

# Message Schedule – NHS Tayside SCOTAY – Oral Nutrition Support Protocol 1

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. My number, 64711 is FREE to text and is registered with the UK regulator at <a href="http://psauthority.org.uk">http://psauthority.org.uk</a>	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 2 @ 08:00	Morning! Please let me know your weight today in kilograms. Reply to this message with WT followed by your weight e.g. WT 55 Thanks, Flo	136
Reminder 120mins and 240 mins later	Hi again, I've noticed that you haven't sent in your reading this week. Could you please text it in. e.g. "WT 55". Thank you, Flo.	132
Withint desirable range	Thank you for sending your weight, Flo.	39
Above desirable range	Great news, you are really making progress, Flo.	48
Below desirable range	Your weight seems to be falling, try to have regular meals and snacks and don't miss any out, call 01382 424031 if you need help.	129
Critical Breach Alert	Hi, your weight has changed if you require any further help call us on 01382 424031, Flo.	89
Day 7 @ 11:30	Hello. Are you enjoying your nutritional supplements? Please reply with #1 if Yes and #2 if Not	97
Above desirable range	Thanks for responding, Flo	26
below desirable range	Hello, we are sorry to hear that you are not enjoying your supplements, please contact your ONS Dietitian on 01382 424031. Thanks Flo	134
Once on Day 77 @ 08:00	Hello, to help us improve I'll ask you some questions about Flo. Your answer will either be #1 if you agree or #2 if you disagree	
Month 1 Evaluation Question @ 18:30	Hello, how do you like using Flo? If you like using Flo please reply with #1 or if you don't like using Flo reply with #2	122
Confirmation Message	Thanks for responding, Flo	26
Day 91 Evaluation Question @ 18:30	Hello. Please reply with #1 if you would recommend using Flo for additional support when trying to gain weight or reply #2 if you would not.	141
Confirmation Message	Thanks for responding, Flo	26
Day 92 Evaluation Question @ 18:35	Hello, please reply with #1 if you felt you received the right amount of messages on a weekly basis #2 if you didn't.	117
Confirmation Message	Thanks for responding, Flo	26
Once on Day 1 @ 08:10	Hello, Flo will support the Nutrition and Dietetic Team to help you with your eating.	85
Every 4 weeks starting on Day 3 @ 08:30	Hello, using fortified 'BLUE TOP' wholemilk is a good way to increase your calorie and protein intake. Add 3 tbsps ofmilk powder to a pint of whole milk, Flo	156
Every 4 weeks starting on Day 4 @ 08:30	Hello, FULL FAT PRODUCTS are better thanthe lower fat options. Flo.	67
Every month starting on Day 4 @ 10:15	Hello, remember to take SNACKS in-betweenmeals,Flo.	51
Every month starting on Day 5 @ 10:20	Hello, SMALLER more FREQUENT MEALS are easierto manage when your appetite is small, Flo.	88
Every month starting on Day 6 @ 12:00	Hello, try to have a least one PUDDING perday - add cream, custard or ice cream for extra calories, Flo.	104
Every month starting on Day 6 @ 16:00	Hello, serve meals with a SAUCE oraccompaniment.Try a rich gravy, cheeseor white sauce with your main meal, Flo.	112
Every month starting on Day 7 @ 09:15	Hello, SHOPPING LIST: work out your weeklyplan so you don't miss a meal. Flo.	77
Every month starting on Day 8 @ 09:00	Hello, if you require additional support withyour eating and weight, call your dietitian on the number that was provided to you, Flo.	133
Once on Day 9 @ 09:30	Hello, remember to pick up your NUTRITIONAL SUPPLEMENTprescription from your local community pharmacists. Flo.	110
Every 4 weeks starting on Day 9 @ 14:00	Hello, if you'd like more ideas, thefollowing WEBSITE is very helpful <a href="http://www.knowledge.scot.nhs.uk/taysidenutrition/oral-nutritional-support.aspx">http://www.knowledge.scot.nhs.uk/taysidenutrition/oral-nutritional-support.aspx</a> ,Flo.	153
Every month starting on Day 10 @ 08:00	Hello, add FORTIFIED WHOLE MILK, cream orsugar to cereal and porridge for breakfast, Flo.	90
Every 2 weeks starting on Day 10 @ 09:00	Hello, remember to take your NUTRITIONALSUPPLEMENT as advised by your dietitian. Flo.	85
Every month starting on Day 11 @ 16:00	Hello, include one or more of: meat, fish,eggs, milk, cheese, yoghurt, beans or lentils with each meal, Flo	107
Every month starting on Day 11 @ 10:00	Hello, SUPPLEMENTS can be filling so have them between or after meals. Flo.	75
Every 2 weeks starting on Day 12 @ 14:00	Hello, remember your HIGH CALORIE SNACKSbetween meals such as biscuits, chocolate, crisps and nuts. Flo.	105
Every month starting on Day 12 @ 10:00	Hello, NUTRITIONAL SUPPLEMENTS arerefreshing when served cold.Please seerecipes provided by your dietitian for ideas, Flo.	122
Every month starting on Day 13 @ 15:30	Hello, CONVENIENCE foods: pies, pastries,pizza and sausages are tasty and a good source of calories. Flo.	106
Every month starting on Day 13 @ 12:00	Hello, having SOUP? Add fortified wholemilk, cream or grated cheese. Flo.	74
Once on Day 14 @ 10:30	Hello, READY MEALS are useful. Have a supply in your fridge,freezer and store cupboard, Flo.	92
Every month starting on Day 15 @ 10:00	Hello, look at RECIPES provided for ideas onhow to take your nutritional supplement. Flo.	89