

SUPPORT MESSAGE, EVERY MONTH FROM DAY 5 @ 11:30
Hi, its Flo here.
Remember if you need help or wish to speak with a staff member you can text SUPPORT at any time

PATIENT REPLIES "SUPPORT" AT ANY TIME, ALERT TRIGGERED
A member of the team will contact you within the next 48hrs (Mon-Fri) Flo

DAY 1 @ 11:00
Now you have started your pulmonary rehab programme, remember to complete your home exercise booklet. Flo

DAY 3 @ 11:00
Morning - Remember to use your BLF pack and complete your home exercises. Flo

DAY 8 @ 11:00
You are half way through your PR programme, keep going! Exercise helps prevent chest infections. Flo

DAY 5 @ 11:00
It takes roughly 21 days for any new behaviour to become a habit, so keep going with your changes. Flo

DAY 10 @ 11:00
Remember to build into your day, a 10 minutes relaxation session. Flo

DAY 12 @ 11:00
Stop and rest when you need to, don't get over-tired! Flo

DAY 16 @ 11:00
Breathing uses energy, so good nutrition and hydration is very important. Flo

DAY 14 @ 11:00
Relax and avoid caffeine before bedtime to help you sleep better, Flo

DAY 18 @ 11:00
Plan ahead to space out tasks so you don't get over tired. Flo

DAY 20 @ 11:00
Doing activities which gets you breathing a little quicker helps to keep your lungs as healthy as possible, but have a rest if you need one. Flo

PR FEEDBACK, DAY 28 @ 11:00
Your PR has now finished; Has PR helped you manage your lung condition? Reply #1 for YES or #2 for NO

2 HOURS LATER IF NO REPLY
We would welcome your feedback regarding the PR programme. Please reply #1 if it has helped or #2 if it has not helped you. Thank You

Q3 TRIGGERED BY ANSWERING Q2
Thank you again. Q3: Has FLO helped you feel more supported? Reply #1 if YES or #2 if NO. Thanks Flo

Q2 TRIGGERED BY ANSWERING Q1
Thank You. Q2: Are you still completing your home exercise programme? Reply #1 if yes or #2 if no i.e. #1

Q4 TRIGGERED BY ANSWERING Q3
Q4: How would you rate your PR experience? 1 being poor and 10 being excellent. Please reply # followed by your score i.e. #7

THANK YOU MESSAGE
Thank your for your responses. We will contact you again in 3 months to see how you are getting on. Take care Flo

3 MONTH REVIEW, DAY 117 @ 11:00
Hi it's Flo. 3 months after the PR, are you still using the tools and exercises you learnt from PR? Reply # 1 if yes or #2 if no i.e. #1

3 HOURS LATER IF NO REPLY
Hi it's Flo. We recently asked if you were still using the tools and exercises from the PR programme. Reply #1 if yes or #2 if no

Q3 TRIGGERED BY ANSWERING Q2
Following the PR programme, are you incorporating relaxation into your lifestyle? Reply #1 for Yes and #2 for No e.g. #1 Flo

Q2 TRIGGERED BY ANSWERING Q1
Thanks. How much exercise (30 mins of activity) are you currently completing on an average week? Reply #1 for 1-2, #2 for 3-4 or #3 for 4+ e.g. #3 Flo

Q4 TRIGGERED BY ANSWERING Q3
How often are you managing to incorporate relaxation per week? Reply #1 for 1-2 times, #2 3-4 times or #3 5+ E.g. #2. Flo

Q5 TRIGGERED BY ANSWERING Q4
Following the PR program, do you have greater awareness of how to pace your daily routine? Reply #1 for YES or #2 for NO Flo

THANK YOU MESSAGE
That was the last question for now, I will contact you again in 3 months time to see how you are doing. Take care Flo

6 MONTH REVIEW, DAY 206 @ 11:00
Hi, its Flo. Its 6 months post the PR program, I am sending you 2 quick questions on your progress to date. Thanks Flo

Q1, DAY 206 11:05
Q1 Have you had any hospital admissions for your chest in the last 6 months? Reply #1 for YES or #2 for No. Flo

Q2 TRIGGERED BY ANSWERING Q3
Q2 Have you had to make any GP appointments for your chest in the last 6 months? Reply #1 for YES or #2 for NO. Flo

PATIENT REPLIES "#2" (NO)
Thanks for your responses. That is the end of the text messaging support now. Take care Flo

PATIENT REPLIES "#1" (YES)
How many GP appointments have you needed in the last 6 months? Reply #1 #2 #3 or #4+. Thanks Flo

THANK YOU MESSAGE
Thank you for your responses, that is the end of the text messaging support. Take care Flo