

WELCOME MESSAGE, DAY 1 @ 10:00

Welcome to Lanarkshire's C Card Free Condoms No Fuss. Flo will send you some text questions to ask how this is working for you.

C CARD REMINDER, WEEK 4 @ 10:00

Hi Flo here, Just a reminder you can use your C Card to obtain free condoms from any of our Centres in Lanarkshire. Check www.lanarkshiresexualhealth.org

AGE QUERY, DAY 1 @ 10:30

Hi , just 1 quick question - can you let us know what age you are? e.g. text age25 NB This information will be kept anonymous. Thanks Flo.

C CARD QUERY, WEEK 12 @ 10:00

Hi Flo here. Please can you tell us if you have used your C Card in the last 4 weeks? Text #1 for Yes or #2 for no

C CARD QUERY, WEEK 8 @ 10:00

Hi Flo here, have you used a C Card centre to obtain additional supplies of free condoms since receiving your pack in the post? Text #1 for yes #2 for no

CONFIRMATION MESSAGE

Thanks for letting us know, Flo

SERVICE USER REPLIES "#1" OR "#2"

Thanks. Your C Card remains valid. Remember it's important to look after your sexual health. For more information visit www.lanarkshiresexualhealth.org

SERVICE USER REPLIES "#1" OR "#2"

Thanks for letting us know. Remember you can use your C Card at any of our Centres in Lanarkshire. Check www.lanarkshiresexualhealth.org ,Flo

EVALUATION REMINDER, DAY 85 @ 10:00

Hi it's Flo; shortly I will be sending you 3 questions based on your experience of Florence to help us to improve the service.

EVALUATION QUESTION 1, DAY 85 @ 10:05

Please reply by texting #1 if you agree with the statement "I found Flo easy to use" or #2 if you disagree, thanks Flo

Q2 TRIGGERED BY ANSWERING Q1

Thanks, Do you feel Flo reminded you to use the C Card? Please text #1 if it helped a lot, #2 if it helped a little or #3 if it made no difference at all.

CONFIRMATION AND THANK YOU MESSAGE

Thank you. That was the last question and text from Flo. Remember the importance of continuing to look after your sexual health. Take care, Flo

Q3 TRIGGERED BY ANSWERING Q2

Thanks again -If needed, would you wish to use Flo in future? Please reply with #1 if yes, #2 if maybe or #3 if no.