

## Message Schedule – NHS ELFT Pressure Area Protocol v1.2 (inc. alerting)

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
Pressure areas check, every Monday @ 11:00	Hi it's Flo, please remember to check your skin/pressure areas daily. Are your skin/pressure areas ok today? Please reply with #1 if they are or #2 if they are.	160
Reminder, 1 hour later if no reply	Hi it's Flo I've noticed you haven't replied. Are your pressure/skin areas ok today? Please reply with #1 if they are or #2 if they are not, thanks	148
Patient replies "#1" (pressure areas okay)	Well done. It is important to check daily to prevent any pressure sores developing, Flo	87
Patient replies "#2" (pressure areas not okay), alert triggered	Have you had any redness/discolouration/broken areas? If yes please call 02033683843	85
Pressure relieving equipment check, every Monday @ 15:00	Hi it's Flo, please check your pressure relieving equipment & confirm it's working & comfortable by replying with #1. If it's not then please reply with #2	155
Reminder, 1 hour later if no reply	Hi, I've noticed that you haven't replied yet? Is your pressure relieving equipment working & comfortable? Please reply with #1 if it is or #2 if it's not. Flo.	160
Patient replies "#1" (equipment okay)	That's great. If you have any concerns about your pressure relieving equipment please call 02033683843. Thank you for taking the time to check. Take care, Flo.	160
Patient replies "#2" (equipment not okay), alert triggered	I'm sorry to hear you're having problems with your equipment. Please contact the nursing team on 02033683843 as soon as possible for support. Take care, Flo.	157
Positioning reminder, every Wednesday @ 11:00	Please keep moving as much as you are able every 4-6 hours to relieve the pressure areas. Take care, Flo.	105
Nutrition reminder, every Wednesday @ 13:00	Hi it's Flo, hope you are eating and drinking enough. If you are having any problems please contact your District Nurse on 02033683843.	136