current mobile phone number and then selecting the appropriate service for them.
- Utilises materials on how to sign up to Flo.
- Gives patient the relaxation & mindful breathing leaflets
- Monitors texts sent in from patient at least weekly including monthly PHQ2 readings; responds and acts upon texts in the usual way (if PHQ2 score > 4 [ie the total number of days patient affected from

both questions is >24 out of possible 28] contacts patient by phone and talks on phone or invites for face to face consultation in surgery).

Fortnightly depression questions (From PHQ2)

Every two weeks, (starting at baseline): (Diary1)

Over the past 2 weeks for how many days have you had little interest or pleasure in doing things? Please text IN, followed by the number of days, eg IN 9

Reminder if the patient has not responded within 10 hours

Hi. You haven't said for how many days you've had little interest or pleasure in doing things. Text IN, then the number of days, eg IN 7

Responses:

0-1 days: Well done! You are managing your depression fine – keep using your strategies.

2-7 days: Perhaps you are having a difficult time at the moment. Try one of your strategies

8-14 days: Don't be disheartened. Bad days do happen. Talk things through with friends or family or seek help for your general practice

Every two weeks (starting at baseline): (Diary2)

Over the past 2 weeks for how many days have you felt down, depressed, or hopeless? Please text DE, followed by the number of days, eg DE 9

Reminder if the patient has not responded within 10 hours

Hi. You haven't said for how many days over the past 2 weeks you have felt down, depressed, or hopeless. Please text DE, then the number of days, eg DE7.

Responses:

0-1 days: You seem to be managing pretty well. Keep up the positive thinking

2-7 days: Depression can make motivation difficult but keep going with the strategies you have learnt and you will succeed in overcoming your depression

8-14 days: If you are really struggling talk to someone in your support network or contact your general practice to make a same day appointment

Daily messages

Set yourself a few small, achievable activities. Working towards them over the next few days should really help to lift your mood and reduce fatigue

Stress can trigger or worsen depression. List all your stress triggers and how they affect you. Could you make any changes?

Daily relaxation can aid your well-being. Have a look at your worksheets and try it!

Try to develop a regular sleep routine. Go to bed and get out of bed at fixed times regardless of how tired you feel. Avoid naps.

Invest time in activities that you used to enjoy. Thanks Flo

Don't focus on negative thoughts only. Try to find at least one positive thought every hour.

Being more active and doing activities you enjoy can help to lift your mood. Try it!

Set yourself some short term targets like seeing friends, exercising or spending time on a project or finishing a task.

Challenge your negative thoughts by looking for an alternative viewpoint. It will help you balance unhelpful thoughts.

Your mood can vary with activity. Include an activity that you used to enjoy into your day.

Recognise your achievements and reward yourself. Praise yourself when you have completed a task no matter how small.

Get busy and move! Even a limited activity can help you feel less exhausted.

Do you have a negative view of yourself? Look at things differently and stop ignoring your positive qualities.

Start with small changes and take things one day at a time. Feeling better takes time, but you will get there.

Have you given up activities that you found rewarding? Restarting these recreational activities can help you feel better.

Changing your environment or your activity level when you have a low mood can improve how you think and feel.

Share what you're going through with friends and the people you love. Ask for their help and support through this tough time.

Making positive changes can be difficult when your low in mood but it's not impossible. You can do it!

Being around other people should make you feel less depressed

Go for a short walk and pay attention to your surroundings and focus on the here and now.

You may not have much energy right now but you do probably have enough for a short walk or to phone a friend.

Talk to one person about your feelings. It can help.

Stop being so critical of yourself. Pause and think out a more balanced viewpoint.

Try not to skip meals as it can make you feel irritable. Look after yourself better.

Social activities and relationships are vital. Depression can makes it difficult to ask for help and isolation makes it worse, so keep in touch!

Allow yourself to be less than perfect. Don't set such high standards and then tell yourself off if you fail to meet them.

A pleasure a day keeps your low mood at bay. Go on reward yourself!

Find good sources of help and support. Why not phone or email an old friend.

Go to the cinema with a friend or watch a good comedy and have a laugh. Focusing outside yourself for a short time can help.

Try to get 15 minutes of sunlight every day. Lack of sunlight can lower your mood and affect your sleep.

Take a short walk, drink tea outside, or sit out in the garden or local park. Take notice of your surroundings. Be in the moment.

Push yourself to do things, even when you don't feel like it. You'll gradually feel more energetic.

Make one positive choice for yourself each day

Scientists tell us that regular exercise can work as well as antidepressants and increase your energy levels. Try it!

You may not believe it now, but the way you're feeling will change in the future.

Even though you may find it difficult having a normal routine can help

Help someone else by volunteering your time or volunteer your skills by joining in a project.

10 minute bursts of physical activity can have a positive effect on your mood.

If your depression is getting worse tell your GP or nurse. It can be treated and you will feel better!

Take a step back from your emotions and don't let them swamp you. Take control and do a few small tasks. It will help!

Your Flo messages will be stopping today; if you want to sign up for the message system to run again, contact your GP or practice nurse.

Patient Experience Questions

After 6 weeks:

ANS1 :

Please text CC1 if you agree with the statement 'Flo has helped me to take action to improve my mood' or CC2 if you disagree

Reminder if the patient has not responded in 10 hours:

Hi. You haven't said if you agree with the statement 'Flo has helped me to take action to improve my mood'. Please text CC1 if you agree, or CC2 if you disagree

Response:

Thank you. Your answers help us understand how useful Flo is, and enable us to improve the service in the future.