
Case Study – The Doubtful Practice

The Doubtful practice team discussed using the Flo telehealth service **to support their patients who'd signed up to their practice stop smoking clinic**, to provide them with additional support. Andrea - *Health Care Assistant*, was really keen whereas **the three GP partners were pretty cynical about the promised benefits**. They agreed that Andrea could give it a go, so long as she audited what happened and see if patients thought it worthwhile. **Seven months later they met up to look at Andrea's report.**

She'd offered it to 24 patients who'd registered for the practice smoking cessation service between months 0 - 6, and **16 of those 24 patients had signed up** for the subsequent three month period. Of those 16 patients, **14 had continued to attend regularly for 3 months, and reported that they had definitely quit smoking**, whereas the other 2 had dropped out around the two month mark. **Only two of the other 8 patients who'd declined Flo had completed the three months stop smoking service.** 80% of the 16 patients who'd signed up to Flo responded to Flo's monthly texted questionnaire and all confirmed that they were confident that they had stopped smoking and were **positive about the encouraging advice messages that helped to keep them on track**. Twelve of the 14 patients using Flo who'd quit smoking elected to sign up for the related clinical protocol to help them continue as ex-smokers for the next 9 months with less frequent messaging. So the Doubtful practice team were really pleased that **Flo appeared to have increased their patients' quit smoking rates;** and asked Andrea to keep using it – and try out other Flo applications for helping obese patients reduce their weight, and engage their practice nurses in adopting Flo to support patients with poorly controlled blood pressure.