

MEDICATION REMINDER, EVERY DAY @ 10:00 & 18:00
Hi it's Flo here, just a quick reminder to take your medication. Take care.

WELLBEING SCORE, EVERY DAY @10:30
Hi this is Flo, how are you doing today? Please send your daily well-being score and reply with WELL and then your score from 0-6, 0=lowest, 6=highest. E.g. WELL5 Thank you.

REMINDER MESSAGE @ 20:00 IF NO REPLY
Hi Flo here, I don't seem to have had your well-being score yet today? Please reply with WELL and then your score. E.g. WELL5

PATIENT REPLIES SCORE 0-1, ALERT TRIGGERED
Thank you. Sorry to hear you're not feeling well. You might want to contact your care coordinator or you can call the crisis line for advice on 02075406782.

PATIENT REPLIES SCORE 2
Sorry to hear things are difficult. Think about how you could help yourself. You might want to look at your crisis plan or you can always ask for help. Flo

PATIENT REPLIES SCORE 3-4
Thank you. Good to hear you're coping well. Keep it up, Flo

PATIENT REPLIES SCORE 5-6
Thank you. You're doing really well. Take note of what you're doing to help yourself. Flo

ADVICE, AVAILABLE AT ANY TIME BY REPLYING WITH KEYWORD

"ASYLUM"
Thanks for letting us know that you're having Asylum problems. You could try calling RAMP for advice on 02084716954.

"EMPLOYMENT"
Thanks for letting us know that you're having employment problems. You could try asking for advice from Workplace on 02033731101.

"HOUSING"
Thanks for letting us know that you're having housing problems. You could try asking for advice from Newham Council on 02084302000.

"FINANCE"
Thanks for letting us know that you're having finance problems. You could try asking for advice from community links on 02074732270.

"SOCIAL CONTACTS"
Thanks for letting us know that you're having problems with social contacts. Someone you trust might support you at this time if you talk it through with them.

"SIDE EFFECTS"
Thanks for letting us know that you're having side effects. You can call your GP or ask for an appointment with your psychiatrist if you need to discuss this.

"MEDICATION"
Thanks for letting us know that you're having problems with medication. You can call your GP or ask to see your psychiatrist if you need to discuss this.

"SAFETY"
Thanks for letting us know that you don't feel safe. You can call the crisis line for advice on 02075406782 or in an emergency call 999.

"PHYSICAL HEALTH"
Thanks for letting us know you're having difficulties with your physical health. It may be best to book an appointment with your GP.

"MENTAL HEALTH"
Thanks for letting us know you're having difficulties with your mental health. You can call the crisis line for advice if you need it: 02075406782.