

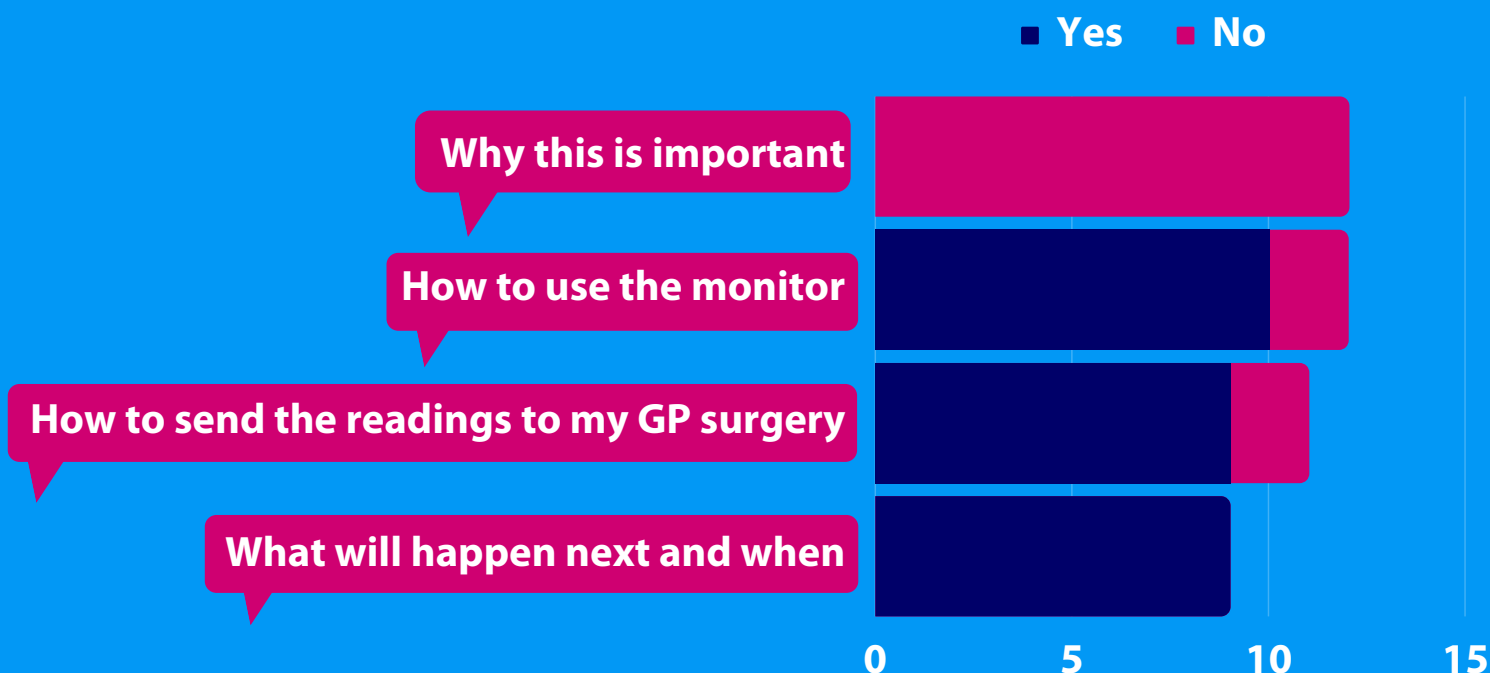
Blood Pressure Survey Feedback



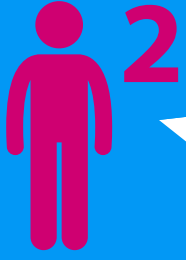
The NHS survey was designed to capture people's thoughts about managing their diabetes using home blood pressure monitors. The Hangleton and Knoll Project (HKP) spoke with 12 Hangleton and Knoll residents whose lives are affected by diabetes, via 1:1 telephone interviews and a group consultation with participants of a Blood Sugar Management Course run by HKP in partnership with Benfield Valley Healthcare Hub for local people (and registered patients) with a diabetes or pre-diabetes diagnosis.

The responses to the survey questions from all participants are shown below.

To use a home blood pressure monitor and send the readings to my GP surgery, I would have to know more about:



Participants commented that:



We know taking [blood pressure] readings is important, and bought a machine at our Surgery's suggestion - despite it being expensive - but we often get a different result to the Surgery's [machine], so we don't think our home machine is always correct. We want to be taught how to use it.

