

Message Schedule – SCO NHS HI (N) - Asthma: Best Peak Flow 2x daily

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 http://psauthority.org.uk	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
Peak Flow reading, every day @ 08:00 & 20:00	Hi, Flo here. Please text me your Peak Flow reading, taken before your next treatment. Text PF followed by the number. Text HOW for more information	149
Reminder message, 1 hour later if no reply	Hi again, please don't forget to text me your current Peak Flow. Thanks	72
Patients reading falls within zone 1	Thanks - you are in Zone 1. Continue to take your preventer inhaler as prescribed, even when you are feeling well. See you later.	131
Patients reading falls within zone 2	Zone 2 - increase use of both your preventer and blue inhalers as agreed with your doctor or asthma nurse. If you are often in Zone 2 ask for an asthma review	159
Patients reading falls within zone 3	Zone 3 - continue use of both your preventer and blue inhalers and start taking your rescue steroids. Please tell your doctor or asthma nurse within 24 hours.	158
Patients reading falls within zone 4, alert triggered	Zone 4-if you can't speak in a sentence dial 999 or call your GP urgently. Take up to 10 puffs of reliever inhaler every 5 mins till you improve or help arrives	160
How to use peak flow meter, day 2 @ 12:00 (patient can trigger this information by replying "How2" at any time)	To use your peak flow meter: push the number pointer to zero, take a deep breath, seal your lips around the mouthpiece, then blow hard and fast. Now text How2	159
Patient replies "How2"	Now, write the number down, repeat the whole process twice and text the best of the three to Flo. Just text PF followed by the number.	135
Evaluation reminders, month 2, then every 6 months @ 12:00	You've used the Flo text service for a while now and we'd like to know what you think of it. I'll be sending you 5 questions - please help us by answering them	156

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Evaluation question 1 @ 12:05	Please tell us if you agree "I would recommend the Flo text service to other people in my circumstances" Reply #1 if you agree or #2 if you disagree. Flo.	156
Evaluation Q2 triggered by answering Q1	Thanks. Now, please say whether you agree that "the text messages from Flo were clear and easy to understand". Reply #1 if you agree or #2 if you disagree.	158
Evaluation Q3 triggered by answering Q2	Do you agree with the statement "using Flo has helped me monitor and control my asthma"? Reply #1 if you agree or #2 if you disagree. Thanks, Flo	147
Evaluation Q4 triggered by answering Q3	Do you have any ideas for how to improve the Flo text messaging service? Text #1 for 'yes, I have ideas for improvements' or #2 for 'No, I don't'. Thanks Flo	159
Evaluation Q5 triggered by answering Q4	Would you be happy for us to contact you for more views about the Flo service? Please text #1 for 'yes, that's OK' or #2 for 'no, please don't contact me'. Flo	160
Patient replies "#1" (Yes)	Thanks, that's very helpful. We MAY get in touch to ask you some more questions over the phone. We are keen to ensure the service is as helpful as possible.	158
Patient replies "#2" (No)	Thank you for answering these questions. Your answers will help us to understand whether the service is working well, and to improve it for the future. Flo	156
Congratulation message, day 731 @ 18:00	Over the past 2 years you've been recording your peak flow and getting advice about your asthma. You've learnt to self-manage!	127
Happy to be discharged? Day 731 @ 18:01	What now? Please text: A1=I'm stable and happy to be discharged from Florence now or A2=I'd like to continue with active monitoring using Florence	147
Reminder message, 24 hours later if no reply (up to 10 reminders)	Please text: A1=I'm stable and happy to be discharged from Florence now or A2=I'd like to continue with active monitoring using Florence	136
Patient replies "A1"	Flo won't be texting you anymore. Continue to monitor your peak flow, be aware of deteriorating asthma symptoms and take appropriate action when required, Flo	159
Patient replies "A2"	Please contact your nurse and ask to be enrolled on Florence for another 4 months. Take care, Flo	97
	ALL OF THE MESSAGES BELOW ARE FIRST SENT ON THE DAY STATED, AND THEN RE-SENT 78 DAYS LATER.	
Information message, day 6 @ 18:00	Asthma symptoms include wheezing, coughing, shortness of breath and tightness in the chest	90

