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## Patient Case Study 2 - Dee Meant

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Dee Meant was one of GP Dr Carey Forue's favourite patients. She'd known her for many years as an uncomplaining patient who'd had to struggle to look after two sons with learning disabilities. Dr Forue had recently diagnosed Dee as having prevascular dementia and she was currently attending the local memory loss clinic. Dr Forue discussed Dee's **raised HbA1c (78 mmol/mol)** with her and confirmed what she'd suspected- that **Dee often forgot to take her metformin, being distracted by the day to day care of her disabled sons and her own memory problems.**

So Dr Forue suggested Dee sign up to the Flo telehealth service which her practice team used for all sorts of clinical applications. Dee used her mobile phone a lot as this was her main method of communication with friends when she was stuck at home with her family. She really welcomed the twice daily texted reminders to take her metformin (the CCG telehealth facilitator had taught the practice team how to personalise the frequency of reminders from Flo) and **felt that 'someone' actually cared about her.**

**When she went along for her next diabetes review her HbA1c was 58 mmol/mol!** Using Flo had paid off – from Dee's point of view she was **less at risk from uncontrolled diabetes.** From the practice's perspective Dee would be **less likely to deteriorate with related health conditions** triggering many surgery appointments, and overall their professional pride soared to see improved clinical outcomes in patients using Flo.