# Florence Protocol Evaluation

## Falls Prevention

<table>
<thead>
<tr>
<th>Type of protocol</th>
<th>Prevention and early intervention</th>
</tr>
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<tbody>
<tr>
<td><strong>Purpose</strong></td>
<td>The Falls Prevention protocol was developed by the Community Physiotherapy Team Lead, to provide support and encouragement and to monitor frequency of participation in the home exercise strength and balance programme.</td>
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</tbody>
</table>
| **Protocol overview:** | The protocol consists of:  
  - reminders  
  - monitoring how often patients do their strength and balance exercises |
| **Anticipated outcomes** | Reported ongoing, regular participation in home based exercise programme, measured by text responses |
| **Corresponding national outputs and outcomes** | Achievement of this outcome would contribute towards:  
  - **Personal responsibility** (*NHW outcome*) – by assisting patients to take responsibility for reducing their risk of falls by doing their exercises  
  - **Better adherence** (*HMMH output*) – increasing the regularity of doing exercises by reminding patients about them  
  - **Quality of life** (*NHW outcome*) – by contributing to reduction in falls  
  - **Earlier intervention** (*HMMH output*) – by reducing loss of strength & balance  
  - **Increase in condition control** (*HMMH outcome*) – by reducing loss of strength and balance by doing physio exercises regularly  
  - **Reduced hospital admissions** (*HMMH outcome*) - by contributing to a reduction in falls |
| **Planned pathway changes** | Use of Florence is an addition, which enhances the existing patient pathway and existing care, by embedding good healthcare routines. |
| **Enrolment process** | The Discharge Form, used with every patient on discharge, includes a tick box for Florence to ensure all patients are offered Florence. |
| **Development and deployment** | Developed: Feb’16 to Apr’16  
  First patient signed up: May’16  
  **Patients to date: 24**  
  After a small but steady number of recruits over the first 6 months, the number of new recruits during 2017 was very low, but has started to pick up again |
| **Take Up** | ![](image) |
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<table>
<thead>
<tr>
<th>Low take-up details</th>
<th>Response</th>
<th>Number</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Survey of responses to the offer of Florence during 2016</td>
<td>No phone</td>
<td>9</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>Does not text</td>
<td>18</td>
<td>28%</td>
</tr>
<tr>
<td></td>
<td>No signal at home</td>
<td>2</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>Not interested/will remember</td>
<td>19</td>
<td>29%</td>
</tr>
<tr>
<td></td>
<td>Yes – accepted offer of Florence</td>
<td>17</td>
<td>26%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>65</td>
<td></td>
</tr>
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</table>

## Adherence

- **Did not opt in = 3**
- **Opted out = 1**
- **Requested a holiday = 1**

18 patients have completed use of the protocol. Over the 26 weeks of the protocol, each week they are asked how many times they have done their exercise that week. One patient did not record any readings at all, 1 opted out immediately and another requested a holiday almost immediately after starting the protocol.

The remaining 15 patients recorded the number of times they’d done their exercises 18 times, responding to an average of 68% of requests. 9 patients had responded more than 20 times.

Patients recorded the average number of times they’d done their exercises as 4 times per week. One patient recorded doing their exercises 125 over the 6 months of the protocol.

## Patients’ views

### Text message survey

Responses from 6 patients, out of 20 sent the text message survey (response rate = 30%)
- 83% would recommend Florence to other people in their circumstances (n=6)
- 100% felt the text messages have helped them to remember to do their exercises (n=4)

### Paper Questionnaire

Responses from 7 patients, out of 17 sent the questionnaire (response rate = 41%)
- 71% of patients who responded agreed that Florence was easy to understand and also helpful and supportive
- 57% have enjoyed using Flo and felt Florence had helped them understand and manage their own health

## Free text responses

- **It focused my attention on the need to do my exercises regularly.** (P.1)
- **It was good to get a follow on after my treatment** (P.3)
- **Encouraged me to do exercises and receiving it midweek allowed for catch up** (P.4)
- **I am doing the exercises and Flo’s texts have been a good prod when I have been slack. Thank you** (P.5)
- **It made me do my exercises regularly knowing that Flo would be texting me** (P.6)
Falls Prevention

Flo pushed me to keep exercising, although I haven’t heard from her in a while. I still exercise as taught at RNI Fall Clinic. I probably would have lapsed if it wasn’t for Flo. (P.7)

<table>
<thead>
<tr>
<th>Clinicians’ views</th>
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<tbody>
<tr>
<td>The Physiotherapist’s views:</td>
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<tr>
<td>- Florence is offered to every patient on discharge but if they don’t want it they don’t want it!</td>
</tr>
<tr>
<td>- We are getting a lot of patients with phones that can’t text.</td>
</tr>
<tr>
<td>- Florence promotes exercise on discharge</td>
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Informal feedback

Assessment

Challenges have included:

- The take up rate of using Florence is relatively low, which can be attributed to the elderly demographic of this patient group. A survey of 65 patients offered Florence found just 26% took up the offer of Florence
- Physiotherapists outside Inverness have not taken up the opportunity of using Florence with their patients

Successes

Responses sent to Florence indicate that many of the patients are adhering to their strength and balance exercise regime, with encouragement from Florence. 100% of patients who responded felt that Florence had helped them remember to do their exercises

Savings:

Immediate savings from use of the protocol are not anticipated, however, if the protocol has succeeded in helping to embed a regular regime of physiotherapy exercises, it will reduce the risk of falls

Future:

Proposals include that:

- An alternative version of the Falls Prevention protocol is available, which includes tips and advice about avoiding falls. Consideration could be given to using this version of the protocol.
- Working to encourage physiotherapists outside Inverness to offer Florence.