

INCREASING PATIENT SELF MANAGEMENT AND COMPLIANCE FLO SIMPLE TELEHEALTH

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

PATIENT FEEDBACK

Increased confidence to self-manage



Community Service Protocols in use/being developed:

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

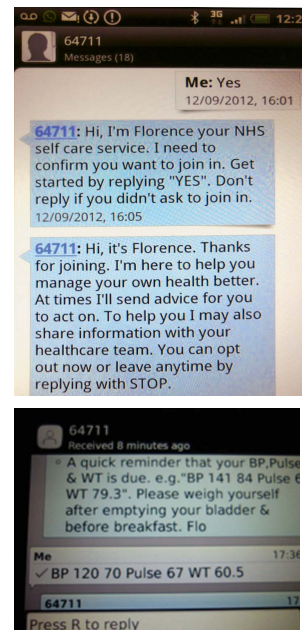
Our staff say: "Flo is good for patients who don't need regular contact; it allows you to keep tabs on these patients without being obtrusive, & to contact them when necessary."

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 diabetes.
- 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 be 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:

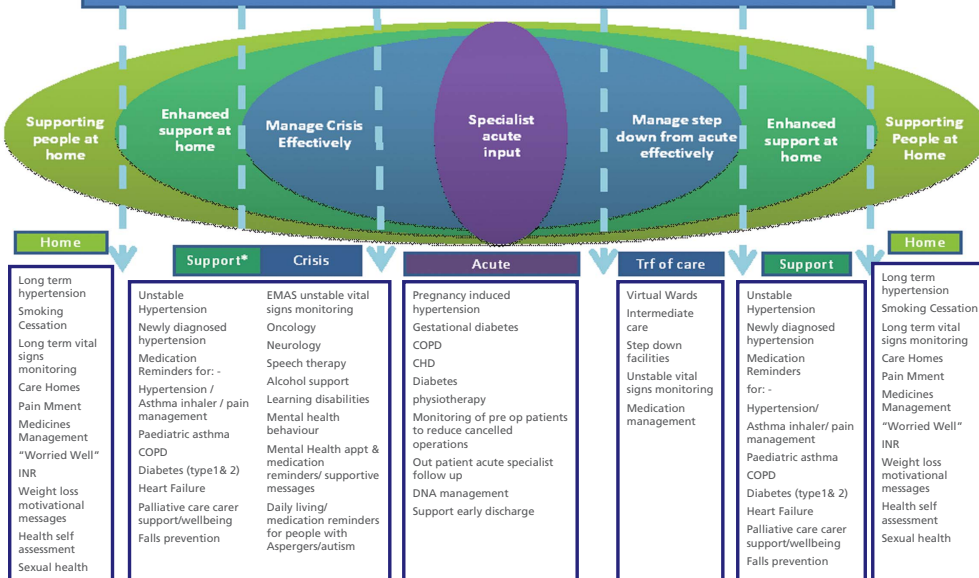
Advice Flo provides is reassuring



PATIENT FEEDBACK

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

How Flo Simple Telehealth can support the whole patient pathway



For more information, please contact :

Jayne.Birch-Jones@mansfieldanddashfieldccg.nhs.uk
Sian.Clark@mansfieldanddashfieldccg.nhs.uk

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."