

Message Schedule – Highland (N) - COPD - monitoring and tips v3

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. My number, 64711 is FREE to text and is registered with the UK regulator at http://psauthority.org.uk	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
Day 0 @ 17:00	Hi, this is Flo. I'm here to encourage you through your COPD journey, to help you understand your lung condition and to learn how to manage it for yourself.	156
Day 0 @ 17:15	Each day I'm going to ask for your SATS reading and about your symptoms, to identify whether you're in the Green, Amber or Red Traffic Light Zone	145
Daily SATS reading @ 13:00	Hi, Flo here, its time for your daily SATS reading. Please take the reading and then text it to me, text SATS and the number, e.g. SATS96	137
2 hours later if no reply	Hi again, please text your SATS reading to me as soon as you've had a moment to take it. Just text SATS and the number, e.g. SATS96	131
Reading over 100	That reading looks too high, could you check and try sending it again, thanks, Flo	82
Reading 87 or lower, alert triggered	Red Zone - you may be having a 'flare-up'. Check your traffic light card. If you need to take your rescue meds text MEDS to tell me & remember to inform your GP	160
Patient replies MEDS	Thanks for letting me know that you are taking your rescue meds. Be sure to inform your GP as well, Flo	104
Reading 88-91	How are you feeling today? Text S1 for 'same as usual' or S2 if your symptoms (breathlessness, coughing) are worse than usual or affecting your usual activities	160

Message Schedule – Highland (N) - COPD - monitoring and tips v3

Patient replies S1	Have you been producing more sputum than usual, has it become thicker and/or the colour darkened (to yellow or green)? Please text N0 for No or N1 for Yes.	155
Patient replies N0	Green Zone - your symptoms seem to be fairly stable, so carry on with your usual activities, medication and breathing exercises. Enjoy the rest of your day, Flo	160
Patient replies N1	Amber Zone - your symptoms are a bit worse than usual, check your traffic light card for actions to take, in case it's the start of a flare-up. Take care, Flo	158
Patient replies S2	Have you been producing more sputum than usual, has it become thicker and/or the colour darkened (to yellow or green)? Please text N0 for No or N1 for Yes.	155
Patient replies N0	Amber Zone - your symptoms are a bit worse than usual, check your traffic light card for actions to take, in case it's the start of a flare-up. Take care, Flo	158
Patient replies N1	Red Zone - you may be having a 'flare-up'. Collect a sputum sample in the bottle provided and send it to your GP.	113
Follow up to N1	Check your traffic light card to see if you need to take your rescue meds. If you do take them, text MEDS to tell me & remember to tell your GP too.	148
Patient replies MEDS	Thanks for letting me know that you are taking your rescue meds. Be sure to inform your GP as well, Flo	104
Reading 92-100	How are you feeling today? Text S1 for 'same as usual' or S2 if your symptoms (breathlessness, coughing) are worse than usual or affecting your usual activities	160
Patient replies S1	Green Zone - your symptoms seem to be fairly stable, so carry on with your usual activities, medication and breathing exercises. Enjoy the rest of your day, Flo	160

Message Schedule – Highland (N) - COPD - monitoring and tips v3

Patient replies S2	Have you been producing more sputum than usual, has it become thicker and/or the colour darkened (to yellow or green)? Please text N0 for No or N1 for Yes.	155
Patient replies N0	Amber Zone - your symptoms are a bit worse than usual, check your traffic light card for actions to take, in case it's the start of a flare-up. Take care, Flo	158
Patient replies N1	Red Zone - you may be having a 'flare-up'. Check your traffic light card. If you need to take your rescue meds text MEDS to tell me & remember to inform your GP	160
Patient replies MEDS	Thanks for letting me know that you are taking your rescue meds. Be sure to inform your GP as well, Flo	104
Day 1 @ 16:00	Hi, it's Flo here. Over the next few weeks, I'm going to be sending you regular tips about living with your COPD. I hope you'll find them helpful.	147
Day 4 @ 16:00	First tip from Flo: First: make sure you know how to use your inhalers properly & use them regularly.	101
Day 7 @ 16:00	It's important to get to know your sputum. Look at the colour, thickness and amount that's normal for you. That way, you'll recognise it early when it changes.	159
Day 10 @ 16:00	Antibiotics are only useful when there's infection in your chest. The signs of on an infection are usually changes in your sputum. Flo	134
Day 13 @ 16:00	If there's a change in the amount or colour or thickness of your sputum and you're feeling more unwell, you may have an infection. Flo	134
Day 16 @ 16:00	The best way to know whether there's an infection in your chest is to hand a sputum sample to your GP practice. Wait to hear from them before taking antibiotics	160
Day 19 @ 16:00	Antibiotics can make you feel less well. Don't take more than 2 courses of antibiotics close together without having your sputum tested.	136

