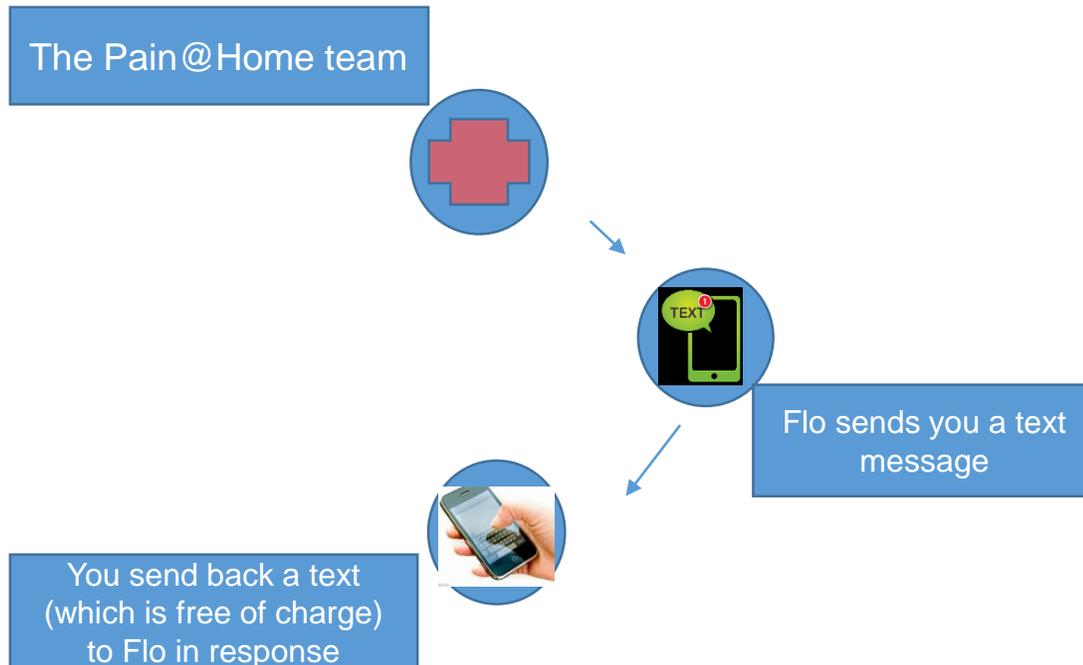


# What do patients say?

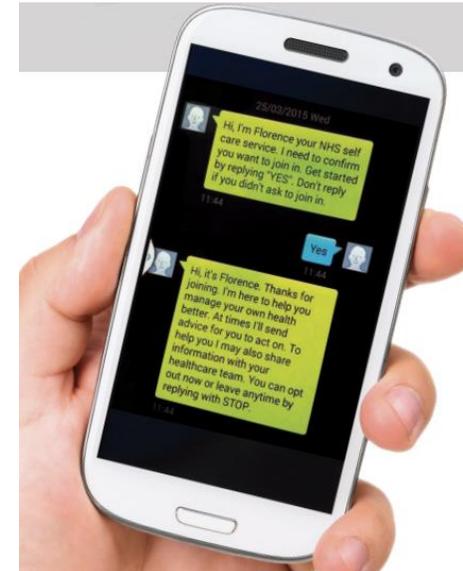
“I now feel that I am not on my own”



# Who runs this service ?



**IMPORTANT:** Florence is NOT an emergency service. If you feel your child is unwell, contact your GP in the usual way or NHS 24 = dial 111



Monitoring Pain at home after Tonsil Surgery

## What is it?

Quite simply, “Florence” or “Flo” as we like to call her, is a very easy to use service designed by professionals inside the NHS to provide support and advice for you to help you care for your child post surgery.

Flo combines the expertise of your healthcare team and the convenience of your own mobile phone to give you prompts and advice to act upon. Flo makes use of the familiar and convenient mobile phone text service “SMS/TEXT” to communicate with you directly.

## It is your choice

The Hospital Team has asked if you’d like to use Flo. You’ll need to give your mobile number to be registered and then Flo will send a short note to your mobile phone introducing herself and asking you to confirm that you want to join. If you’re happy to receive texts from Flo to help you then just reply YES. Flo won’t do anything else with your reply. You are in control.

## Reminders and information

Flo sends messages which will support you in the management of your child post surgery.

## Monitoring your child following their tonsillectomy

Sometimes you will be asked to reply to Flo, but there will be a clear request in the text message about how to do this. You may be asked about your child’s pain medication or how you like the Flo system.

## Sharing

Information you send in to Flo will be shared with the hospital team, They will be able to see the texts that you and Flo have sent each other.

## Does it cost me anything?

NO. When you are in the UK – at home, on holiday or just visiting friends Flo is completely free to use even if your phone warns you (incorrectly) that you will be charged, as the NHS is paying for it. Flo can also be used from anywhere else in the world, but you will be charged your normal network rate for the messages, and you can’t use the FREEPHONE number, so if you don’t want to pay extra while you’re abroad, text “HOLIDAY” to Flo, and have a break from the messages until you return to the UK (see below).

## How do I stop the messages, if I find they are getting to much for me?

If you want to completely stop using Flo, simply text STOP to Flo, (the number which is sending the message), and you will no longer receive any communication from Flo. If you want to start again at a later date, you’ll need to text “YES” to Flo before you can be set up on any new set of messages.

However, if you just want a holiday from receiving the messages, just send HOLIDAY, or AWAY to Flo, and your messages will stop until you return and text HOME to the same number.

## It looks a bit complicated – do I need to put the messages in capital letters?

Flo recognises both upper and lower case, so just write whatever way is easiest for you.