We bought an Omron Basic machine from Asda about 6 years ago. [My wife] has high blood pressure so we bought it a while ago to use at home. You only have to push the button: it's idiot-proof. I'm unsure how it actually works.

We haven't been told by a clinicians to [take a reading] every day, but want to for [my husband's] own satisfaction and reassurance [about his health].

It would be good if ["what happens next"] also suggested how to manage [my husband's condition] based on the results

I'd be happy to do this and submit to my GP online. It would be so much easier than calling, which is a nightmare. Use more technology e.g. more video/online Zoom 1:1 consultations

I already know how to use electronic ones. We have 2 or 3 machines at home. I take readings at different times of day and also to monitor the impact of my medication

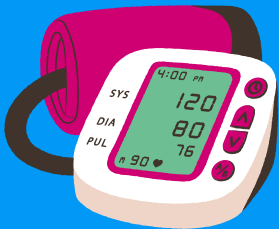
I have hypertension and high blood pressure so this helps me understand what my blood pressure is doing

What would enable you to monitor your blood pressure at home and send the readings to your GP surgery?

A paper reading is OK for those not online. Texts are helpful but have no option to reply.

Some people wouldn't be able to send readings online - and might worried about sharing data

4 people from [my community] bought blood pressure monitors themselves from Boots during the pandemic, and had to start taking the readings themselves. Some of them learned how to do it, and then they taught each on Zoom.



Correct information on posture, and time of day to take readings.

