

March 2014

Tracey Cox
AIM for Health
Project Manager

Simple
TELEHEALTH
Florence



NHS
Stoke-on-Trent
Clinical Commissioning Group



AIM for Health Monthly Brief

“Welcome to the March edition of the AIM for Health monthly brief for all participating CCGs in the AIM for Health project. If you do have any comments, suggestions or ideas to improve the brief then please do get in touch. We also want you to share your hints and tips so again please do let us know if you have any.

Please don't hesitate to contact us for further support or advice if you need it!

Regards, AIM for Health Project Team

The team would like to say farewell to Andy Matthews whose secondment into the National Project Facilitator for AIM post came to an end on 31st March. Andy has been working with many of you in the CCGs to support the rollout of Flo since last August.

All of the CCGs that Andy has been working with will have been allocated another operations team member (so either Jayne Birch-Jones or Chris Chambers). If you are not sure, then please don't hesitate to contact me and I can let you know who your operations support is.

I hope that the AIM project is going well for your CCG and we would love to hear your feedback whether that be positive or negative.

Finally, I would also like to draw your attention to a report that has recently been published through 'Inside Commissioning' called 'Tackling Telehealth: How CCGs can commission successful Telehealth services'. The report details the Telehealth experience so far, what needs to change for telehealth to thrive, improving the commissioning of Telehealth, a case study example, protocol example and a profile of Simple Telehealth and Flo. The authors include our very own Dr Ruth Chambers, Phil O'Connell and Jayne Birch-Jones.

You can download the report at the following link:

<http://www.insidecommissioning.co.uk/reports>

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Katie Robertson-Bailey gave an interesting presentation on the use of Flo's alerts for enabling clinicians to monitor patients and react quickly to changes in the patient's symptoms. In her role in the community, these alerts enabled patients to send in readings of their blood glucose, blood pressure, and also pressure sore changes. There was clearly a benefit in using Flo in this way: alerting clinicians enabled them to respond quickly and make changes to medication or prioritise a visit. There was some discussion between the participants in the conference as to the appropriateness of this type of service without 7-day cover by clinicians. Katie's experience was that it was an improved service from what the patients had experienced before, and that patients accepted the fact that there was not weekend cover. Others were less comfortable with patients sending in readings, and possibly expecting a response that day, when there were no staff on duty.

With the service using alerts the clinician took responsibility for the patient's care, and the patient was more of a passive recipient of treatment. In most general practices the patient plays a greater part in their self-care, and for this Flo was a 'step-down' from the more intensive clinician-focused programme of treatment. For many of these patients, the point of the readings is to provide more information for long-term planning of treatment, rather than triggers to act urgently.

So for most general practice settings, alerts were of limited significance, but for more intensive treatment regimes such as with community matrons or district nurses, they provided opportunities for remote drug titration or prioritisation of workload.

Click on the link for the slides from the conference call:

<http://www.networks.nhs.uk/nhs-networks/aim/documents/flo-conference-calls/27th-march-florence-alerts/florence-alerts>

Join us for the next Flo conference call!

Join us on the next Flo
conference call

Thursday 22nd May

1.00 p.m.

Dial: 0800 032 8069

Pass code: 37085627#

**Please note that due to
the Easter Holidays
there won't be a
conference call in April!**

**The topic for May's
call will be
circulated in due
course**

There have been a couple of queries with regard to messages saying there will be charges for replying to Flo messages—this is definitely not the case!!! If you receive a query of this nature please refer to the Patient Information under the 'Does it cost me anything' section, just click on the link:

<http://www.networks.nhs.uk/nhs-networks/aim/documents/miscellaneous-documents/flo-patient-information-flyer>

Confidentiality and Flo—Tip!

It is really important that patient confidentiality is maintained at all times so it may be a good idea to create a dummy patient to demonstrate Flo rather than using real data. This way you'll be able to show the benefits of Flo to potential patients without sharing inappropriate personal information to new potential Flo patients.

How Flo has helped Josh

Bridgewater Community Healthcare NHS Trust recently held an Innovation and Technology seminar at the DW Stadium, Wigan. The highlight of the session was Josh Youd, a 22 year-old diabetic patient, who gave a passionate account of FLO and how it transformed his life by reducing the number of times he was admitted to hospital from 46 to 3 times per year. Josh told how when he first started using FLO he was in a "really bad place" but now his diabetes is much more under control and he has much more time to enjoy his art, writing and work.

Josh said: "It is such a simple system and within the first day I was receiving text messages to prompt me to test my blood sugar and all I had to do was send a text message with my blood glucose five times a day. I would urge you all here to push for this system, if it can change my life, it can change anyone's life"

Flo success within the Gypsy, Traveller and Romany Community

The Nottinghamshire Flo Project Team have been working with Gypsy Life Ambassadors to start using Flo within the Gypsy, Traveller and Romany (GTR) community initially for medication reminders and weight management (AIM). Nottinghamshire CCGs have recently seen their first 5 patient from within the GPR community go live with Flo medication reminders, with more planned to enrol in the next few weeks.

Some great feedback has already been received especially from one lady who is thrilled that she is now remembering her medication and is feeling so much better.