

Example leaflet 7 for patients using Flo for weight management



You will be asked this question each week. Please give your answer by writing WT followed by your weight in kilogrammes

So this is what you would write for a weight of 143 kg:



You will receive other messages, but only some need an answer. Just follow the instructions. Usually you'll need to use some letters and then a number. It doesn't matter whether you write in capitals or lower case letters.



## Using Flo to help manage your weight

**florence**  
Intelligent Health Messaging



You have agreed to measure your weight at home, and send the readings in by text message to the surgery when asked by 'Flo' the messaging service. You will also be asked other questions from time to time, and there will be instructions with each message telling you what you need to write in response. The computer can only understand numbers together with the words or letters you are asked to include. If you want to make other comments it would be better to talk to a doctor or nurse.

Flo will also send you advice messages, which don't need a reply. Try to follow the advice given, as it will help you to lose weight.

You will also have a lifestyle plan, where you should set your goals, and then try to achieve them. Remember to give yourself targets to reach which you are likely to accomplish. There's little point in making things too easy for yourself by setting goals which don't require any effort. But if you give yourself impossible tasks, you'll be sure to fail, and then feel bad about it. So be realistic, and little by little, you'll make real changes.

By setting dates by which you hope to achieve your goals, you will know when you've reached that point, and whether you've been successful so far. If you haven't quite managed to lose as much weight as you hoped, don't worry: set another date, and a new goal, and work towards achieving that. You can't alter what happened last month, but you can learn from your experience, and do things differently in the future.

Please remember that this is an automated service, and no-one at the surgery will be looking at your readings every day, so if you feel unwell, you should take normal steps to look after yourself, and this may include asking for help from health professionals as usual.

You may be asked to return any equipment you have borrowed, once you no longer need it for this programme, so that other patients can also benefit from the service.

If you want to stop all messages, text STOP to Flo on 64711, but if you want a short break from receiving messages, text 'HOLIDAY', or 'AWAY' and then 'HOME' when you want to start again.

Text messages in the UK to and from Flo are free (ie. they are paid for by the NHS); however, in other countries the usual messaging charges apply, as you can't use the FREEPHONE number, so we would strongly recommend that you have a break while you are away.