

Alcohol recovery - in-treatment support for those with complex needs WMAHSN-47

Purpose:

To achieve better attendance by service users at meetings with support staff

Setting:

Community clinic

Selection of patients:

Service users who are in recovery, but have complex needs and very unsettled lifestyle, and who are likely to forget to attend appointments.

Expected outcomes:

Service users attend meetings with support staff regularly, and are helped to remain in recovery.

Success criteria

50% appointments are attended by patients.

Protocol summary

Service user:

- signs contract, agreeing to respond to messages from Flo.
- signs a consent form accepting that they remain responsible for their health, and agreeing that responses are sent to an inanimate machine.
- receives one weekly 'appointment prompt' encouragement messages (non-interactive).
- following 'appointment prompt' messages, ensures they attend, or cancel where necessary.
- receives appointment prompts and takes them into consideration.
- responds to baseline and then monthly text questions about the use of Flo.
- responds to evaluation questionnaire three months, and if relevant six months (ie still actively signed up), after signing on to Flo.

Support Worker:

- agrees a joint management plan with the service user, which includes the use of Flo.
- obtains service user's signed agreement to engage with Flo.
- obtains consent form from service user – that they remain responsible for their own health.
- enrolls service-user on Flo.
- reviews service at three months, unless it is decided to continue using it – in which case review at 6 months.

after three months, reviews service user, and completes service user questionnaire with service user, if relevant repeats at 6 months

Automated reminder messages

10:00 am every Monday, on rotation:

Hi, if you are feeling worried, remember to tell Aquarius at your appointment this week.

Hi, if you are having impulses or images you can't get rid of, remember to tell Aquarius at your appointment this week

Hi, if you feel that people see you as a person rather than an addict or an alcoholic, tell Aquarius at your appointment this week.

Hi, if you aren't coping well with everyday tasks and need help, tell Aquarius at your appointment this week.

Hi, if there are barriers affecting your ability to control your own life, tell Aquarius at your appointment this week.

Hi, if you feel threatened or fearful of harm at home, tell Aquarius at your appointment this week.

Hi, if you want to move forward with your life, tell Aquarius at your appointment this week.

Hi, if you want to do things that you find enjoyable and fulfilling, tell Aquarius at your appointment this week.

Automated reminder messages

Day 3 : 19:00pm:

Hi, just a gentle reminder than you have an appointment at Aquarius this week.

Twice a week:

Take up one idea: recovery. Make this one idea your life. Think of it, dream of it and live that idea. Let every part of your body be full of that idea.

Hi, successful recovery is growing to like yourself, like what you do, how you do it and who you do it with. Don't forget your Aquarius appointment this week.

A great inventor once said 'I have not failed. I've just found 10,000 ways that didn't work, on the way to finding the one that did'.

Hi, the role of recovery is to produce more people in recovery, not simply to be no more than a good idea. Don't forget your appointment with Aquarius this week

Happiness is a butterfly, which, when pursued, is always beyond your grasp but which, if you sit quietly, may come and visit you.

Nothing in the world is more common than unsuccessful people with talent who failed to use it. Make the most of yours. Don't forget your appointment this week.

As we look ahead to the land of recovery, remember that those who do best will be those who take the time to empower and give strength to others.

Hi, remember that a successful recovery grows from all your efforts, no matter how small and repeating them day-in, day-out. Don't forget your session this week

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If you want to achieve your goals, you can get there. From now on, quit doing anything that you know in your heart gets in the way of you reaching your goals.

The first step towards successful recovery is taken when you refuse to be a captive of the world in which you find yourself. Don't forget your session this week

One good reason to start recovery is to make things mean something; create a new you and make your world a better place. Don't forget your session with Aquarius

People who succeed in recovery have momentum. The more they succeed, the more they want to succeed and the more they find a way to succeed.

Hi, whenever you find yourself agreeing with a majority of drinkers, it is time to pause and reflect. Don't forget your appointment with Aquarius this week.

Hi, when you dare to be as good as you can and use your strengths to achieve your vision, then it becomes less and less important whether you're afraid.

Hi, remember that successful recovery sees the average man develop a laser-like focus. Don't forget your appointment with Aquarius this week.

Hi, remember that discouragement and failure are two of the surest stepping stones to successful recovery. Don't forget your appointment with Aquarius this week

If you don't design your own life plan, chances are you'll fall into someone else's plan. Guess what they have planned for you? Not much.

Hi, if you genuinely want recovery, don't wait for it. Teach yourself to . simply go and get it. Don't forget your appointment with Aquarius this week.

You can't connect the dots looking forward; only backwards. You must trust that the dots will connect to your future. Learn to trust the recovery approach.

Hi, don't let the fear of losing be greater than the excitement of winning in your recovery. Remember to attend your appointment at Aquarius this week.

If you want to make a permanent change, stop focusing on the size of your problems and start focusing on the solutions. Remember your Aquarius session this week

People who are successful in recovery do what unsuccessful people are unwilling to do. Don't wish it were easier; make yourself better.

In many people's experience, there is only one motivation: desire. No reasons or beliefs contain it or stand against it. Don't forget your session this week.

Patient experience questions

BASELINE (xEvalQ-01/-02)

Day 1, 17:00pm.

Do you think Flo's reminders will help you get the most out of your appointments with Aquarius? Please text #1 if you do, or #2 if you don't think they helped.

Will Flo's reminders help you to attend your appointments and/or cancel them if you need to? Please text #1 if you think they will, or #2 if they won't

END OF MONTHS 1, 2, and 3 (XEvalQ 03-08)

Do you think Flo's reminders helped you to get the most out of your appointments with Aquarius? Please text #1 if you do, or #2 if you don't think they helped.

Did Flo's reminders help you to attend your appointments and/or cancel them if you needed to? Please text #1 if they did, or #2 if they didn't.