

| Message Schedule Frequency/Day/Time | Message Content | Character Number (inc. spaces) |
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| 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 @ 16:00 | Hello. For the next few weeks I will be sending you messages while you take part in the distance pain management programme. I hope it goes well for you, Flo | 157 |
| Sunday week 1 @ 16:00 | Hi, this is Flo - I hope you've managed to make time to read through part 1 of your Pain Management Plan. | 106 |
| Thursday week 1 @ 11:00 | Flo here again - Time to make a start and write your baseline levels, some activity goals and targets on your plan or calendar. | 128 |
| Sunday week 2 @ 16:00 | Listen to tracks 1, 2 and 3 on your relaxation CD & decide which you prefer. Think about a time of day that is good for you to do your relaxation practice. Flo | 159 |
| Thursday week 2 @ 11:00 | Hi from Flo - I hope you're starting to pace your day and plan your activities now - build up slowly, because it takes time to increase your stamina levels | 155 |
| Sunday week 3 @ 16:00 | Hello, this is Flo - A new week starts tomorrow - to help you keep focus, check if your goals for this week are realistic and enjoyable. | 136 |
| Thursday week 3 @ 11:00 | Flo here again - I wonder how your relaxation practice is going. Remember it takes weeks to start to master the skill, so stick with it! | 136 |
| Sunday week 4 @ 16:00 | Hi, from Flo - Remember to move your goals so you increase the level a bit each week; you should feel a little challenged to help build your stamina. | 149 |
| Thursday week 4 @ 11:00 | Hello, this is Flo - Remember if you have a bad day, have a rest. Pick up again tomorrow, but DON'T 'double up' and overdo things! Pace your week. | 147 |
| Sunday week 5 @ 16:00 | Flo here - Be good to yourself. Do something enjoyable along with all this hard work. | 85 |
| Thursday week 5 @ 11:00 | Hi, this is Flo - keep up with the relaxation CD and progress on to further tracks if you feel ready. Check your body for tension regularly. | 140 |

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| Sunday week 6 @ 16:00 | Hello from Flo - Look at your week ahead, plan how to pace your activities and set goals that are building up your stamina levels. | 130 |
| Thursday week 6 @ 11:00 | Hi from Flo - Pacing and relaxation should be becoming part of your weekly routine now. Use your plan or your calendar to keep track of your progress. | 150 |
| Sunday week 7 @ 16:00 | Flo here again - You have been working with us for 7 weeks now, so well done. Lifestyle changes take time - keep up the good work. | 130 |
| Thursday week 7 @ 11:00 | Hi, this is Flo - Everyone has bad days, stay positive, pick up again when you feel ready and keep up the good work. | 116 |
| Sunday week 8 @ 16:00 | Check on your goals & remember to revisit them weekly, so you continue to make progress. If you feel you've set your goal too high, just cut back and reset. Flo | 160 |
| Thursday week 8 @ 11:00 | Flo here again - Remember to do things you enjoy and take time to see a friend or treat yourself. | 97 |
| Wednesday week 9 @ 11:00 | Hello this is Flo - Remember to set planned times for your relaxation sessions and mark them on the calendar. | 109 |
| Wednesday week 10 @ 11:00 | Hi this is Flo - Keep up the good work. Planning your week and pacing should be starting to become familiar tools for you now. | 126 |
| Wednesday week 11 @ 11:00 | Hello from Flo - Check for tension in your body, and use your relaxation and breathing techniques to help relieve the tension. | 126 |
| Wednesday week 12 @ 11:00 | Flo here again - Check your goals and set your targets to build up a little every week, so you help to improve your stamina. | 124 |
| Wednesday week 13 @ 11:00 | Hi this is Flo - Your lifestyle changes should be taking shape, keep up the good work, plan and pace your activities, and take time for relaxation. | 147 |
| Wednesday week 14 @ 11:00 | Hello this is Flo - Remember to set planned times for your relaxation sessions and mark them on the calendar. | 109 |
| Wednesday week 15 @ 11:00 | Hi this is Flo - Keep up the good work. Planning your week and pacing should be starting to become familiar tools for you now. | 126 |
| Wednesday week 16 @ 11:00 | Hello from Flo - Check for tension in your body, and use your relaxation and breathing techniques to help relieve the tension. | 126 |
| Wednesday week 17 @ 11:00 | Flo here again - Check your goals and set your targets to build up a little every week, so you help to improve your stamina. | 124 |

