

Target for next 6 months: Where does Flo add value?

FLO News

Nottinghamshire Assistive Technology Team (NATT)
8th Action Learning Event
26th April 2016

The Nottinghamshire Assistive Technology Team has been a main-streamed service since April 2015. Continuing on the growth and success due to the number of patients/pathways utilizing Flo since the Assistive technology Workstream inception back in 2012.



The service was created and has been expanded to:

- Support the deployment of technology enabled care services (TECs)
- Improve the quality of self-care through the use of technology aids
- Increase capacity in teams and services
- Improve engagement and adherence and increase relevant monitoring information and access for clinicians.
- With an ever changing technological market keep abreast of new developments, assess, evaluate and research effectiveness and Return On Investment (ROI)
- Patient direct training and support as required or outsourced

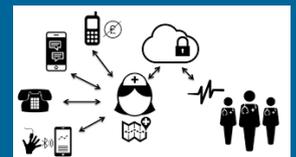
- Support Regional adoption through Academic Health Science Network (AHSN)
- Support Nottinghamshire and Regional Community of Interest through sharing of best practice and website access
- Our focus is on TECs for whole pathway transactions
- Push forward with integration of TECs such as Flo with clinical system providers i.e. TPP and EMIS

This cannot be achieved without the clinical teams and the Action Learning Events are an important opportunity to share the excellent work going on across Nottinghamshire.



Highlight Comments

- > Excellent positive patient health outcomes for patients
- > Flo is an excellent tool for patient managing and taking responsibility
- > Saves time & money but is effective & safe
- > Simple and effective



For More Information on Flo contact us...

Sian Clark

Assistive Technology Innovation and Operational Manager
Mob: 07545 423 027
Email: Sian.clark@mansfieldandashfieldccg.nhs.uk

Natalia Remizovsky

Assistive Technology Support Officer
Mob: 07794 089 025
Email: natalia.remizovsky@mansfieldandashfieldccg.nhs.uk

Carol Turner

Florence Project Manager (Acute)
Mob: 07900 430 249
Email: carol.turner@mansfieldandashfieldccg.nhs.uk

Dr Nigel Marshall

Email: nigel.marshall@newarkandsherwoodccg.nhs.uk

DON'T MISS OUR NEXT ACTION LEARNING EVENT

TUESDAY 15th November 2016

09:00—12:00

Larwood Suite

Ashfield Health & Wellbeing Centre

WHAT DO YOU WANT TO SEE AT THE NEXT EVENT?

You decide what you would like to see on the agenda next time. Please complete our survey:

<https://www.surveymonkey.co.uk/r/M2KKRYC>

Flo Supporting Cancer Patients

Although Dr Sam Malins and Dr Jo Levene, Institute of Mental Health, could not be at the event they documented their Flo journey so far on video. Flo has been used to support cancer patients with messages supporting their Mindfulness-Based Cognitive Therapy. With the use of Flo “patients reported being able to maintain mindfulness practices that support improvements in their wellbeing. It will be much easier to tease out the specific contribution of Flo to health with the relapse prevention stuff, but I think their comments show that it was a valuable part of the group effectiveness” (Dr Sam Malins). Flo will be trialed with another group of patients in May 2016 and further analysis undertaken. A protocol called Spiral support is also in development and there is potential to apply for research funding.



Health & Care Video Pilot

We are now piloting Health & Care videos for Blood Pressure and Heart Failure. There are 6 videos available:

1. How to measure your blood pressure at home
2. How to manage your Heart Failure at Home
3. Living healthy with heart failure
4. Managing Heart Failure: The importance of getting your medication right
5. Managing Heart Failure: The importance regular reviews
6. Managing Heart Failure: Getting ready for tests in hospital
7. Looking after you and your family How ready are you?
8. Looking after you and your family How ready are you? Subtitled Version

Patients who have access to the Internet have the option of watching the video from home. Flo will also send a text with the link to the video to remind patients to watch.

Oakwood Surgery in Mansfield Woodhouse are the first GP surgery to take part in the pilot and went **live in April 2016**.

If you are interested in joining the pilot please contact our team.

