

Message Schedule – NHS PEN Glaucoma Drops Reminder Protocol

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
Day 1-7, daily eye drops reminder @ 09:00	Hi, it's Flo. This is your reminder to use your Glaucoma drops as prescribed today, take care	93
Eye drops reminder, day 8 @ 09:00	Hi, it's Flo. Don't forget your Glaucoma drops today. If you have had any problems you can ring the clinic on xxxxx. I'll be in touch next week.	144
Eye drops question, day 15 @ 10:00	Hi, it's Flo. Have you remembered your Glaucoma drops every day? Reply with No if you haven't, otherwise I'll be in touch next week.	132
Patient replies "No"	It's very important to instil the drops regularly, please refer to the leaflet we gave you and I will be in touch week to see how you are getting on	148
Eye drops question, day 22 @ 10:00	Hi, it's Flo. Have you remembered your Glaucoma drops every day? Reply with No if you haven't, otherwise I'll be in touch next week.	132
Patient replies "No"	I am sorry you are still struggling to use your drops everyday, perhaps some support would help? Call the clinic and ask for advice. We may need to see you.	156
Eye drops question, day 29 & 59 @ 10:00	Hi, it's Flo. Have you remembered your Glaucoma drops every day? Reply with No if you haven't, otherwise I'll be in touch next month	132
Patient replies "No"	I am sorry you are still struggling to use your drops everyday, perhaps some support would help? Call the clinic and ask for advice. We may need to see you.	156
Eye drops question, day 89 @ 10:00	Have you remembered your drops everyday? Reply with No if you haven't otherwise well done! We look forward to seeing you at your next appointment, Flo	150
Patient replies "No"	I am sorry you are still struggling to use your drops perhaps some support would help? Call the clinic and ask for advice. We may need to see you.	146