

## Message Schedule – (E017) Liverpool CCG Initial high BP reading v2

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
Daily BP reading at 08:00	Hi. Don't forget to take your blood pressure this morning and again this evening, and text it in. Text BP, then your reading, eg BP 140 80. Thanks, Flo.	152
Evening BP reminder, 12 hours later	Hi . I've noticed you haven't sent in your readings this evening. Could you please text in BP, then the readings. Thanks Flo	126
Confirmation message	Your BP reading is normal. Flo.	31
BP high	Your blood pressure is high today. Follow the advice in your management plan, and take the readings again at your usual time. Thanks, Flo.	138
BP low	Your blood pressure is low today. Take it again, and follow the advice in your management plan. Take care, Flo.	112
2nd BP high	Your blood pressure is high today. Follow the advice in your management plan, and take the readings again at your usual time. Thanks, Flo.	138
2nd BP low	Your blood pressure is low today. Take it again, and follow the advice in your management plan. Take care, Flo.	112
Alert triggered by exceeding critical percent	Please contact your GP Practice in normal hours for further advice, or your Out of Hours service provider if outside of normal hours, take care Flo.	148
Reminder - evaluation messages day 8 @ 17:00	Hi it's Flo; shortly I will be sending you some questions based on your experience of Florence to help us to improve the service	128
Evaluation question 1 day 8 @ 17:05	Do you feel more in control of your health since using Flo? Reply with # and a score between 0 (I do not) and 9 (I feel exceptionally in control) e.g. #8	154

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Evaluation 2 triggered by E1	Thanks, has Flo made you more motivated to improve your health? Please reply with # and a score between 0 (not at all) and 9 (exceptionally motivated) e.g. #8	159
E3 triggered by E2	Thanks, has using Flo improved your awareness of your blood pressure? Reply with # and a score between 0 (not increased) and 9 (exceptionally increased) e.g. #8	160
E4 triggered by E3	Thanks, please reply with #1 if you agree with the statement "I would recommend this service to my family and friends" or #2 if you disagree	141
E5 triggered by E4	Thanks, please reply with #1 if you agree that you prefer to send your readings to the practice via Flo rather than go in person, or #2 if you disagree	152
Confirmation message	Thank you for your participation, take care Flo.	48