

Message Schedule – NHS POW T2DM Newly Diagnosed (Non-Metformin)

| 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 |
| Welcome message day 0 @ 08:30 | Hi it's Flo! welcome to your 12 week diabetes support programme. I'm here to help you control your diabetes and not let it control you! | 135 |
| HBA1C baseline reading, day 0 @ 09:15 | Your practice nurse gave you're your HBA1C, please let me know what it was at diagnosis by replying to this message with HB followed by the number e.g. HB 19 | 157 |
| Reminder 24 hours later if no reply | Please reply to this message with your HCA1C at diagnosis so that it can be recorded. Reply HB followed by the number e.g. HB 19 thanks Flo | 139 |
| Confirmation message | Thanks, Have a lovely day, Flo ☺ | 34 |
| Information message, day 2 @ 09:00 | Diabetes UK www.diabetes.org.uk has lots of useful lifestyle changes to help you manage your type 2 diabetes. Just small changes can make a big impact, Flo. | 156 |
| Information message, day 5 @ 09:00 | There's lots of evidence that being a healthy weight will benefit your diabetes. Perhaps set a target for your BMI to be within the healthy weight range, Flo | 157 |
| Information message, day 7 @ 09:00 | Managing your weight is key to controlling your diabetes, every 4 weeks I will be asking you to send your weight in to record your progress, Flo | 144 |
| Baseline weight reading, day 7 @ 09:15 | Hi it's Flo. Please can you let me know your weight today? reply with KG followed by your weight in kilograms e.g. KG 78.4 | 122 |
| Reminder 24 hours later if no reply | Hi it's Flo. I've noticed you haven't let me know your weight. Please reply with KG followed by your weight in kilograms e.g. KG 78.4 | 133 |
| Confirmation message | Thank you. Your weight has been recorded and I'll check back to see how you're getting on in 3 weeks. Flo | 105 |
| Information message, day 9 @ 09:00 | Of all people with diabetes, Type 2 accounts for 85-95% and is usually treated with a healthy diet & increased physical activity which you have control of, Flo | 159 |
| Information message, day 11 @ 09:00 | Perhaps try to fit in a little more activity each day. This can increase the glucose used by your muscles for energy and may lower your blood glucose, Flo | 154 |

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| Information message, day 15 @ 09:00 | Good Morning, it's Flo. Wondering about your diet? Take a look here for ideas https://www.diabetes.org.uk/Guide-to-diabetes/Enjoy-food-Eating-with-diabetes Flo | 160 |
| Information message, day 18 @ 09:00 | All kinds of food are ok to eat with Type 2 diabetes, as long as they're part of a healthy, balanced diet - you don't need to deprive yourself. Flo | 146 |
| Information message, day 23 @ 09:00 | Just reducing your overall portion sizes will help you lose weight. Losing excess weight can help manage your blood glucose, blood pressure and cholesterol. Flo | 160 |
| Information message, day 26 @ 09:00 | Good morning. To help control your blood glucose remember to eat regular meals, plenty of fruit & vegetables & less saturated fat, sugar and salt. Flo. | 151 |
| Weight reading, day 28 and then every 4 weeks @ 09:15 | Hi it's Flo. Please can you let me know your weight today? Reply with KG followed by your weight in kilograms e.g. KG 78.4 | 122 |
| Reminder 24 hours later if no reply | Hi it's Flo. I've noticed you haven't let me know your weight. Please reply with KG followed by your weight in kilograms e.g. KG 78.4 | 133 |
| Confirmation message | Thank you. Just small changes to your diet and lifestyle can have a big impact on your weight and blood glucose. Keep going, Flo | 128 |
| Falling alert (loss of 1kg or more) | Fantastic! The weight you're losing will be having a great impact on not just your blood glucose but blood pressure and cholesterol. Keep going! Flo | 148 |
| Information message, day 31 @ 09:00 | Watch sugary drinks & fruit juices, they increase blood glucose very quickly. Instead drink water, sugar free/diet drinks. Tea/coffee are ok too, Flo. | 150 |
| Information message, day 36 @ 09:00 | If your portion sizes aren't right, weight & blood glucose control will be harder to manage, here's a guide to help https://www.diabetes.org.uk/portion-sizes Flo | 160 |
| Information message, day 39 @ 09:00 | Alcohol is high in calories but safe for most people with diabetes in moderation (within government guidelines) while eating a balanced diet & being active. Flo | 160 |
| Information message, day 44 @ 09:00 | Diagnosis & living with diabetes can feel overwhelming, but with some adjustment you'll become more confident to cope with everyday activities overtime, Flo. | 157 |
| Information message, day 52 @ 09:00 | All people respond differently to being diagnosed with diabetes. Letting people know can mean that you receive more support, understanding & not feel alone. Flo | 160 |

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| Information message, day 60 @ 09:00 | There's no such thing as a diabetic diet. A healthy balanced diet helps you to manage your weight, blood glucose & reduce the risk of further complications, Flo | 160 |
| Information message, day 64 @ 09:00 | Cooking from scratch gives you control. These recipes have the exact carbs, sugar, fat & calories in your food www.diabetes.org.uk/Guide-to-diabetes/Recipes/ Flo | 160 |
| Information message, day 68 @ 09:00 | Everyone needs snacks occasionally but try small snacks, low in fat & sugar to satisfy your hunger that won't have a big effect on your blood glucose level, Flo | 160 |
| Information message, day 71 @ 09:00 | By now you may have heard lots of opinions about diabetes, find out the truth. https://diabetes.org.uk/Guide-to-diabetes/what-is-diabetes/Myths-and-FAQs/ Flo | 157 |
| Information message, day 79 @ 09:00 | If you haven't already, the newly diagnosed diabetic course is a great way to learn more and meet others. Contact 01686 617273 for more info, Flo. | 146 |
| Information message, day 85 @ 09:00 | Your blood test is due around now (you'll receive an appointment letter). Remember your early morning urine sample in a bottle available from the surgery, Flo. | 159 |
| Information message, day 90 @ 09:00 | Your diabetic retinopathy screening is due around now. If you have not received an appointment, please call 01443 844244. | 121 |
| Evaluation reminder, day 91 @ 18:30 | You have come to the end of your Flo support and will shortly be sent 3 short questions to help us to improve our service, thanks. | 130 |
| Evaluation Q1, day 91 @ 18:32 | Has Flo helped you to understand how you can manage your diabetes? Reply with #1 if yes, or #2 if not. | 102 |
| Evaluation Q2 triggered by answering Q1 | Thanks; Has Flo increased your confidence in being able to manage your diabetes? Reply #1 if yes, or #2 if no. | 110 |
| Evaluation Q3 triggered by answering Q2 | Thanks; would you recommend Flo to family and friend who are newly diagnosed with Type 2 diabetes? Reply with #1 if yes, or #2 if you wouldn't. | 143 |
| Thank you message | Thank you for your participation, take care, Flo. | 49 |