

Message Schedule – SCO NHS LAN GP BP monitoring with alerts and survey 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
BP reading everyday @ 08:00	Hi Flo here -just a reminder to send in your blood pressure reading. e.g. BP 120 80	83
Reading reminder 1 hour later if no reply	Hi again. I've noticed you haven't sent in your readings yet. e.g. BP 120 80 Take care, Flo.	93
Confirmation message	Thank you for your BP reading -it looks within your normal levels.Continue to monitor your health as planned Flo.	113
Low BP reading	Hi, your BP is a little lower than it should be. If you haven't done so, have your breakfast and rest for 30 mins then take it again and send it in. Flo	154
High BP reading	Your BP is a little higher today than it should be but not to worry. Can you rest quietly for 30 minutes and take it again.Text in new reading Thanks Flo	154
Alert - triggered by 2 breaches over 2 days	Hi, your blood pressure is still a little higher than it should be. Please follow the advice you were given by your nurse and send in again at your usual time.	159
Survey reminder, day 10 @ 18:00	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
Survey Q1, day 10 @ 18:05	Please text #1 if you agree with the statement "I found Flo easy to use" or #2 if you disagree, thanks Flo	107
Q1 reminder 1 hour later if no reply	Hi again - can you text in #1 if you agree with the statement " I found Flo easy to use" or #2 if you disagree. thanks Flo	122
Q2 triggered by answering Q1	Thanks, Do you feel Flo helps to monitor your Blood Pressure?please text #1 if it helps a lot, #2 if it helps a little or #3 if it made no difference at all.	159
Q3 triggered by answering Q2	Thanks again -If needed, would you wish to use Flo in future to monitor your blood pressure?please text #1 if yes, #2 if maybe or #3 if no.	140

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Confirmation message - Thank You	That was the last question -thanks very much for taking part and helping us evaluate this service. Your BP monitoring will continue as planned. Take care Flo	157
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