# Florence Protocol Evaluation

## Mindfulness

<table>
<thead>
<tr>
<th>Type of protocol</th>
<th>Supported Self-Management</th>
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<tbody>
<tr>
<td><strong>Purpose</strong></td>
<td>To prompt people attending a Mindfulness course to use the mindfulness techniques taught during the course and to do mindfulness home practice</td>
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| **Protocol overview:** | The protocol consists of:  
- Reinforcement and reminders  
- Practice monitor |
| **Anticipated Outcomes** | The anticipated outcomes of using the protocol are that course participants will:  
- Feel more supported  
- Engage more effectively with the course content  
- Practice the techniques between sessions  
- Become more mindful in their daily life |
| **Corresponding national outcomes** | Achievement of these outcomes would contribute towards:  
- Personal responsibility *(NHW outcome)* – by assisting patients to take responsibility for their own health and wellbeing  
- Quality of life *(NHW outcome)* – by improving mental health & wellbeing  
- Better adherence *(HMHM output)* – by prompting and monitoring home practice |
| **Pathway** | Use of Florence is an addition, which has enhanced the existing patient pathway for people attending the mindfulness course. |
| **Enrolment process** | Patients attending mindfulness courses are given the Florence leaflet and consent form and asked to complete it and return it to the course facilitator |
| **Development and deployment** | **Take Up** |
| Developed: Feb’17 to Apr’17 |  |
| First patient signed up: May’17 |  |
| Patients to date: 17 | Thus far only two mindfulness courses have made use of Florence, in May and Oct 2017. More courses are scheduled |
| **Timescale and costs** | Duration of protocol = 8 weeks  
Average cost per patient per month = £1.52  
Average overall cost per patient = £3.04 |
| **Monitoring** | The protocol asked about participants’ home practice on 9 occasions, a total of 153 monitoring questions.  
102 responses were received, a response rate of 67%  
Asked how many times they had managed to do their mindfulness home practice during one week, 11 responses were received (a response rate of 65%), with practice having been done from 0 to 14 times, an average of 4.6 times |
## Mindfulness

### Patients’ views

Responses from 10 patients, out of 17 sent the text message survey (response rate = 59%) – a moderately good response rate

- 100% would recommend Florence to other people in their circumstances
- 75% felt the text messages from Flo had helped them complete, and get the most out of, the mindfulness course? (n=8)

### Text message survey

Responses from 8 patients, out of 17 sent the questionnaire (response rate = 47%) – a moderate response rate

- 100% found Florence easy to understand
- 75% found Florence encouraging and supportive, and felt that Florence had helped them get the most out of the course
- 63% felt Florence had helped them remember health information and advice, become more aware of health issues and manage their own health condition, and been a positive experience for them
- 50% found Florence motivating and felt that Florence had helped them make lifestyle changes, embed new ways of doing things, and enhanced their experience of NHS healthcare

### Paper Questionnaire B

- 100% would recommend Florence to other people in their circumstances
- 75% felt the text messages from Flo had helped them complete, and get the most out of, the mindfulness course?

### Free text comments

- Included in questionnaire responses

<table>
<thead>
<tr>
<th>Comment</th>
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<tbody>
<tr>
<td>It has helped to remind me and encourage mindful activities. (P.1)</td>
</tr>
<tr>
<td>Reminded me what was going on (P.2)</td>
</tr>
<tr>
<td>Florence prompted me to pay attention to my homework. The SMS was like the nudge I needed to stay focused. I felt I wasn't alone. (P.3)</td>
</tr>
<tr>
<td>Like: I felt there was enough messages sent, not too many as to intrude. I could understand them easily and didn't feel pressured to answer. Just knowing I had help was enough. (P.3)</td>
</tr>
<tr>
<td>Flo reminded me to stay on track. On occasion it grounded me, got my thinking back on the positive. (P.5)</td>
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<tr>
<td>Useful reminders. Helped reinforce therapy (P.6)</td>
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<tr>
<td>Dislike: Occasionally a bit irritating but mostly because I've maybe not practiced (P.1)</td>
</tr>
<tr>
<td>Dislike: I just found it irritating (P.4)</td>
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<tr>
<td>Not too intrusive as only a couple of times a week (P.5)</td>
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### Clinicians’ views

The clinician’s views:

| The feedback from the group was positive and people found the texts helpful and motivating. (C.1) |
# Mindfulness

## Challenges

Challenges have included:

- So far Florence has only been used to support two mindfulness courses (with a 3rd now scheduled), in part due to the difficulty of making contact with the mindfulness tutors and of obtaining details about when courses are scheduled to be run.
- With only a small number of people having used Florence, it is currently difficult to assess its effectiveness.
- Funding for the provision of mindfulness courses is limited, with at least one area unable to put on future courses due to lack of funding.

## Successes

Successes include:

- Feedback received from patients suggests that they generally find the Florence messages supportive and that they feel Florence has helped them get the most out of the mindfulness course.
- The response rate to Florence’s monitoring questions was reasonably good, at 67%, indicating both that participants had been doing home practice and that they had responded to Florence to provide details.

## Future:

Proposals for the future include:

- Continue using Florence to support mindfulness courses.
- Continue engagement activities with CMHTs in order to increase the number of mindfulness tutors who offer Florence to their course participants.