

REDUCING HOSPITAL ADMISSIONS

Interactive TXT in General Practice Hypertension Management

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Problem: Uncontrolled Hypertension

Poor blood pressure control is linked to increased hospital admissions, greater use of the NHS and poor outcomes, yet half of hypertensive patients do not have it under control.

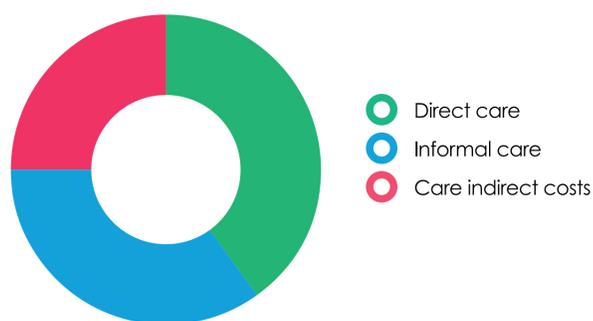
Hypertension is asymptomatic but has serious consequences such as heart and kidney disease and strokes.

135,000 patients experience first or recurrent stroke in England and Wales each year. It is the third biggest cause of death and the most important single cause of severe adult disability.

Solution

Harnessing the potential of the NHS innovative and interactive SMS text messaging service Simple Telehealth aka Florence to assist patients and professionals to better control hypertension. Simple Telehealth (STH) is an intuitive, personal, self monitoring and alerting tool which uses mobile phone SMS text messaging to analyse patient observation data and to offer instant feedback on the status of the data. STH or "Flo" as we like to call it, motivates and allows patients to monitor their own condition.

£7bn societal cost of stroke



Patient Feedback

"I feel that someone is looking after me, without being able to get to the surgery"

"The whole system is fantastic"

"My home readings are far more accurate than those in the surgery"

Results

"Using this intervention, a far greater amount of data was available to the patient's healthcare professionals with minimal use of NHS resources"

"Halted deterioration of progressive CKD Stage 4 & likely dialysis at Stage 5 – so saving £30,800 per year."

"Total cost less than £30 per patient and fewer consultations were needed"

"Many more medication changes made and greater reduction in systolic blood pressure"

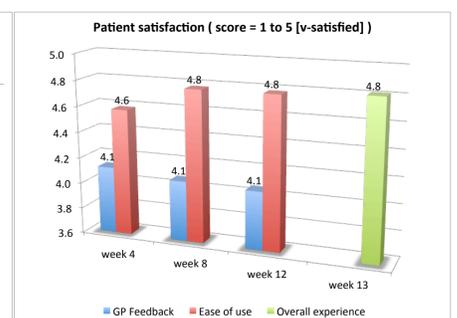
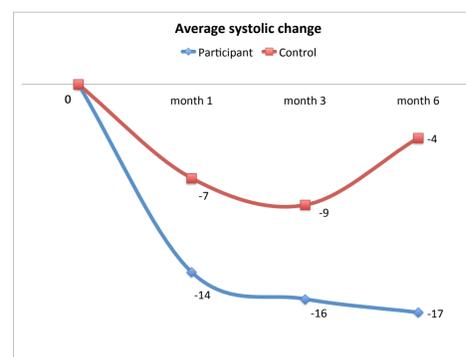
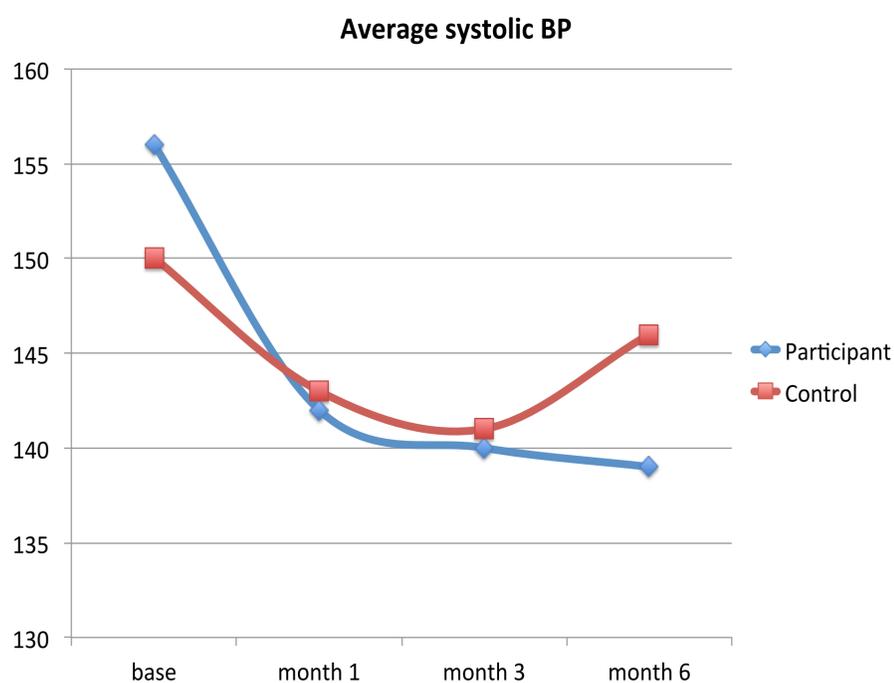
"Enabled consistent implementation of best practice eGFR & ARBs"

"Provided reassurance, and reinforced care and advice"

"Enabled patients to undertake self-care and eliminated need to travel to the surgery"

"Firm advice and Florence's routine, combine to stabilise the condition"

"Patient satisfaction was 4.8 / 5.0 at week 13 of the programme."



Personal profile
Flo is set up with default templates containing normal monitoring parameters, prompts, advice and other data to allow monitoring to start with one click. The patient's profile can then quickly be adjusted for individual patients' circumstances.

