

Important information

Privacy

Put a pass code on your mobile phone if you do not want anyone to see what you are texting and to protect your phone if it is lost or stolen.

What happens if I go on holiday or if I am admitted to hospital?

Florence can work from any area in the UK with a mobile signal. However, if you are going abroad or into hospital you can text 'Away' to Florence.

When you return you can text in your readings as normal or text in 'Yes' to restart the system.

Lost or Stolen Phone

Contact your healthcare professional if your phone is lost or stolen. They will stop texts to that phone.

Changing your number

Let your healthcare professional know if you change your mobile number to ensure your Telehealth texting continues as planned.

Useful contacts

NHS Western Isles www.wihb.scot.nhs.uk

NHS inform www.nhsinform.scot
Tel: 0800 22 44 88

NHS 24 Freephone: 111

Further information

For more information please contact your GP Practice or your specialist clinician.

We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff
- visit our website feedback section at: www.wihb.scot.nhs.uk or share your story at: www.careopinion.org.uk or tel. 0800 122 31 35
- tel. 01851 708069 Monday-Friday between 9am-5.30pm.

Version: 4 Review Date: January 2025
Written by: Iain Trayner, TEC WS1 Project Manager, NHSWI.

Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

© NHS Western Isles 2015, 2019, 2021, 2023. All rights reserved.



Bòrd SSN nan Eilean Siar
NHS Western Isles

Telehealth Monitoring (Florence)



Information for Patients/Service Users

What is the NHS Telehealth Monitoring Service?

Telehealth is a communication system that uses text messages to help you and your healthcare professional monitor and/or manage your medical condition more closely.

The monitoring system is called “Florence”, sometimes referred to as “Flo” for short.



Telehealth can be used for many reasons such as:

- monitoring the effects of new treatments
- monitoring the effects of stopping treatments
- to remind or encourage you to do something to take care of yourself
- identifying flare-ups of your condition so that you get the right treatment sooner
- identifying reasons why your condition might not be well controlled.

How does it work?

Florence communicates by text messages to and from your mobile phone. It will work with any mobile phone or network able to send and receive text messages.

All texts to and from Florence are free to you (even if your mobile phone says that

you will be charged). If concerned however, you can independently confirm this online at: www.phonepayplus.org.uk - and enter short code 64711.

Registering to use ‘Florence’

Your health professional will explain how the system works and discuss the potential benefits for you. We will only register you to use the Florence monitoring system with your agreement.

Any information collected about you will be held securely in line with the Data Protection Act (2018).

Please bear in mind that Florence is a system and not a person. It is programmed to send and accept specific information, so do not text anything other than what is expected as explained by your healthcare professional.

Once you have been added to Florence, you will receive a text which invites you to join. If you want to go ahead then text back ‘Yes’. Florence will then send you information or requests for readings on a daily, weekly or monthly basis as required.

If you decide you do not want to register you should not reply, but please let your healthcare professional know that you have changed your mind.

Will I still see my health professional?

Yes. Telehealth will not replace all appointments. You will still see your healthcare professional when required.

What happens if I decide I no longer want to use ‘Florence’?

Text ‘Stop’ to the Florence system and contact your healthcare professional to let them know.

Your usual treatment or support will continue as normal.

About the NHS Telehealth Monitoring Service

The NHS Western Isles Telehealth monitoring service has been funded by a Scottish Government initiative called Technology Enabled Care (TEC) which aims to increase the number of people receiving Telehealth at home.

Florence is not an emergency service.

If you need urgent medical assistance then you should contact your GP or NHS24.