

Message Schedule – SCO NHS LAN Beating the Blues Activation V2

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 @ 08:00	Thanks for participating in the Beating the Blues treatment Programme. You will receive weekly text messages to encourage you through each session. Flo	151
Activation code reminder, day 0 @ 08:05	Hi, your Beating the Blues activation code is *****. Go to www.beatingtheblues.co.uk . Enter your code and get started today. Regards Flo	145
Activation query, day 7 @ 12:00	Have you managed to activate your Beating the Blues account? Text #1 for YES or #2 for NO. Thanks , Flo	103
Patient replies "#1" (Yes)	That's great! Beating the Blues will help you to pinpoint and change unhelpful ways of thinking that can affect how you feel, Flo	129
Patient replies "#2" (No)	Hi,Flo here, I am sorry you haven't activated your Beating the Blues code. It will expire in 14 days. Please contact 01698 366740 for help with access.	152
Gym pass reminder, day 12 @ 09:00	Hi, Once you have started your on line programme you can ask for a free 6-8 week pass to your local gym. Check your Well Connected booklet for instructions, Flo	160
Activation query, day 14 @ 14:00	Your Beating the Blues activation code will expire in 7 days. Why not have a look today? Already activated? Text #1 for Yes or #2 for No, Thanks Flo.	149
Patient replies "#1" (Yes)	That's great! Beating the Blues will help you to pinpoint and change unhelpful ways of thinking that can affect how you feel. Go get started today! Flo	151
Patient replies "#2" (No)	Beating the Blues will help you to pinpoint and change unhelpful ways of thinking that can affect how you feel. Why not activate your code today? Flo	149
Activation expiry query, day 21 @ 14:00	Your activation code for Beating the Blues has now expired. You will be discharged and your referrer notified. Already Activated? Text #1 for Yes or #2 for No	159

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Patient replies "#1" (Yes)	That's great! Beating the Blues will help you to pinpoint and change unhelpful ways of thinking that can affect how you feel. Go get started today! Flo	152
Patient replies "#2" (No)	That's fine. If you change your mind you can always ask to be re-referred or contact 01698 366740 for further advice. Take Care Flo.	133