

**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](http://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](http://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](http://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.