

Message Schedule – (E009) Hwyl Dda EQ5D COPD with VC Day 1

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
Video call question - once only, day 17 @ 13:55	Please tell me how many days you have held a video consultation with your COPD Nurse in the last 2 weeks. Please reply with 'V' and the number. Thanks. Flo.	156
Reminder, 1 hour later if no reply	Hi, it's Flo again. Please tell me how many times you have video consulted with your COPD Nurse over the past 2 weeks. Please reply with 'V' and the number.	156
Confirmation message	Thank you for your reply. Take care. Flo.	41
Mobility question - once only, week 50 @ 14:00	How is your mobility today? Please reply 'M1' for No Problems walking, 'M2' for Some Problems or 'M3' for Confined to bed. Thanks. Flo.	136
Reminder, 3 hours later if no reply	Hi. Flo here again. I notice that you haven't answered your Mobility question. Please reply with 'M1', 'M2' or 'M3'. Thanks.	127
Confirmation message, patient replies "M1", "M2" or "M3"	Are you able to wash and dress yourself. Please respond with 'W1' for YES, 'W2' for Have some problems or 'W3' for NO. Thanks. Flo.	131
Reminder, 2 hours later if no reply	Hi, Flo again. I note that you haven't answered about your ability to wash and dress yourself. Please could you answer with 'W1', 'W2', or 'W3'. Thanks. Flo	160
Confirmation message, patient replies "W1", "W2" or "W3"	Can you do your usual activities today? Please reply with 'A1' for Yes, 'A2' for Have some problems or 'A3' for unable to do usual activities. Thanks. Flo.	155
Reminder, 2 hours later if no reply	Hi, it's Flo here again. I notice that you haven't answered about your usual activities today. Please reply back 'A' and the number from 1-3. Thanks.	149
Confirmation message, patient replies "A1", "A2" or "A3"	Do you have any pain or discomfort? Please reply with 'P1' for No pain, 'P2' for Moderate pain or 'P3' for Extreme pain. Thanks. Flo.	132

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Reminder, 3 hours later if no reply	Hi. Flo here again. I notice that you haven't answered the question about your pain. Please answer with either 'P1', 'P2' or 'P3'. Thanks. Flo	146
Confirmation message, patient replies "P1", "P2" or "P3"	Do you have any feelings of anxiety or depression today? Please reply with 'D1' for None, 'D2' for Moderate amount or 'D3' for Extreme amount. Thanks. Flo	154
Reminder, 2 hours later if no reply	Hi. Flo here again. I notice that you haven't answered the question about your anxiety. Please answer with either 'D1', 'D2' or 'D3'. Thanks. Flo	149
Confirmation message, patient replies "D1", "D2" or "D3"	Please now tell me about your general health today by replying 'GH' and a number between 1-100 with 1 being the worst imaginable health to 100 being the best.	158
Reminder, 1 hour later if no reply	Hi, Flo here again. I notice that you haven't sent in your General Health answer. Please reply with 'GH' and a number between 1-100. Thanks.	140
Confirmation message, patient replies with any score	Thank you for completing the questions. If you have any concerns about this questionnaire please contact xxxxxxxxxxxx on xxxxx xxxxxx.	135