

**Message Schedule – SCO NHS LAN COPD  
Breathlessness, Pulse Ox, Cough and Sputum TEC &  
SCO LAN NHSL COPD TEC for General practice**

<b>Message Schedule Frequency/Day/Time</b>	<b>Message Content</b>	<b>Character Number (inc. spaces)</b>
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
Flu vaccination reminder - once only @ 11:00	Remember to make an appointment for your flu vaccination. This can help prevent chest flare-ups. Keep your rescue medication pack filled if you have one.	156
Sputum reading Mon-Fri @ 10:56	Hi, Flo here. Text C1 if your spit is dirtier or thicker than usual, or if there is more of it. Text C2 if your spit is the same as usual.	139
Reading reminder 1 hour later if no reply	Hi, Flo again. Text C1 if your spit is dirtier or thicker than usual, or if there is more of it. Text C2 if your spit is the same as usual.	140
Confirmation message	Hi, Flo here. Looks like your sputum is the same as usual. Drinking plenty of water and keeping active will help keep your chest clear.	139
Low reading - alert triggered - 1 breach on 1 day	Hi, Flo here. Looks like your sputum is worse than usual. Follow your management plan if you have one. Your health professional will call you.	145
Blood oxygen reading Mon-Fri @ 10:58	Hi, Flo here. Please text your oxygen reading. For example, Ox98.	67
Reading reminder 1 hour later if no reply	Hi, Flo again. We have not received your oxygen reading. Please text your oxygen reading. For example, Ox98.	110
Confirmation message	Hi, Flo here. Looks like your oxygen reading is in your normal range. Click on the link to find out more about your condition <a href="http://mylungsmylife.org">http://mylungsmylife.org</a>	151
Low reading - alert triggered - 1 breach on 1 day	Hi, Flo here. Looks like your oxygen level is a little low. Record and send one more reading. Your health professional will call you if it remains low.	151
COPD breathlessness reading Mon-Fri @ 11:00	Hi, Flo here. Text B1 if your breathing is worse than usual. Text B2 if your breathing is the same as usual.	110

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Reading reminder 1 hour later if no reply	Hi, Flo again. Text B1 if your breathing is worse than usual. Text B2 if your breathing is the same as usual.	111
Confirmation message	Hi, Flo here. Looks like your breathing is stable. Remember to take your inhalers as prescribed.	98
Low reading ("B1")	Hi, Flo here. Looks like your breathing is worse than usual. Follow your management plan if you have one. Your health professional will call you.	148
Alert triggered - 2 breaches over 2 days	Hi, Flo here. Looks like your breathing is worse than usual. Follow your management plan if you have one. Your health professional will call you.	148