

Innovative use of technology/social media  
**Using Florence telehealth to support  
diabetes patients in North Derbyshire**

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# Background

- Arden & GEM was commissioned to roll out a simple, effective text messaging system – Florence, or Flo for short – within primary care by NHS Hardwick CCG, NHS North Derbyshire CCG, NHS Southern Derbyshire CCG and NHS Erewash CCG
- The technology was embraced by the Community Diabetes Specialist Nurses (DSN) Team in north Derbyshire within Derbyshire Community Health Services (DCHS) NHS Foundation Trust – early 2014



# How we did it

## Patient engagement

- Medication reminder protocols
- Glucose result protocols for Type 1 and Type 2 patients with diabetes

## Personalisation

- Change the time and frequency of the reminders
- Set individual patient blood glucose limits
- Bespoke protocols e.g. learning disabilities & carers

## Patient empowerment

- Flo has increased confidence
- Increased awareness of their condition and more informed lifestyle choices
- Improved quality of life

# What we've achieved so far

- Patients found a reduction in their HbA1C as a result of using Flo - One young patients HbA1C fell by 7.8% **“Flo has made such a big difference to my life”**
- Some patients have avoided the need for medication by using Flo to help them control their diabetes more effectively
- 93% of patients agreed that “Flo is helping me manage my diabetes better”
- 95% of patients agreed that “The prompts from Flo are effective reminders”
- 96% of patients agreed that “I would recommend Flo to a friend or family member



***“Even though I know that it’s a computer, I feel very supported by my texts from Flo.”***

# *Community Diabetes Nurse experience*



# *Brenda's story*



# The next steps for us

- Keep asking questions and listening to what patients tell us
- Continued work with GP practices and other services to add more patients to the system so they can benefit
- The project will continue to focus on meeting the needs of patients with diabetes as well as patients with a variety of clinical needs e.g. respiratory, Depo Provera, B12 injections. Could Flo work for you?



Derbyshire Community Health Services   
NHS Foundation Trust

**Thank you for listening**  
**Any questions?**