

Message Schedule – SCO NHS LAN C Card

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
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.	128
Age question, 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.	140
Confirmation message	Thanks for letting us know, Flo	31
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	155
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	153
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	143
C Card query, week 12 @ 10:00	Hi Flo here. Please can you tell us if you have you used your C Card in the last 4 weeks? Text #1 for Yes or #2 for no	118
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	151
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.	127
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	118
Evaluation question 2, 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.	155
Evaluation question 3, 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.	115

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Confirmation & 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	143
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