**What is Florence?**

* Florence is a simple, interactive service which uses text messages
* We often call the service “Flo” for short
* NHS Highland is using Flo to help people with a wide range of conditions and in a wide range of circumstances

*I am now happy my GP knows exactly what my BP is*

Patient

**How does Florence work?**

* Anybody with a mobile phone can be enrolled to use Florence
* You don’t have to have a smart phone
* Florence can only deliver text messages to your phone while it is switched on and has a network connection
* Within the UK there is no charge for:
  + Receiving text messages from Florence
  + Sending text messages to Florence
* Depending on your circumstances, you may receive text messages which:
  + Offer reminders, health tips, advice and support
  + Ask questions related to your health and wellbeing
  + Respond to the answers you provide
* Staff can review the responses you text in
* A Privacy Notice is available which explains how information about you is held and used by Florence
* Flo is not an emergency response service – contact your GP or ring 111 in the usual way, if you feel unwell

**Other things to consider**

* You can check that the Florence number really is a free-to-text number for yourself – by visiting [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) – enter 64711 in the search box provided in the #NumberChecker, half way down the screen
* If you have any concerns about safe use of mobile phones visit: www.ncsc.gov.uk/
* For example
  + You can switch off notifications on locked screen to ensure privacy
  + You can also put a pass code on your mobile phone to prevent other people looking at your text messages and to protect your phone if it is lost or stolen
* Please contact your GP practice if your phone is lost or stolen so they can stop the text messages sent to that phone
* Also – let your GP practice know if your mobile phone number changes

**Your Florence protocol**

* Your Florence protocol has been designed especially for people who need to monitor their blood pressure – whether for diagnosis, to ensure their medication is working as required, or for long term monitoring

*It’s good to be able to take ownership of your own health*

Patient

* You will be loaned a blood pressure monitor and shown how to use it
* Florence will send you text messages twice a day asking you to take your blood pressure (BP). The messages are normally sent at 8am and 8pm, unless you request otherwise.
* You may receive messages every day for one week, or less frequently, over a longer period of time

**What happens next?**

* If you want to take part you will be asked to sign an enrolment form and given a Privacy Notice.
* Within a few days you will receive an introductory text message – using a free-to-text short code number: 64711
* The message will say:
* *Hi, I'm Florence your NHS self care service. I need to confirm you want to join in. Get started by replying "YES". Don't reply if you didn't ask to join in. My number, 64711 is FREE to text and is registered with the UK regulator at* [*http://psauthority.org.uk/*](http://psauthority.org.uk/)
* Just reply YES to opt in - YOU WILL NOT BE CHARGED for sending text messages to Flo, *even if your phone says you will*!
* Occasionally mobile phones/providers will not allow text messages to be sent to Florence, so you may need to adjust your phone settings or contact your provider. Or text your responses to 07860 033066 (please be aware that unlike 64711 this number is NOT a free-to-text number)

**Tips for taking your blood pressure**

* Avoid food, caffeine, alcohol & tobacco for 30 minutes
* Use the same arm each time as indicated by your doctor or nurse
* Sit and relax for at least 5 minutes before taking the BP reading
* Wrap the cuff around the bare skin of your arm
* Rest your arm on something firm so the cuff is level with your heart
* Don’t talk while you are taking your BP
* Take two readings, two minutes apart, and text the lower one to Flo

**Texting your blood pressure readings to Flo**

* Your BP reading consists of two numbers
* To send the reading to Florence text BP followed by the two numbers
* It doesn’t matter whether you use capital letters or lower case for BP
* Flo doesn’t understand ordinary text messages and can get confused if you send an unexpected message!
* If you want a holiday from receiving messages from Flo, text HOLIDAY, and your messages will stop until you return and text HOME
* If you do want to permanently opt out of using Florence at any time, simply text STOP

Telehealth is a service offered by the **Technology Enabled Care** team based at:

|  |  |
| --- | --- |
| Room S/203  Centre for Health Science  Old Perth Road  Inverness  IV2 3JH | Contact us on: 01463 255915  *Simple to use with useful reminders*  Patient  Email: [high-uhb.florence@nhs.net](mailto:high-uhb.florence@nhs.net) |

**Please note:**

**FLORENCE IS NOT AN EMERGENCY RESPONSE SERVICE and in a medical emergency you should ask for medical assistance from your GP, specialist nurse, NHS24 and/or by dialing 999**

* You will be sent a text message by florence and will need to text back YES to opt in to using the service
* When you have opted into using Florence you can opt out at any time without affecting your usual care
* If you do not receive a Florence message for any reason you am still responsible for following the healthcare advice you have been given by your clinician
* Any monitoring equipment you have been loaned remains the property of your GP practice and should be returned when requested
* A Privacy Notice is available which explains how information about you is held and used by Florence – request a copy, if you haven’t been given one
* **Within the UK** there will be no charge for any text messages you send to Flo, which uses a free-to-text number
* Outside the UKthere may be a charge for using the service and your data may be processed in countries where privacy protection levels are less rigorous than the UK.
* The responses you text to Florence may be accessed by staff involved in your care and by Florence admin staff
* Staff who access your Florence records can access **all** your Florence records, including the records of any other Florence protocols you may have been enrolled on in the past
* Your responses to Florence and information from your enrolment form may be used by NHS Highland for evaluation and service development purposes, always ensuring you cannot be identified personally
* Any information collected from or about you will be held securely and consistently with the General Data Protection Regulation (2016)
* If you have any questions about this programme which are not covered in this leaflet contact the TEC team on 01463 255915

NHS Highland is strongly committed to your right to privacy. To read our Data Protection Notice please visit: [www.nhshighland.scot.nhs.uk/Pages/YourRights.aspx](http://www.nhshighland.scot.nhs.uk/Pages/YourRights.aspx) or contact the TEC team on 01463 255915 for a paper copy

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**Simple telehealth:**

**Using text messages to**

**Monitor your**

**Blood Pressure**

*It has saved time spent attending appointments at the surgery and made me aware of my BP readings*

Patient