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NHS NOTT Colorectal ERAS V0.6

Nottingham University Hospitals NHS Trust

WELLNESS READING, EVERY DAY @ 12:00
How are you feeling today? Text back "Well 1" or "Not Well 2" Thanks Flo

1 HOUR LATER IF NO REPLY
You haven't told me how you are feeling today. Text back "Well 1" or "Not Well 2". Text Symptoms for a list of keywords you can send me. Thanks Flo

PATIENT REPLIES "WELL 1"
That's great. If you do have any key symptoms such as pain or wound redness just text me following your management guide instructions. Take Care Flo

PATIENT REPLIES "NOT WELL 2"
May I ask what the problem is? Text in e.g. NV for Nausea/Vomiting. Refer to your management guide for help or text Symptoms for a list of keywords. Thanks Flo

PATIENT TEXTS "SYMPTOMS" AT ANY TIME
NV=Nausea/Vom Urine WA=wound PW=wound pain Stoma L,Stoma C, Stoma E, Bowels L, Bowels C, P=Pain Fe=Fever, GU=unwell,Tired, SL=Swollen leg, SOB=shortness breath

PATIENT TEXTS SYMPTOM "NV"
Okay, is your abdomen becoming more hard and swollen? Text back "More 1" or "Not More 2". Thanks

"MORE 1"
If you persistently vomit and your abdomen is more distended. Between 8am -4pm CALL 07713097030 out of these hours CALL 01159249924 General Surgical Reg on call

"NOT MORE 2"
Zomorph & Tramadol can cause nausea. Have you been sick more than 3 times in past 24 hours? Please text back "Yes 3" or "No 4"

"YES 3"
If you cannot eat/drink, have stopped Zomorph and Tramadol, and regular anti-emetics are not helping please text back the word "Advice" Thanks Flo

"NO 4"
Please stop these medications and take anti-emetics, paracetamol and Ibuprofen. if no effect within 3-4 hours please text back the word "Advice" Thanks Flo

PATIENT TEXTS SYMPTOM "URINE"
Do you feel that your bladder is full but you cannot pass urine? Text back Urine 1 for yes or Urine 2 for No. Thanks Flo

"URINE 1"
Retention of urine is not uncommon following an operation. You may require treatment to empty you bladder. Please Text back the word "Advice" Thanks Flo.

"URINE 2"
Pain, bleeding, urgency & frequency are common symptoms of a urine infection. Text back "Exe 4" if you are experiencing any of these symptoms or "Exe 3" for no.

"EXE 3"
Catheters can affect the flow of urine after removal. Not what you're experiencing? Reply with your symptoms using your management guide for help. Thanks Flo

"EXE 4"
As you are experiencing these symptoms this may indicate a urine infection. We advise you to contact your GP for assessment. Thanks Flo

PATIENT TEXTS SYMPTOM "WOUND A" OR "WA"
Is the skin around the wound becoming redder or is there any new leakage? Text back "Red" if redder, "Leakage 1" if leaking or "Other 2" if neither. Thanks Flo

"RED"
Draw around the area of red with a marker pen. Spreading redness is a sign of cellulitis (skin infection). If redness spreads please text back the word "Advice"

"LEAKAGE 1"
A small amount of yellow fluid or spots of blood is normal. If there is increasing Green or Brown discharge it can indicate an abscess please text back "Advice"

"OTHER 2"
You have stated it is not red or leaking please text back other followed by your concern. Thanks Flo

PATIENT TEXTS SYMPTOM "PW"
Do you have a temperature above 37.9, any new swelling, or nausea or vomiting? Text "Ans 1" for Yes or "Ans 2" for No. Thanks Flo

"ANS 1"
These symptoms can suggest a hernia or an abscess if unwell. Between 8am -4pm CALL 07713097030 out of these hours CALL 01159249924 General Surgical Reg on call.