Message Schedule – Highland (N) - COPD - monitoring and tips v3

Day 22 @ 16:00	Flo here with some tips: Keep yourself warm, try to get a good night's sleep, get enough rest during the day and drink plenty. Oh, and get a flu jab each year!	160
Day 25 @ 16:00	Pulmonary rehabilitation is one of the best treatments available for people with COPD. Ask your doctor or nurse about it. Flo	125
Day 28 @ 16:00	Practicing breathing techniques every day can help reduce breathlessness. My next few tips will be about different breathing techniques for you to try, Flo	155
Day 31 @ 16:00	Relaxed breathing: Sit comfortably, relax your body, breathe gently through your nose and out through your nose & mouth, trying to feel relaxed and calm, Flo	157
Day 34 @ 16:00	Pursed lips breathing: Breathe out with your lips pursed as if you're whistling. This slows your breathing down & helps make your breathing more effective, Flo	159
Day 37 @ 16:00	Blow as you go breathing: breathe out when you're making a big effort, e.g. bending down or standing up. During the hardest part of any action, blow as you go!	160
Day 40 @ 16:00	Paced breathing: When walking or going up stairs, breathe in time with the steps you take, for example, breathe in for one stair and out for the next stair, Flo	160
Day 43 @ 16:00	Stopping smoking reduces your risk of your COPD getting worse quickly. It doesn't matter how long you've smoked for, stopping makes a difference at anytime.	157
Day 46 @ 16:00	A good way to help with feelings of breathlessness is to use a hand held fan. Move it gently around your face. Try to keep a fan handy in your pocket or bag.	158
Day 49 @ 16:00	Doing things that make you a bit breathless are a good way of keeping well. Just remember to try to do things at a steady comfortable pace and not to rush.	155

Message Schedule – Highland (N) - COPD - monitoring and tips v3

Day 52 @ 16:00	Your chances of successfully stopping smoking are much greater when you have support. Your nurse, doctor or pharmacist will be happy to help or call 0800 848484	160
Day 55 @ 16:00	Try using your fan when you're having a rest during your daily walk. Feel the lovely cool air on your face as your breathlessness subsides.	139
Day 58 @ 16:00	Try to do something active every day, perhaps gardening, playing golf, tai chi, yoga or walking. This will help improve your breathing and your general health.	160
Day 61 @ 16:00	Pulmonary rehabilitation is a safe enjoyable way of supporting you to be more active and people who do it say it really helps with their confidence.	148
Day 64 @ 16:00	If you haven't been very active before, build up your level of activity slowly. Take care, Flo	94
Day 67 @ 16:00	Did you know? Your inhalers work better in your lungs if you stop smoking, and you'll start to feel the benefit soon after you stop. Flo	137
Day 70 @ 16:00	Well done, this is week 10. Hopefully you feel more confident in managing your health condition now. Messages from me will continue for another 2 weeks, Flo	156
Day 73 @ 16:00	A slow, steady pace when you're being active will help to conserve your energy and help to prevent breathlessness. Remember to use your breathing techniques.	158
Day 76 @ 16:00	Remember that a bit of breathlessness is perfectly safe and normal. It helps to remind yourself that it will pass and that you can control it. Flo	147
Day 79 @ 16:00	By following the advice you've been given, you're doing the best you can to be kind to yourself and keep yourself well. Keep it up, Flo	136
Day 85 @ 16:00	Remember to get a flu jab when it comes around, to help avoid injections. Any infection makes your heart work harder and may lead you to holding on to fluid.	157

Message Schedule – Highland (N) - COPD - monitoring and tips v3

Day 88 @ 16:00	Your activity should include exercises to gently move your joints and gradually raise your heart rate, to increase the blood flow to your lungs and muscles. Flo	160
Day 91 @ 16:00	Remember to take time to relax and focus on your breathing techniques each day, take care, Flo	94
Day 94 @ 16:00	Over the past 3 months you've been recording your SATS, answering questions about your symptoms & taking appropriate action. You've learnt to self-manage!	155
Day 94 @ 16:05	This completes your 12 weeks' using Flo. Well done. Continue to follow your traffic light plan, and stay in touch with your respiratory nurse. Bye from me, Flo	159
Happy to be discharged? Day 94 @ 16:10	Finally, please text to let me know: A1=I'm happy to be discharged from Florence now or A2=I'd like to continue with active monitoring using Florence	150
Patient replies A1	That's great, get in touch with your nurse if you'd like to be enrolled back on Florence at any point in the future. Take care, Flo	131
Patient replies A2	Please contact your nurse and ask to be enrolled on Florence for another few months. Take care, Flo	99
Evaluation reminder day 82 @ 16:00	You've used the Flo text service for a while now and we'd like to ask you a couple of questions about Florence - please help us by answering them	145
Evaluation Q1 day 82 @ 16:01	Have the text messages from Flo helped you to understand and manage your lung condition (COPD)? Please reply #1 for Yes or #2 for No	133
Q2 triggered by answering Q1	Thanks, would you recommend Florence to other people in your circumstances? Please reply #1 for Yes or #2 for No	113
Q3 triggered by answering Q2	Thanks, we'd really like to know more. Please follow this link to fill in a short survey: www.surveymonkey.co.uk/r/M2RTTYV or call 01463 255915 for a paper copy	160