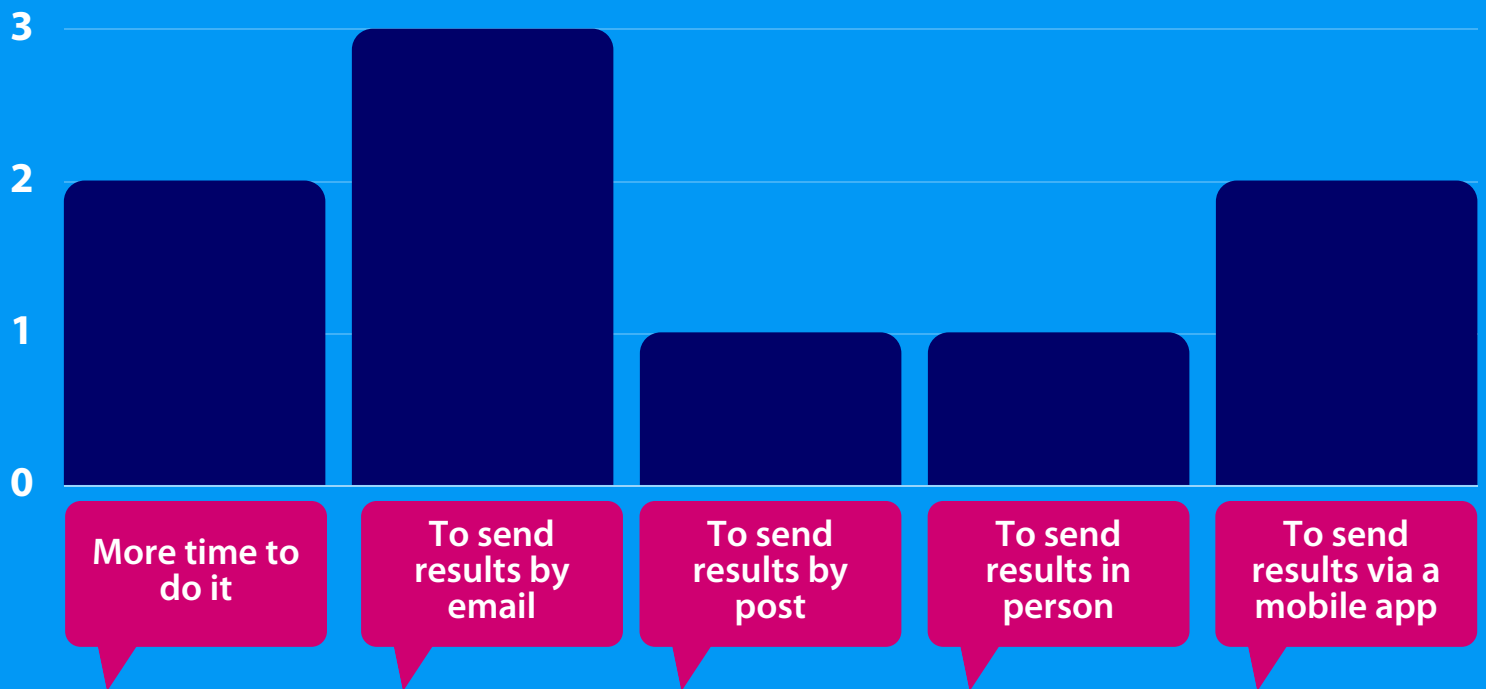


Smaller/larger cuffs to be provided, otherwise it's a cost

Having the right equipment

[My husband] doesn't use his mobile, despite paying for it. We have a desktop [computer] but struggle with doing things online and email/smartphone text links. We also have laptops but don't want to have to keep carrying them up or downstairs. We would prefer someone to call us rather than deal with online solutions or links. Our grandchildren used to help [us], but we now have no-one to ask.

To use the home blood pressure monitor and send the readings to my GP surgery, I would need:



Participants commented that:

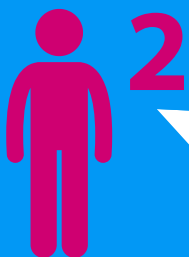
I've been very busy so [taking my blood pressure] has gone by the wayside. I would normally [take a reading] when I am due for an appointment, and a few weeks before.

I already [email the Surgery the results] on my husband's behalf

We have realised health is the most important thing. Money isn't important as, without your health, you can't do anything anyway

My husband used to [send results via a smartphone app]

I currently manage [my husband's] 11 medication prescriptions by writing them out and dropping them into the letterbox at Surgery. It's close enough on the bus and easy for me to do it this way

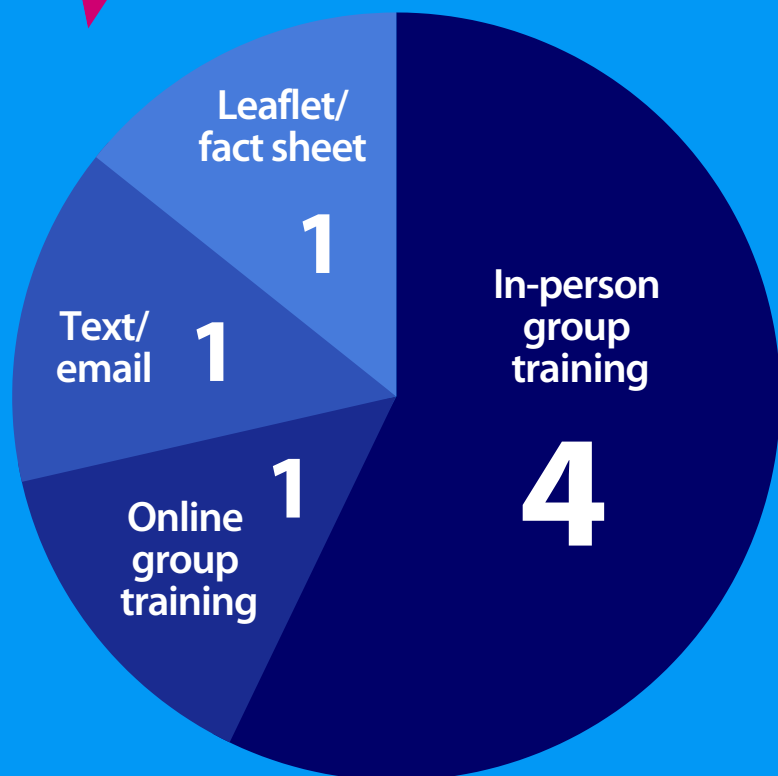


I've previously attached spreadsheets [of my results] to an email [to my Surgery]. I prefer this over [sending them by] phone or app.

What other options or support might help you use the home blood pressure monitor and send readings to your GP surgery?

It would be good to have an online thing to do it. It would be good, although it would be more expensive, to have a machine with a Bluetooth connection to an app that would send the readings to the GP – an idiot-proof system like that would be helpful for lots of people. Our [home blood pressure] machine is about 5-6 years old, and I'm not sure if the new machines are [NHS] App friendly – but linking [the NHS App] to the machine would be really helpful as it would not need a login etc.

How would you like to receive information about using the home blood pressure monitor?

