

Remote Health Pathways

Using 'Flo' to Help Manage Your Blood Pressure



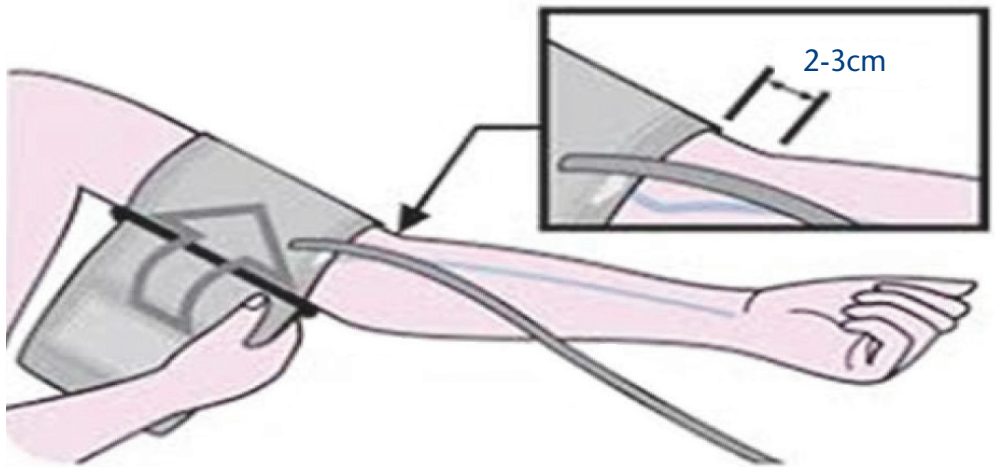
Patient Information

Using Florence 'Flo'

You have agreed to take your blood pressure (BP) at home and send the readings by text message to Flo, the BP messaging service.

Please remember that this is an automated service, and your BP readings will not be looked at every day. If you feel unwell, you should take normal steps to look after yourself; this may include asking for help from health professionals as usual.

How to position the cuff:



Flo will text you asking for your BP. Take your BP reading twice as you have been shown and text the lower of the two readings back to Flo in this format:

BP 140 80. Remember you must include **BP** before the numbers.

You have a shared management plan agreed with your nurse or doctor, which makes it clear what to do if your BP changes. Flo supports the advice given in this plan.

You will be asked to return the BP monitor once you no longer need it for this programme so that other patients can also benefit from the service.

Is there a cost to me to use 'Flo'?

All texts to and from Flo are **free of charge**. Some network providers may send you a text that you will be charged, please be assured 64711 is a **free** number.

You can check this out by visiting the website www.phonepayplus.org.uk

A few tips for taking your blood pressure

- Don't have a big meal or caffeinated drink, or smoke within 30 minutes before taking your BP readings.
- Sit calmly for at least 5 minutes before taking your BP reading; rest your arm on something firm so the cuff is level with your heart.
- Wear loose clothing so that your arm is not squeezed and wrap the cuff around the bare skin of your arm.
- Use the same arm each time as indicated by your doctor or practice nurse.
- Do not talk whilst you are taking your BP reading.
- Take 2 readings and send in the lower.



When Flo texts you asking for a BP reading, text your reply by writing BP followed by the reading on your blood pressure monitor.

For a reading of 140/80 mmHg you would write **BP 140 80**.

If you want to stop all messages, text STOP to Flo, but if you want a short break from receiving messages, text 'HOLIDAY', or 'AWAY' and then 'HOME when you want to start again.

Confidentiality and the Use of Patient Information

NHS Forth Valley take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit our Data Protection Privacy Policy on our website at <http://nhsforthvalley.com/privacy-policy/>

If you can't go let us know!

Every month around 2,000 people across Forth Valley fail to turn up for hospital appointments. This costs the NHS millions of pounds each year and increases waiting times. So if you are unable to attend or no longer require your hospital appointment please let us know so we can offer it to someone else.

We are happy to consider requests for this publication in other languages or formats such as large print. Please call **01324 590886 (9-5) to arrange this or email fv.disabilitydepartment@nhs.scot**

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