Recap

Jenny Newman, Digital Health Manager (NottsHC) spoke about the work being undertaken with the Recap website and how it fits in with Flo.



Flo Community of Interest

We were very lucky to have Phil O'Connell, Global Lead (Simple Telehealth) and creator of Flo. Phil showed everyone the collaborative community of interest website which has a wealth of information and case studies about Flo.

www.simple.uk.net

To become a member of the community and have access to the members area on the website **please contact Karen.moore@simple.uk.net**

Advanced Wound Care & Flo

The idea is to use Flo to remotely monitor the status of dressings in a community setting. Implementing a simple Flo SMS protocol aims to release valuable time to care across community district nurse bases and potentially care homes. With the capability of Flo and the unique change indicator of ALLEVYN◇ Life dressings it is hoped will show a change in behaviours to routine dressing changes and the associated direct and indirect costs. Successful implementation of a wound-care protocol could provide some significant benefits including:

- Reduction in overall dressings spend
- Release time to care
- Avoidance of associated unplanned admissions
- Better wound healing
- Improved patient outcomes



If you would like to trial Allevyn Life dressings with Flo **please contact Sian Clark for more information.**

Flo Flourishing in the Acute sector

We were very lucky to have members of teams from the acute sector sharing their experience of implementing Flo and the benefits they have reaped.

Stroke Early Supported Discharge Team, SFHFT

Helen Eccleshall, Acting Team Lead, Stroke ESDT(SFHFT) spoke of how using Flo, patients felt more in control of their rehabilitation and health condition. Also, closer monitoring of BP helped to diagnose hypertension quicker.



Flo “can only be a good thing enabling patients to have some control over their own health.”

Musculoskeletal & Neurosciences, NUH

Clair Mace, Parkinsons Nurse Specialist spoke of how Flo was changing the lives of Parkinsons patients with a simple one-way medication reminder.



Hepatology, NUH

Deborah Simpson & Fazlin Vivier, both Deputy Sisters, Queens Day Case Unit, NUH explained how 80% of patients use Flo to send in their weight readings. This increased monitoring has helped to reduce admissions and improve health outcomes for patients.



Orthopaedics, SFHFT

Roz Jackson, Orthopaedic Nurse Specialist (SFHFT) explained how using Flo to remind patients to attend x-rays and send in their scores helped to reduce the need for follow-up appointments.



Pre-Op, Circle

Helen Magee, Team Leader & Leah Frame, Staff Nurse, Circle spoke of how they implemented Flo to help identify white coat syndrome in pre-assessment clinic. Flo has helped to differentiate between white coat hypertension from established hypertension thereby preventing unnecessary delay in the patient pathway and possibly unnecessary treatment.



“I love Flo! Extremely useful in empowering people, promoting self-care and motivation”



Generating Ideas



The group session sparked some great ideas for new ways of using Flo:



Identified the need to enhance bowel prep pre-procedure compliance

Fasting instruction reminder

Blood monitoring for biologic patients, hyperthyroid

Flo to remind patient for removal of sutures post-op.



The event was brought to a close by our Flo Patient Champion, Josh Youd.

Go with the Flo!

What is Flo?

'Flo' or Florence is a telehealth service using patients' own mobile phones or landlines; Flo enables people to manage their conditions from their homes. It sends reminders to patients and collects their health readings within protocols that have been agreed by their clinician. The approach is very much about encouraging patient self-care and reinforcing messages and advice given by clinicians and practitioners.

Flo is a proactive approach to patients who are regular attenders to A&E, or to GP appointments.

Outcomes of using Flo

- Reducing GP Appointments (Primary Care, Hypertension).
- Reducing cancelled operations (Pre-Op).
- Patients being discharged earlier (COPD Acute).
- Reducing Heart Failure nurse home visits.
- Increased ADHD clinic attendance from 55% to 100% due to clinic reminders sent by Flo.
- Contact with clinicians more appropriate and reduced (COPD).
- Patient anxiety levels reducing (COPD).
- Patients managing own health better.

"Using Flo feels like having an extra member of the team"

Dr Nigel Marshall

"Flo provides emotional support."

