Message Schedule – NHS ELFT Newham Core Team
Diabetes Protocol - Type 2

Florence

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
Blood glucose reading, every day @ 09:00	Hello, just a quick reminder to text me your Blood Glucose readings today eg "BG 6". Thanks Flo.	96
Reminder message, 11 hours later if no reply	Hi again, I've noticed that you haven't sent in your readings today. Could you please text them in. Kind regards, Flo.	118
Confirmation message	Your Blood Glucose is fine, thanks Flo	38
High reading	Your BG level is above target. If you are concerned about this then please contact the telehealth team on 02085362335 or your GP, thanks Flo.	141
Low reading	Your BG is below target, treat with sugar. Redo your BG in 10 mins. When normal wait 45 mins before driving or operating machinery, thanks Flo	143