

---

## Patient Case Study 5 – Sal Bute

---

Sal is well known to the paediatric team in the local acute hospital as **despite attending the brittle asthma outpatient clinic she's been admitted as an emergency with exacerbation of her asthma several times over the last few years**. Until Val, a practice nurse had a serious talk to Sal and her mother at a recent asthma review in April (which she'd finally attended after 3 invitations), **they hadn't fully understood that Sal's sudden exacerbations could be prevented by taking the right dose of a preventive inhaler regularly**.

So Sal eagerly **signed up to Flo to remind her to take her inhalers twice a day**; and signed up her mother to a parallel protocol to her mobile phone so that she received an occasional text message to confirm that Flo was continuing to send reminders to Sal. **It took Val less than 5 minutes to sign up both Sal and her mother**. When Sal came back to consult Val about her hay fever 2 months later, she bragged how **she now took her preventive inhaler a couple of times per day every day** and had only just started to use her salbutamol inhaler again now she was sneezing all the time.

They agreed to switch Sal to a different Flo telehealth protocol with interactive messaging that would help Val to step up Sal's preventive therapy appropriately and discussed other ways to minimise her exposure to pollen; then reduce her treatment later in year when the hay fever season was over. When the practice team included Sal's case as evidence of their efforts to prevent avoidable unplanned admissions for the CCG they noted **she had not had any hospital admissions in the last 9 months**.