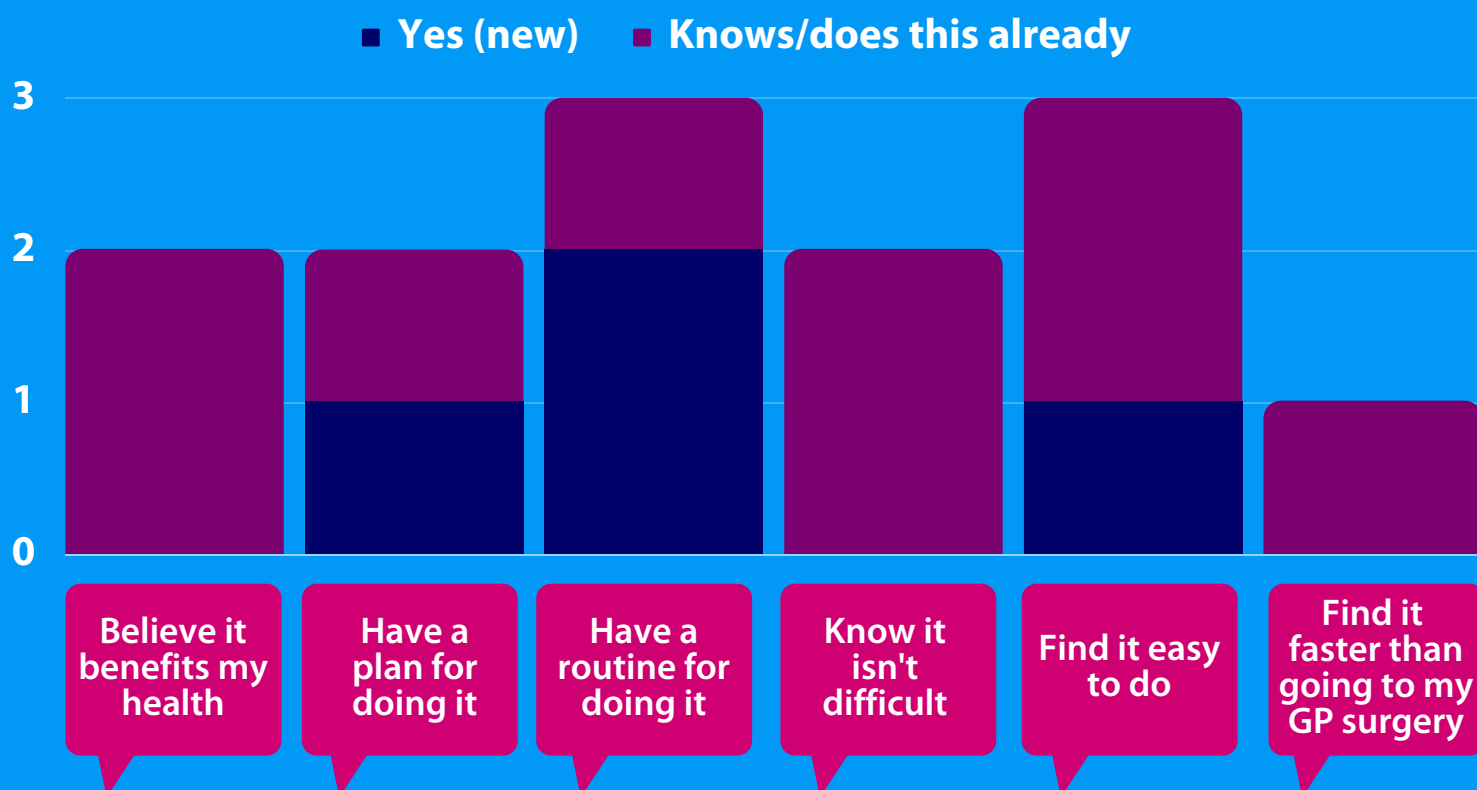


The content below was suggested for inclusion in a group training session:



- How tightly to put the cuff around your arm
- What the readings mean, and which reading (i.e. higher or lower) is more important
- If it matters which arm you put the cuff on (as each arm gives a different reading)
- If you can check your blood pressure from anywhere else on your body.
- What machines are best, including for people with heart conditions

To use the home blood pressure monitor and send the readings to my GP surgery, I would have to:



What else would help motivate you to use a home blood pressure monitor and send readings your GP surgery?

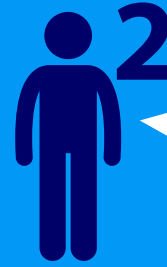
[It's] easier than going in [to the Surgery]

[As a] preventative [measure]

[For a] health check

Reassurance about [husband's] health

To take control [of my health]



Check ins by text from my GP to remind me to take interest in my health.