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Information message, day 10 @ 12:00	Your asthma is under control if you can do all your normal activities without asthma symptoms. Text Zone1 for advice about what to do.	135
Information message, day 14 @ 18:00	Don't run out of your inhalers! Check their expiry dates regularly and ALWAYS remember to carry your reliever inhaler with you. Look after yourself, Flo	154
Information message, day 18 @ 12:00	Your asthma is getting worse if you need to use your blue inhaler more than 2x a week, have difficulty sleeping or have allergic symptoms. Please text MORE	156
Patient replies "MORE"	Allergic symptoms include runny nose and runny eyes associated with a trigger such as hay fever. If your asthma is getting worse, text Zone2 for advice	156
Information message, day 22 @ 18:00	Remember to keep a spare reliever inhaler and volumatic spacer at school or at work.	84
Information message, day 26 @ 12:00	Your asthma is more severe if your blue inhaler is not helping with shortness of breath. Text Zone3 for advice about what to do.	129
Information message, day 30 @ 18:00	You should have your asthma reviewed at least once a year or any time if your asthma symptoms change. Make a review appointment with your doctor or asthma nurse	160
Information message, day 34 @ 12:00	Don't ignore worsening asthma. You need help if your blue inhaler doesn't help, your symptoms worsen or you are too breathless to speak. Text Zone4 for advice.	159
Information message, day 38 @ 18:00	If you have stopped your treatment for any reason you should restart it at the first sign of asthma symptoms.	111
Information message, day 42 @ 12:00	Your asthma is getting worse if you have symptoms - day or night - wheezing, coughing, shortness of breath, tightness of the chest. Text Zone2 for advice.	154
Information message, day 46 @ 18:00	Brush your teeth, rinse and spit after taking your preventer. Take care, Flo.	80
Information message, day 50 @ 12:00	Emergency action is required if you are unable to speak due to breathlessness. Call your doctor or 999 and continue taking your blue inhaler through a spacer.	159
Information message, day 54 @ 18:00	Your asthma is getting worse if it starts to interfere with your usual activities (e.g. housework, work or school). Text Zone2 for advice about what to do.	158
Information message, day 58 @ 12:00	Have your MDI/Spacer technique checked regularly. Wash spacers once a month in warm, soapy water	153

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	and dry in room air. Replace them every 6 to 12 months.	
Information message, day 62 @ 18:00	Your asthma is much more severe if you need to take your blue inhaler every 4 hours or you are unable to manage your normal activities. Text Zone3 for advice.	159
Information message, day 66 @ 12:00	Your asthma is getting worse if you have difficulty sleeping because of your asthma symptoms (including coughing). Text Zone2 for advice about what to do.	154
Information message, day 70 @ 18:00	Smoking tobacco, cannabis or other illicit drugs can cause significant deterioration in your asthma control. Visit www.smokefreehighland.co.uk for advice.	155
	ALL OF THE MESSAGES BELOW CAN BE TRIGGERED AT ANY TIME IF PATIENTS REPLY USING THE RELEVANT KEYWORDS	100
Patient replies "Zone1"	Continue to take your preventer inhaler every day, even when you are feeling well. If you're always in Zone 1 your doctor or asthma nurse may reduce your meds	158
Patient replies "Zone2"	Increase use of your blue inhaler as agreed with your doctor/nurse. Stay on this dose until you have no symptoms for 2 days. Ask for a review if often in Zone2	159
Patient replies "Zone3"	Continue use of your blue inhaler, start taking your rescue steroids and let your doctor or asthma nurse know within 24 hour. Ask for an asthma review.	153
Patient replies "Zone4" - alert triggered	This is a medical emergency - dial 999 or call your doctor urgently. Take up to 10 puffs of reliever inhaler in 5 minutes until symptoms improve or help arrives	160