"ANS 2"
Are you taking regular pain killers? Text back "Y4" for Yes or "N3" for No. Thanks Flo

"N3"
Paracetamol and Ibuprofen can be taken together. Check the medication leaflet for dosage. If you need stronger medication visit your local pharmacy or GP. Flo

"Y4"
As muscles and skin heel, some discomfort is expected. Between 8am -4pm CALL 07713097030 out of hours CALL 01159249924 General Surgical Reg on call for advice

PATIENT TEXTS "ADVICE" AT ANY TIME
Please call the Colorectal Nurses on 07713097030 if it's Mon - Fri between 8am-4pm for advice. Out of these hours 01159249924 General Surgical Registrar on call

PATIENT TEXTS SYMPTOM "STOMA LOOSE STOOL" OR "STOMA L"
Are you emptying FULL stoma bags more than 7 times in 24 hours? Text "Changing 1" if you are or "Not Changing 2" if you are not Thanks Flo

"CHANGING 1"
It sounds like your stoma is producing too much fluid. Drink plenty of sugary drinks and eat white bread/toast, pasta and biscuits, and contact the Stoma Nurses

"NOT CHANGING 2"
It can take a while for your stoma output to settle down after an operation. Drink plenty of sugary drinks and eat white bread/toast, pasta and biscuits.

PATIENT TEXTS SYMPTOM "STOMA CONSTIPATION" OR "STOMA C"
Has your stoma stopped producing gas for more than 6 hours? Text back Stoma 1 for No and Stoma 2 for Yes. Thanks Flo

"STOMA 1"
Eat and drink to stimulate the bowel. If no motion is produced after 24 hours, or you experience abdominal pain/swelling contact the stoma nurses or text Advice

"STOMA 2"
If you have increasing abdominal swelling & hardness, pain or vomiting please text back the word "Advice". If not keep mobile & drink sips of water.

PATIENT TEXTS SYMPTOM "PA" OR "P"
If you are experiencing pain check the symptom in the management guide and send in your pain score e.g. "Pain 4" Thanks Flo

PAIN SCORE 1-7
Take regular analgesia. If your pain gets progressively worse or you have symptoms of vomiting, heart racing, temperature above 37.9 contact QMC.

PAIN SCORE 8+ - ALERT TRIGGERED
you have tried pain relief and your pain score is the same or has increased Call between 8am -4pm 07713097030 out of hours 01159249924 General Surgical Reg

PATIENT TEXTS SYMPTOM "BOWELS CONSTIPATION" OR "BOWELS C"
Have you stopped producing wind/flatus for more than 12 hours? Text back Bowels 1 for Yes or Not Bowels 2 for no. Thanks Flo

"BOWELS 1"
If you have pain, vomiting or your abdomen is becoming swollen/hard, please text back the word "Advice" as there may be an obstruction. Thanks Flo

"NOT BOWELS 2"
Continue to eat & drink. If you experience any other symptoms such as abdominal swelling/harness, pain or vomiting Please text back the word "Advice". Flo

PATIENT TEXTS SYMPTOM "BOWELS LOOSE STOOLS" OR "BOWELS L"
Based on the Bristol Stool Chart included in your information pack, please score the majority of your motions in the last 24 hours. Text in, example "Stool 6"

SCORE 1-5
It can take some time for the bowel to learn to bulk up the stools. Eat low fibre foods like pasta, white bread and cakes. Also increase your fluid intake.

SCORE 6+
Antibiotics can cause diarrhoea. Drink at least 3L of water & dioralyte in the next 24 hours. If this persists longer than 48 hours please text back "Advice".Flo

PATIENT TEXTS SYMPTOM "STOMA E"
Contact the Stoma Nurse specialists at QMC for advice about emptying or changing the bag. You can call them on 01159249924 ext 64197. Take Care Flo

