

Message Schedule – NHS STFT Promoting Positive Mental Health

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
Support message, day 0 @ 20:30	Hi it's Flo, thank you for coming to your appointment today, we hope it was helpful. From Talking Therapies	107
Support message, day 2 @ 09:00	Hi it's Flo, depression and anxiety is more common than you think; you are not alone.	86
Support message, day 5 @ 20:30	Hi it's Flo, people can recover from common mental health problems, not just learn how to cope with them.	105
Support message, day 9 @ 20:30	Hi it's Flo, for a good night's sleep, relax before bed, don't drink caffeine and have a light snack.	101
Support message, day 12 @ 09:00	Hi it's Flo, our body and mind take at least 30 minutes to fully wake up so don't judge how you feel or how your day will be until afterwards.	142
Support message, day 16 @ 09:00	Hi it's Flo, food can impact on our mood; eat regularly and have a balanced diet.	81
Support message, day 19 @ 09:00	Hi it's Flo, alcohol does not give people good quality sleep, it can affect medication and can lower our mood.	110
Support message, day 23 @ 09:00	Hi it's Flo being more active helps your mood by releasing your own natural anti-depressants in your brain.	107
Support message, day 26 @ 09:00	Hi it's Flo, motivation and energy will not come to you; motivation starts after you start to do things.	104
Support message, day 30 @ 09:00	Hi it's Flo, think about ways you can care for yourself today, you are important.	81
Support message, day 33 @ 09:00	Hi it's Flo, spend time with the people in your life who support you.	69
Support message, day 37 @ 09:00	Hi it's Flo, if you're criticising yourself, think about the positive things about yourself; what you are good at and what people like about you.	145

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Support message, day 40 @ 09:00	Hi it's Flo, if your thinking is stuck in the past or worrying about the future, do something enjoyable or worthwhile.	118
Support message, day 44 @ 09:00	Hi it's Flo, don't judge your feelings, thoughts or the world around you; be mindful and accepting of the present moment.	121
Support message, day 47 @ 09:00	Hi it's Flo, be kind to yourself and others, even the smallest act can count, whether it's a smile, a thank you or a kind word.	127
Support message, day 54 @ 09:00	Hi it's Flo, feeling irritable and snappy is normal when we are worried and feeling down.	90
Support message, day 61 @ 09:00	Hi it's Flo, when we are down and anxious we see the world more negatively and dangerous; this is based on how we feel and not always fact.	140
Support message, day 68 @ 09:00	Hi it's Flo, remember being more active helps your mood.	57
Support message, day 75 @ 09:00	Hi it's Flo, remember you're important, so be kind to yourself.	64
Support message, day 82 @ 09:00	Hi it's Flo, it's ok to have ups and downs, this is part of everyday life; keep putting your learning into practice.	117
Support message, day 89 @ 09:00	Hi it's Flo, give yourself a treat, we all deserve them.	57
Support message, day 96 @ 09:00	Hi it's Flo, remember to be mindful of what is happening now, not the past or what could happen in the future.	111
Support message, day 103 @ 09:00	Hi it's Flo, remember to spend time with people in your life that support you.	79
Support message, day 110 @ 09:00	Hi it's Flo, it's important that we have a good balance of work, rest and play.	80