

Message Schedule – (E007) Hywel Dda 6 Symptom Questions Mobile Phone COPD

Message Schedule Frequency/Day/Time	Message Content	Character Number (inc. spaces)
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
Pulse reading, every day @ 11:00	Hi it's Flo. Please can you send your PULSE reading by replying to this message with PULSE followed by the reading e.g. PULSE 88	128
Reminder message, 1 hour later if no reply	Hi it's Flo, I've noticed that you haven't sent in your PULSE reading today. Please reply this message with PULSE followed by the reading e.g. PULSE 88	152
Confirmation message	Thanks, your PULSE reading is normal. I will contact you again tomorrow, take care, Flo	87
Reading outside of normal range, alert triggered	Your PULSE reading is outside of your normal range. Please follow your management plan and CALL your COPD nurse for advice.	123
Blood oxygen reading, every day @11:05	Hi it's Flo. Please can you send me your BLOOD OXYGEN reading by replying to this message with OX followed by your reading e.g. OX 96	133
Reminder message, 1 hour later if no reply	Hi it's Flo, I've noticed that you haven't sent in your BLOOD OXYGEN reading today. Please reply to this message with OX followed by your reading e.g. OX 96	156
Confirmation message	Thanks, your BLOOD OXYGEN reading is normal. Flo	48
Reading outside of normal range, alert triggered	Your BLOOD OXYGEN reading is outside of your normal range. Please follow your COPD self management plan and CALL your COPD Nurse if you need advice. Thanks. Flo	160
Temperature reading, every day @ 11:10	Hi it's Flo. Please can you send me your TEMPERATURE reading by replying to this message with TP followed by your reading e.g. TP 37.2	134
Reminder message, 1 hour later if no reply	Hi it's Flo, I've noticed that you haven't sent in your TEMPERATURE reading today. Please reply to this message with TP followed by your reading e.g. TP 37.2	157
Confirmation message	Thanks, your TEMPERATURE reading is normal. I will contact you again tomorrow, take care, Flo	93

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Reading outside of normal range, alert triggered	Your TEMPERATURE reading is outside of your normal range. Please follow your management plan and CALL your COPD nurse or GP for advice. Thanks, Flo.	149
Feeling question, every day @ 11:10	Hi, it's Flo. How are you feeling compared to yesterday? Reply with 'F1' for Better, 'F2' for Same as yesterday or 'F3' for Worse. Thanks.	138
Reminder message, 2 hours later if no reply	Hi, it's Flo. I have noticed that you have not told me how you are feeling today. Please reply with 'F1', 'F2' or 'F3'. Thanks.	127
Patient replies "F1", "F2" or "F3"	Now, how is your breathing compared to yesterday? Please reply with 'B1' for Better, 'B2' for Same or 'B3' for Worse. Thank you. Flo.	133
Reminder message, 2 hours later if no reply	Hi, it's Flo. I have noticed that you haven't replied with how is your breathing today. Please reply with 'B1', 'B2' or 'B3'. Thank you.	136
Patient replies "B1" or "B2"	Good. Now, how much sputum are you coughing up? Please reply with 'S1' for Less than Usual, 'S2' for Same as Usual or 'S3' for More than Usual. Thanks. Flo	155
Patient replies "B3", alert triggered	Please rest more today. How much sputum are you producing? Please reply with 'S1' for Less than usual, 'S2' for Same as Usual or 'S3' for More. Thanks. Flo.	156
Reminder message, 2 hours later if no reply	Hi, it's Flo. I have noticed that you haven't told me what your amount of sputum is today. Please text back 'S1', 'S2' or 'S3'. Thank you.	138
Patient replies "S1" or "S2"	What colour is your sputum? Please text 'C1' for No Sputum, 'C2' for clear/white, 'C3' for yellow/green, 'C4' for Brown or 'C5' for blood. Thanks. Flo	150
Patient replies "S3", high reading (2 high over 2 days triggers alert)	What is the colour of your sputum? Please text 'C1' for No Sputum, 'C2' for Clear/White, 'C3' for Yellow, 'C4' for Brown or 'C5' for Blood Stained. Thanks. Flo	160
Reminder message, 2 hours later if no reply	Hi, it's Flo. I have noticed that you haven't replied about your sputum colour. Please text back with 'C1', 'C2', 'C3', 'C4' or 'C5'. Thank you.	144
Patient replies "C1" or "C2"	Good. Now how often are you using your reliever inhaler, nebuliser or oxygen? Please text back 'R1' for Less than Usual, 'R2' for Same as Usual or 'R3' for More	160
Patient replies "C3", "C4" or "C5", alert triggered	If sputum is bloodstained CALL your GP today. How often are you using your reliever medication? Please text R1 for	159

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	Less than Usual, R2 for Same or R3 for More.	
Reminder message, 2 hours later if no reply	Hi, it's Flo. I have noticed that you haven't replied about your reliever inhaler use when breathless. Please text back 'R1', 'R2' or 'R3'. Thank you.	150
Patient replies "R1" or "R2"	Are you on a course of antibiotics or steroids today . Please text back 'A1' for NO or 'A2' for Antibiotics, 'A3' for Steroids or 'A4' for Both. Thank you. Flo	159
Patient replies "R3", high reading (2 high over 2 days triggers alert)	Please rest more today. Now, are you on a course of antibiotics or steroids? Text back A1 for No, A2 for Antibiotics, A3 for Steroids or A4 for Both. Thanks Flo	160
Reminder message, 2 hours later if no reply	Hi, it's Flo. I have noticed that you haven't answered whether you are currently taking a course of antibiotics or steroids. Please text back A1, A2, A3 or A4.	159
Confirmation message	Your questions are finished for today. Thank you for your answers. If you or your family are concerned about your chest please CALL your COPD nurse for advice	158