Nottinghamshire Health & Social Care AT Work Stream

INCREASING PATIENT SELF MANAGEMENT AND COMPLIANCE FLO SIMPLE TELEHEAL

What is Flo Simple Telehealth?

- NHS owned simple telehealth system
- Uses patients own mobile/landline & low cost biometric devices (e.g. BP/SATS monitors)
- No Call centre/central monitoring, Flo tells the patient what to do if they breech based on service requirements
- Can be used for any patient cohort/pathway
- Protocols can be created for a single patient quickly and easily
- Can be used to:-

PATIENT FEEDBACK

Increased confidence

- ☐ Request and send in vital signs readings & other measurements
- Send reminders e.g. medication, activities of daily living,
- ☐ Send supportive messages e.g. weight management, smoking

Community

Service Protocols

in use/being developed:



Heart failure COPD Diabetes Hypertension Medication reminders Community rehabilitation Continence (pelvic floor exercises) End of Life carer support

Our staff say: "Flo is good for patients who don't need regular contact; it allows you to keep tabs on these patients without being obtrusive, & to contact them when necessary."

Community **Service Benefits**

- Heart failure nurses reduced visits by a third within 3 months of implementation whilst increasing patient monitoring.
- Increasing compliance against treatment plans for patients with diahetes
- Reminding patients to take medications at specific times to increase compliance.
- Decreasing anxiety and inappropriate clinical contact for patients with COPD.
- Increased monitoring of patients but no increase in workload.
- Admissions to hospital avoided as early identification of exacerbation
- Contact with patients more appropriate.
- Bespoke, can used with 1 or 1,000 patients.
- Can be used to triage visits.
- Improves appropriateness of treatment (management plan, lifestyle and medication).
- Patients managing their own health better
- Improved patient compliance to treatment
- Reduces patient anxiety and therefore reduces the need to visit
- Reassures the "Worried Well"



Text Message Examples:





PATIENT FEEDBACK:

Advice Flo provides is reassuring



PATIENT FEEDBACK

Flo advises if I need to contact my Clinician which is reassuring



moking ong term vital onitoring Care Homes Pain Mment Medicines Management "Worried Well

Weight loss

Health self assessment

Sexual health

wly diagnosed Medication Reminders for:

COPD Diabetes (type1& 2) Heart Failure Palliative care cares support/wellbeing

Oncology Neurology Speech therapy

Alcohol suppor Learning disabilities Mental health behaviour

Mental Health appt & reminders/ supportive messages Daily living/ medication reminders for people with Aspergers/autis

regnancy induced Sestational diabetes

DNA management

Support early discharge

CHD Diabetes physiotherapy Monitoring of pre op patients to reduce cancelled perations Out patient acute specialist follow up

Medication management

ntermediate

Newly diagnosed hypertension Hypertension/ sthma inhaler/ pa aediatric asthma COPD

"Worried Well' INR Weight loss motivational Diabetes (type1& 2) Health self Heart Failure Palliative care care Sexual health

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Long term vital signs monitoring

Care Homes

Pain Mment

Medicines

For more information, please contact:

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Our staff say: "I am surprised at how easy it is. We are using Flo to titrate blood pressure medication and it is excellent. Patients feel engaged and find Flo easy to use."