
Patient Case Study 3 - Ray Zeed

Ray Zeed was seeing practice nurse Trish for his travel vaccinations before his holiday in Goa. He'd rushed to the surgery thinking he'd be late. He hates needles but his wife was insisting on him updating his vaccinations. After Trish had vaccinated Ray she noted the yellow flag on the computer screen reminding her to take Ray's blood pressure which hadn't been checked for years. **The first BP was 160/98 mmHg, which rechecked on the other arm was even higher – 170/100 mmHg.**

So after discussion with Ray and he'd signed the consent form she showed him how to take his BP, lent him a sphygmomanometer that the practice had in for patients' home BP monitoring, and signed him up for the **one week Flo telehealth programme** (in line with the practice's clinical protocol for confirming possible hypertension).

Ray then **sent in his BP readings twice a day for the next 7 days** – not missing a reading. Sometimes he'd sent it in before Flo reminded him. A week later, Trish looked at the Flo website during a designated Flo review slot, discarded the first day's readings that Ray had texted in and quickly averaged the readings from the other six days. They were all < 135/85 mmHg and **the average was 131/81 mmHg**. Trish texted Ray to reassure him that **he was not hypertensive**, suggest repeating the exercise in a couple of years' time and ask him to return the sphygmomanometer to reception; then logged all this in his patient records.