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| Wednesday week 18 @ 11:00 | Hi this is Flo - Your lifestyle changes should be taking shape, keep up the good work, plan and pace your activities, and take time for relaxation. | 147 |
| Pacing question, Wednesday week 19 & 23 @ 11:00 | How are you getting on with using pacing? Text P0=not used it; P1=I'm struggling to put it into practice; P2=it's not helpful to me; P3=it's working well for me | 160 |
| Reminder, 8 hours later if no reply | Hi again, do please tell me how you're getting on with using pacing. Text P0=not used; P1=I'm struggling; P2=it's not helpful; P3=it's working well for me, Flo | 159 |
| Patient replies "P3" | That's great, thanks for letting me know. Keep it up, Flo | 58 |
| Patient replies "P0", "P1" or "P2" | Sorry to hear that. Many people find pacing very helpful, so why not try hard to use it over the next few weeks, to see if it can work for you. Give it a go! Flo | 160 |
| Relaxation question, Wednesday week 21 & 25 @ 11:00 | How much are you using relaxation? To tell me text R0=not at all, I've no time; R1=not at all, it's not helpful; R2=rarely; R3=2-4 days/week; R4=most/every day | 159 |
| Reminder, 8 hours later if no reply | Hi again, do please tell me how much you're using relaxation. Text R0=I've not time for it; R1=it's not helpful; R2=rarely; R3=2-4 days/week; R4=most/every day | 159 |
| Patient replies "R3" or "R4" | That's great. Relaxation helps most if you practice it every day. Best wishes, Flo | 83 |
| Patient replies "R0", "R1" or "R2" | I'm sorry to hear that. Why not try hard to use relaxation regularly over the next few weeks. Many people find it makes a real difference. Best wishes, Flo | 156 |
| Still using techniques? Wednesday week 27 @ 11:00 | A question from Flo - Are you still practicing your pain management techniques? To tell me, text T0=Not at all, T1=occasionally, T2=regularly, T3=every day | 156 |
| Reminder, 8 hours later if no reply | Hi again, do please tell me whether you're still practicing your pain management techniques. Text T0=Not at all, T1=occasionally, T2=regularly, T3=every day | 156 |
| Patient replies "T2" or "T3" | Thanks, please tell me more. Text to tell me which techniques you're using, in your own words, Flo | 98 |
| Patient replies "T0" or "T1" | Thanks, please text to tell me more about what has and hasn't worked for you, using your own words, Flo | 103 |
| Patient replies with techniques they use | Many thanks for letting me know, Flo | 36 |
| Patient replies with what has or hasn't worked | Many thanks for letting me know, Flo | 36 |
| Final message, Wednesday week 26 @ 11:00 | The pain management techniques you have learned during the pain management programme will be there for you forever. Best wishes for the future, Flo. | 149 |

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| Evaluation introduction, Wednesday week 27 @ 12:00 | You've used the Flo text service for a while now and we'd like to know what you think of it. I'll be sending you 5 questions - please help us by answering them | 159 |
| Evaluation Q1, Wednesday week 27 @ 12:05 | Would you recommend Florence to other people in your circumstances? Please reply A1 for Yes or A2 for No | 105 |
| Evaluation Q2 triggered by answering Q1 | Thanks. Do you find Flo easy to understand and easy to use? Please reply A1 for Yes or A2 for No | 97 |
| Evaluation Q3 triggered by answering Q2 | Did Florence's text messages help you to keep practicing your pain management strategies? Please reply A1 for Yes or A2 for No | 126 |
| Evaluation Q4 triggered by answering Q3 | Do you have any ideas for how to improve the Flo text messaging service? Please outline your suggestions in your own words, or text A2 if you have none. | 152 |
| Evaluation Q5 triggered by answering Q4 | Would you be happy for us to contact you for more feedback about the Flo service? Please reply A1 for Yes or A2 for No | 118 |
| Thank you message triggered by answering Q5 | Thank you for answering these questions. Your answers will help us to understand whether the service is working well, and to improve it for the future. Flo | 156 |