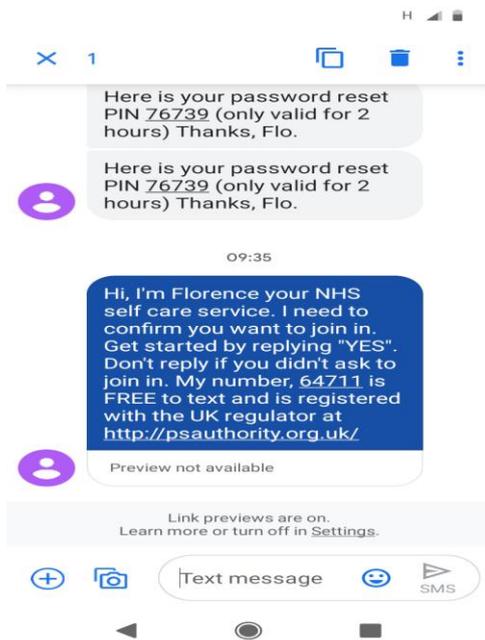


Florence – Blood Pressure Home Monitoring Information for patients



What is Florence

Quite simply, "Florence" or "Flo" as we like to call her, is a very easy to use text service designed by NHS professionals to provide support and advice for you to manage your blood pressure.

Please understand that you will be sending mobile phone text messages to a computer program, and that clinical staff may only look at the readings you send once a week. You are still responsible for your health, and if you feel unwell, take whatever action is necessary for your well-being, including seeking help from health professionals in the usual way.

It is your choice

Shortly after being referred by your GP or healthcare professional, you will receive a text message to your mobile phone from Flo which will look similar to the message shown above. The text message from Flo will come from the number 64711.

This will ask you to confirm that you want to opt-in to the service. If you're happy to receive texts from Flo regarding blood pressure monitoring reminders just reply **YES**. Flo won't do anything else if you don't reply. You are in control. You should remember that Florence is a system.

Reminders and information

Flo sends messages as reminders and prompts to take your blood pressure and then text the results to Flo.

Monitoring your Blood Pressure and allowing you to take control

Flo allows you to measure your blood pressure at home and it will be recorded on your practitioner's computer system, using just your mobile number.

Please understand that you need to look after the equipment which has been loaned to you, and return it when asked to do so.

Sharing

Information you send to Flo will be shared with your GP Practice. They will be able to see the texts from Flo and your replies. **You must tell your GP Practice if you change your mobile number.**

Does it cost me anything?

NO. When you are in the UK Flo is completely free to use even if your phone advises you (incorrectly) that you will be charged. The NHS is paying for this. There is a website to check this out independently: www.phonepayplus.org.uk (just enter the short code 64711)

Flo can also be used from anywhere else in the world, **but** you will be charged your normal network rate for the messages, and you can't use the FREEPHONE number, so if you don't want to pay extra while you're abroad, text **HOLIDAY** to Flo, and have a break from the messages until you return to the UK (see below).

How do I stop the messages, if I no longer want them or would like a break from them?

If you want to completely stop using Flo, simply text **STOP** to Flo, (the number which is sending the message), and you will no longer receive any communication. If you want to start again at a later date, you'll need to text **YES** to Flo before you can be set up on any new set of messages.

However, if you just want a break from receiving the messages, just send **HOLIDAY** or **AWAY** to Flo, and your messages will stop until you return and text **HOME** to the same number.

Sending messages

Flo recognises both upper and lower case, so just text whatever is easier for you.

If you do not receive your Florence texts please call the GP Practice.

How the service works



You will be asked if you would like to participate by your health professional



Flo sends a text message offering you text support



If you consent, text "YES" (FREE of charge) You are ready to take control

IMPORTANT: Florence is NOT an emergency service. If you feel unwell contact your GP surgery or NHS24 in the usual way.

Your Data

For information on how and why NHS Dumfries & Galloway processes the data you provide please see the Data Protection Notice available at www.nhsdg.scot.nhs.uk/Departments_and_Services/Data_Protection_Notice

The NHS Dumfries & Galloway Data Protection Notice also contains important information about the rights you have as a data subject in relation to the data we hold about you. If you require a copy of the Data Protection Notice please send a request to:

Head of Information Governance, NHS Dumfries & Galloway, Data Protection Department, Second Floor Central Core, Mountainhall Treatment Centre, Bankend Road, Dumfries DG1 4AP