

## Section 5.8 Hard to Reach Groups – GypsyLife

GypsyLife teamed up with the Nottinghamshire Assistive Technology team to use Flo simple telehealth to support the community with health promotion. The Health Ambassadors from the Gypsy community attended a session to discuss how they could use Flo to help them. Some people have signed up for simple medication reminders and after agreeing this could be something very useful a session was arranged to target anyone interested in weight loss. Everyone signed up to Flo and will now start to receive health advice via text and also have a weekly weigh in with Flo via text. The group have even decided to start have a walking group encouraging them all to start exercising regularly.



Maria Keay a Dietician from the NHS also attended the session and gave a very interesting presentation on healthy eating and general advice. She taught them how to use a piece of string to do waist circumference and also warned about the amount of sugar and caffeine there is in certain energy drinks.



*"We really enjoy working with you to launch Flo in our community, as we believe that Flo is an incredible tool for the GRT community to rely upon. We were amazed by the response from the ambassadors and It was a great day, everyone thoroughly enjoyed the event!"*

*Nathalie Bennett, GypsyLife.*

## FLO & HARD TO REACH GROUPS – SO WHAT?

- Working with transient groups/hard to reach groups can help them use local NHS resources more appropriately, in particular reducing A&E attendance.
- Building relationships to support health prevention and to educate the community.
- Flo can support changes in behaviour.

## Section 5.9 Bespoke Case Studies

The following are other case studies and stories to represent patients and carers.

### Case study 1 – Stroke patient

Patient A is in her early 50s and has recently suffered a major stroke which has left her unable to speak and walk. Throughout her recovery her blood pressure has been high which may have been a contributing factor in her having a stroke. She was very anxious and concerned that her high blood pressure would cause her to have another stroke.

During visits, the Community Matron suggested that the patient tries Flo to send in weekly BP readings. The patient was really pleased to start using Flo as she would be able to monitor her blood pressure and felt reassured and supported by the messages of advice received from Flo. The Community Matron has now transferred this patient's Flo record to the patient's GP surgery so that the nurse and GP could monitor her readings closely. This has meant that the patient has been able to continue to use Flo whilst the nurse and GP have the benefit of increased monitoring and are able to titrate medication accordingly to try to stabilise her BP and avoid the risk of another stroke.

### Case study 2 – Medication reminder for patients with Parkinsons

A - The over the rainbow Parkinsons group recently had a talk about Flo. Keith who is the chairman had difficulty speaking and was using a walking aid at the group talk. Keith called and was keen to see if Flo medication prompts would help him ensure he took his medication on time. After only 3 weeks of being in Flo Keith called and speaking clearly explained what a difference it had made to his health and also he was now sleeping at night.

B - Ron has Parkinson's and always gets his medication on time because his wife as his main carer supports him. However his wife also has earlier stages Parkinson's and often forgets to take her own medication, which has resulted in her experiencing "freezing" episodes Flo has been set up to remind and prompt her to take her medication to ensure she can continue to care for Ron and herself. The patient has said the following:

*"I do make sure now that I have my tablets upstairs and downstairs so when I hear a text message at the agreed time I take them. I don't always get to open the message as I am busy with Ron"*

**Carer with Parkinsons, age 68**