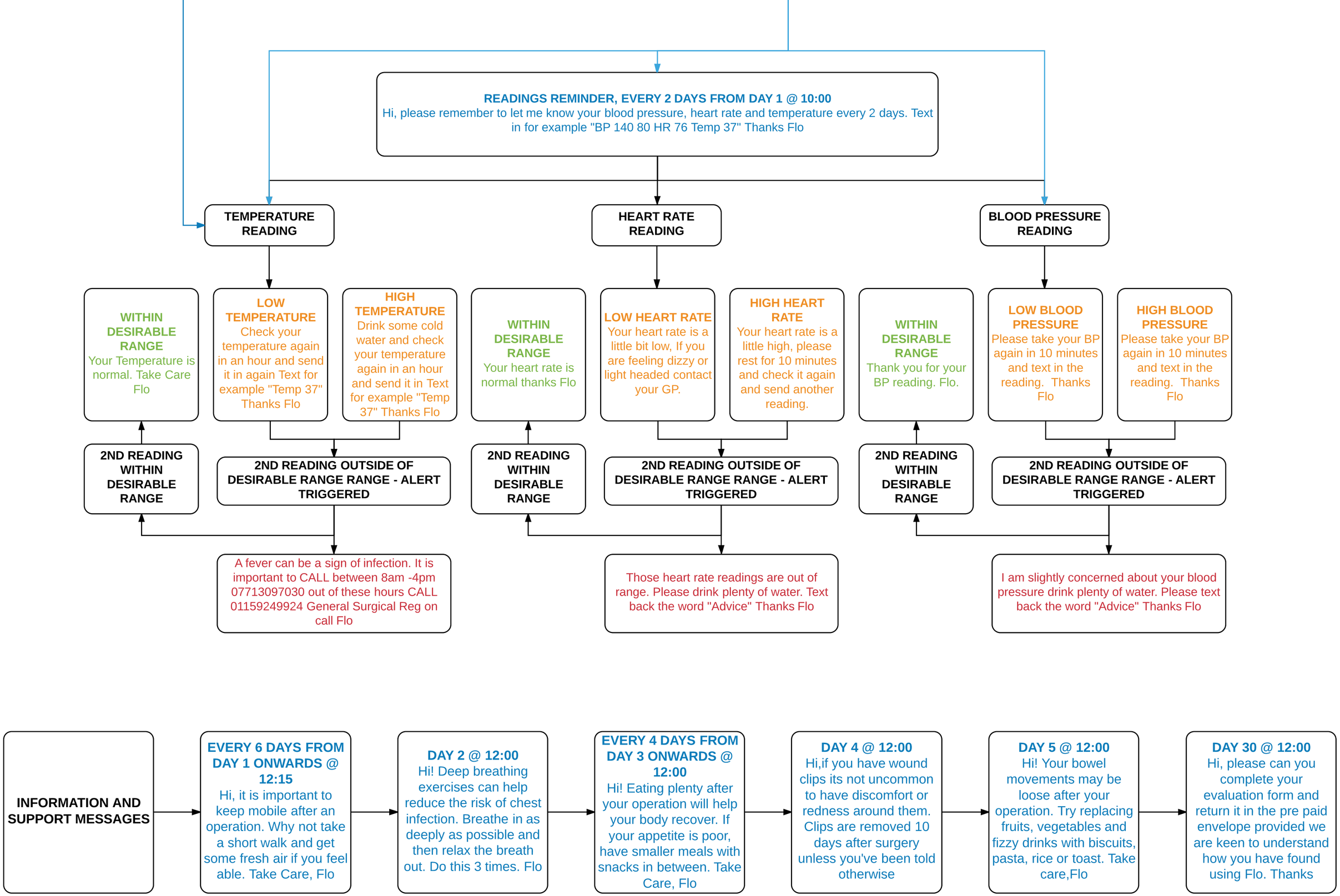
PATIENT TEXTS SYMPTOM "FEVER" OR "FE"
What is the highest your temperature has been over the last 6 hours? Text back your temperature e.g. "Temp 37.8" Thanks Flo

PATIENT TEXTS SYMPTOM "GENERALLY UNWELL" OR "GU"
I'm sorry to hear that. What seems to be troubling you the most? Check the management guide for a list of symptoms and reply with a keyword e.g. "Fever"

PATIENT TEXTS SYMPTOM "TIRED"
Tiredness is common after major surgery. Please check your resting blood pressure, heart rate and temperature. Text them in e.g. "BP 133 74 HR 78 Temp 37.9".