Have any concerns made you reluctant to access your GP surgery for blood pressure monitoring?

What concerns have you had?

The person who answered "Yes" said

I feel unsafe to go out or go to the hospital – due to the pandemic/virus. [And the] particularly high impact as this group [her husband has a heart condition] has long-term conditions. During the pandemic my Doctor said there were more important things that on-going health issues (e.g. heart conditions) due to people dying from Covid.

Two of the people who answered "No" said

I'm not concerned - it's just more of a hassle to go in [to the GP Surgery] and do this. I went about a year ago to check in about my diabetes and talk to the Diabetic Nurse and they had a quick look at my feet

I haven't taken my blood pressure since coming back from Singapore [where I spent 2 years caring for my parents]. I haven't monitored it for the last 2-3 years, but I don't think it would be a problem as I remember how to do it from before the pandemic. When I was in Singapore I had more free time – and not so many responsibilities [so I monitored my blood pressure there]. I put my health checks last when I'm [at home] with my family and busy with my To Do list. It's not an excuse- good health is most important. I used to use the [blood pressure] machine in the waiting room at the GP Surgery, which I found easier.

Group participants said

We're worried about this [survey] being a tick-box exercise [as] we often can't get an appointment [with the GP Surgery] via face-to-face or telephone.

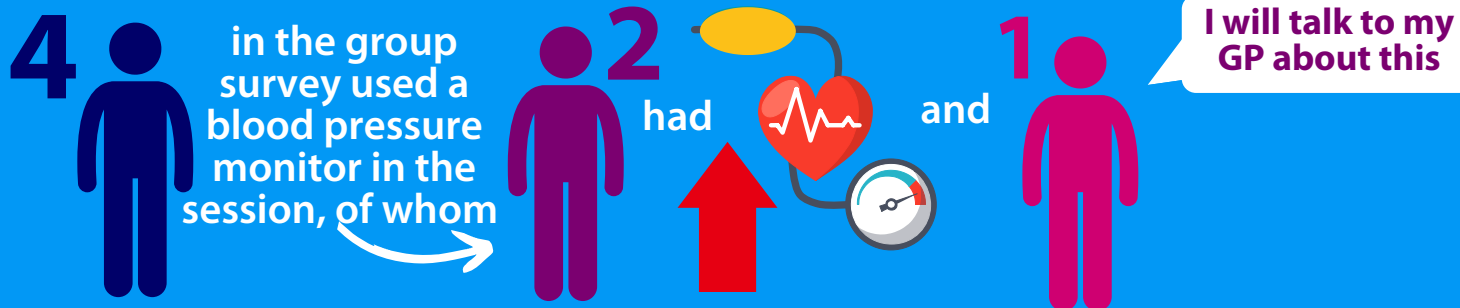
Yes 9
No 3

Are you living with diabetes (or pre-diabetes)?

The 3 women who said "No" have (pre-)diabetic husbands (and also have at least one other long-term health condition).

Any other comments?

This survey doesn't seem relevant for people who live with diabetes because blood pressure readings aren't required for diabetics - and I want to feed that back. I think the questions should be about blood sugar monitoring with a blood sugar machine instead. Some diabetics don't have any symptoms when their blood sugar is low (such as my mum - so I had to monitor her blood sugar and see what she was eating and how that impacted on her blood sugar levels). I think this would be much more helpful to help people understand the impact of medication and what we're eating and how that can impact on blood sugar. My mum was on 8 tablets a day at one point - so we took blood sugar levels for a while before every meal so we could understand what was going on - and by the time we understood it with monitoring she ended up on only 3 tablets. I also understood that my mum's blood sugar would fluctuate when she became ill, so I wouldn't worry about changes when she was ill, but would start checking again when she recovered. Having a blood sugar machine was really helpful. GPs getting regular blood sugar readings regularly will enable them to see the trend and what's normal for each person with diabetes. It also helps people track why their blood sugar is high. It also affects diet and everything else - there are other factors that impact on people's blood sugar. If you start eating properly it helps everything else. I feel these questions are wrong as they have no relevance to blood sugar, and [my diabetic mum and husband] were never told to take their blood pressure - so I'm not sure how that's relevant to diabetics/how these questions apply. I might be coming from a point of ignorance - I've just reflected and looked it up and there is some connection between blood sugar and blood pressure - but it would be helpful to share information about that connection with people before they do the survey.



Would you be happy to be part of a focus group or interview to discuss this in more detail?

