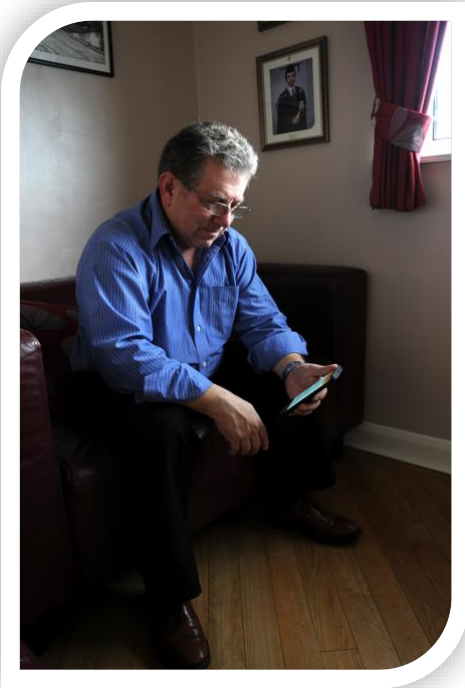


Patient Case Study 1 - Jeff Warren

Jeff, a businessman tells us how two simple text messages a day helped him come to terms with a life changing diagnosis.



Diagnosis:

Jeff Warren, 58, ran a successful business which restored leather in vintage cars as well as in furniture. But the former civil and mechanical engineer was devastated when he was diagnosed with Mild Cognitive Impairment believed to have been caused by mini-strokes (Translchaemic attacks –TIAs). Jeff, who also suffers from angina and high blood pressure, said when doctors told him about his condition, he felt he had hit a brick wall.

“When I went to the hospital, I thought it was just to be told everything was fine and I would be discharged. The doctor asked me if I had anyone with me and then said I had MCI. I couldn’t believe it. I was left in a daze. My mind started racing – will I have to give up my business? What about my finances? Will I end up in a care home not knowing who I was? Would I develop dementia?”

Jeff had been referred to a specialist team for memory problems by his GP after noticing he was forgetting business appointments and other lapses in memory.

“My work was suffering. I take great pride in my work. I have worked on some very rare cars – I worked on one car which was only one of its kind in the world. But I felt I wasn’t doing the best for my clients. I am very logical person and I started to not be able to tell the most logical route through Stoke-on-Trent to an appointment. I was forgetting appointments and the quality of work was not up to scratch.”

Jeff, who lives with his wife Mary in Stoke-on-Trent and has two grown up children, said he was also having strange days where he felt out of sync with the rest of the world.

Fog:

“It was very strange. I would wake up and I felt like I was in a fog. Even making a cup of tea was difficult.”

After his diagnosis, Jeff said he spent two months in a daze and was extremely worried about his future. But then he was referred to the mental health and vascular wellbeing team, which operates the Florence text messaging service.

Flo is a simple telehealth text messaging service that helps patients take a more active role in your health care and gives patients the freedom to get on with their life. Jeff said:

"I wasn't sure it would work for me but after using it for a while, it was a big help for me. It helped me come to terms with my condition and helped me cope with the diagnosis."

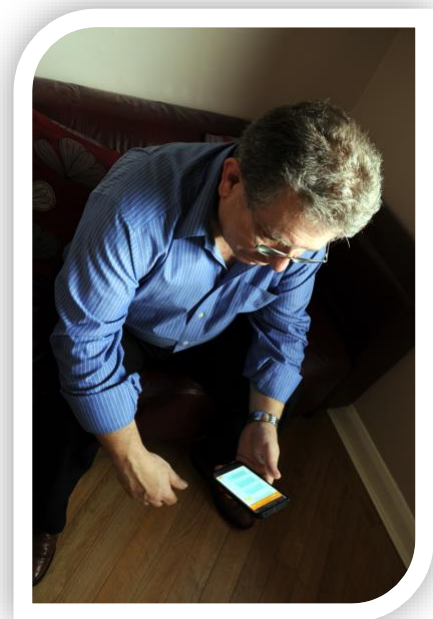
Jeff gets two text messages a day with health tips and reminders to take his medication. He continued:

"FLO resembles a friendly, good natured and trusted member of the family. I feel more able to cope and more confident about the future."

Comfort:

He finds the messages he receives informative and a great comfort especially as he can suffer from confusion and anxiety. He added FLO helps re-affirm the strategies and techniques he has been taught. With the support of Flo, Jeff manages to still restore vintage cars although more of a hobby now. He says without the system, he would have had to sell it and give up something he loves doing.

"I can't recommend FLO enough. The team were excellent and the system is very good. If it is recommended to you, I would say you should definitely use it. It helps you self-manage your condition so you don't have to go to the doctor all the time."



FLO is also being offered to staff at North Staffordshire Combined Healthcare Trust as a stress support tool. Staff can sign up for free and will receive supportive and informative text messages. Users can control the frequency and level of interaction.