PATIENT TEXTS SYMPTOM "SWOLLEN LEG" OR "SL"
A blood clot in a deep vein can cause leg swelling. It is important to URGENTLY CALL between 8am -4pm 07713097030 out of these hours CALL 01159249924 for help.

PATIENT TEXTS SYMPTOM "SHORT OF BREATH" OR "SOB"
Shortness of breath, chest pain or coughing can indicate chest infection/blood clot in the lung. Contact your Emergency Department as soon as possible


READINGS REMINDER, EVERY 2 DAYS FROM DAY 1 @ 10:00
Hi, please remember to let me know your blood pressure, heart rate and temperature every 2 days. Text in for example "BP 140 80 HR 76 Temp 37" Thanks Flo
TEMPERATURE READING
HEART RATE READING
BLOOD PRESSURE READING
WITHIN DESIRABLE RANGE
Your Temperature is normal. Take Care Flo
LOW TEMPERATURE
Check your temperature again in an hour and send it in again Text for example "Temp 37" Thanks Flo
HIGH TEMPERATURE
Drink some cold water and check your temperature again in an hour and send it in Text for example "Temp 37" Thanks Flo
WITHIN DESIRABLE RANGE
Your heart rate is normal thanks Flo
LOW HEART RATE
Your heart rate is a little bit low, If you are feeling dizzy or light headed contact your GP.
HIGH HEART RATE
Your heart rate is a little high, please rest for 10 minutes and check it again and send another reading.
WITHIN DESIRABLE RANGE
Thank you for your BP reading. Flo.
LOW BLOOD PRESSURE
Please take your BP again in 10 minutes and text in the reading. Thanks Flo
HIGH BLOOD PRESSURE
Please take your BP again in 10 minutes and text in the reading. Thanks Flo
2ND READING WITHIN DESIRABLE RANGE
2ND READING OUTSIDE OF DESIRABLE RANGE RANGE - ALERT TRIGGERED
2ND READING WITHIN DESIRABLE RANGE
2ND READING OUTSIDE OF DESIRABLE RANGE RANGE - ALERT TRIGGERED
2ND READING WITHIN DESIRABLE RANGE
2ND READING OUTSIDE OF DESIRABLE RANGE RANGE - ALERT TRIGGERED
A fever can be a sign of infection. It is important to CALL between 8am -4pm 07713097030 out of these hours CALL 01159249924 General Surgical Reg on call Flo
Those heart rate readings are out of range. Please drink plenty of water. Text back the word "Advice" Thanks Flo
I am slightly concerned about your blood pressure drink plenty of water. Please text back the word "Advice" Thanks Flo
INFORMATION AND SUPPORT MESSAGES
EVERY 6 DAYS FROM DAY 1 ONWARDS @ 12:15
Hi, it is important to keep mobile after an operation. Why not take a short walk and get some fresh air if you feel able. Take Care, Flo
DAY 2 @ 12:00
Hi! Deep breathing exercises can help reduce the risk of chest infection. Breathe in as deeply as possible and then relax the breath out. Do this 3 times. Flo
EVERY 4 DAYS FROM DAY 3 ONWARDS @ 12:00
Hi! Eating plenty after your operation will help your body recover. If your appetite is poor, have smaller meals with snacks in between. Take Care, Flo
DAY 4 @ 12:00
Hi,if you have wound clips its not uncommon to have discomfort or redness around them. Clips are removed 10 days after surgery unless you've been told otherwise
DAY 5 @ 12:00
Hi! Your bowel movements may be loose after your operation. Try replacing fruits, vegetables and fizzy drinks with biscuits, pasta, rice or toast. Take care,Flo
DAY 30 @ 12:00
Hi, please can you complete your evaluation form and return it in the pre paid envelope provided we are keen to understand how you have found using Flo. Thanks