

Message Schedule – (E005) Nottingham Blood Glucose Monitoring 5 times a day

Once, Day 0, Triggered by patient sign up	Hi, I'm Florence your NHS self care service. I need to confirm you want to join in. Get started by replying "YES". Don't reply if you didn't ask to join in.	Not Applicable Standard Message
Once, Day 0, Triggered by patient Opting in with "YES"	Hi, it's Florence. Thanks for joining. I'm here to help you manage your own health better. At times I'll send advice for you to act on. To help you I may also share information with your healthcare team.	Not Applicable Standard Message
Daily BG reading @ 09:30	Hi. Please could you check your Blood Glucose before you eat your breakfast. Text in your reading eg "BG 6". Thanks and take care, Flo.	135
Reading reminder after 1 hour if no reply (up to 2 reminders)	Hi again, I've noticed that you haven't sent in your Blood Glucose reading. Please could you please text it in e.g "BG 6" Kind regards, Flo.	140
Acceptable reading confirmation	Your Blood Glucose level is fine, thanks for sending it in. All the best Flo.	77
High reading	Your glucose level is higher than it should be. Please increase your insulin as discussed with the Nurse. Take Care Flo	119
Low reading	Josh Your blood glucose reading is a little low. Please treat your hypo with glucose, followed by a carbohydrate meal eg sandwich and recheck.Take care, Flo	156
Alert triggered by 3 readings outside of desirable range over 3 days, or by exceeding critical %	Please CALL the surgery tel number immediately for advice. If out of hours, you will be transferred. Your Blood Glucose is outside normal range. Take care, Flo	159
Reminder every day @ 12:30, 15:30, 18:30 & 21:30	Hi, please could you check your Blood Glucose and text in your reading e.g. "BG 6". Thanks and Take Care Flo	108