

Message Schedule – SCO NHS LAN Stop Smoking Varenicline 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
Welcome message, day 0 @ 08:00	Welcome to Lanarkshire's Stop Smoking text message service! Flo will help support you between your weekly appointments with your specialist nurse.	147
Week 1 preparation message, day 1 @ 10:00	This first week it is really important for you to list the reasons why you want to stop smoking so you remember them, which will help keep you motivated.Flo	156
Week 1 booklet reminder, day 3 @ 13:00	Hi, Use your stop smoking booklet and start listing things you associate with smoking; this will help you see where you may struggle and plan solutions. Flo.	157
Week 1 quit date confirmation, day 4 @ 13:00	Hi - Have you decided on your quit date yet? Text Q1 for YES or Text Q2 for NO. Thanks Flo.	91
Patient replies "Q1" (Yes)	Hi -That's great you're on the right track,see you at your next appointment.Remember to add your quit date to your "stop smoking booklet"! Take care, Flo.	154
Patient replies "Q2" (No)	Hi,Flo here- Don't worry you can discuss this with your Nurse at your next appointment. It may help you to read pages 20-21 of your "stop smoking booklet".	156
Week 2 Varenicline reminder, day 8 @ 11:30	Hi Flo here-Remember to take your Champix as directed by your nurse, treating your nicotine addiction makes it easier to focus on your stop smoking plan.	153
Week 2 motivational tool reminder, day 11 @ 18:00	Hi, Have you noticed any changes in how you feel about smoking. Don't worry if you haven't yet, it takes at least a week for champix to have an effect. Flo	155
Week 3 plan reminder, day 15 @ 16:00	You are now getting closer to your quit date, think about your plan and discuss any concerns with your nurse at your next appointment	134
Week 3 quit date reminder, day 18 @ 12:30	Remember keep to your quit date. Whether you feel like stopping on that day or not it is really important to stick to your plan	126

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Week 4 CO reading, day 21 @ 18:00	Hi can you send in your most recent Carbon monoxide (CO) reading please? e.g. CO3	82
Reminder, 3 hours later if no reply	Hi I don't seem to have your most recent Carbon monoxide reading yet. Can you text this in please? e.g. CO3	107
Reading within desirable range	Thanks -Well done, this shows that your oxygen levels have returned to normal which means your overall health is improving. Keep up the good work!Flo.	150
Reading above desirable range	Thanks- I see your CO reading is a little higher than expected - if you are struggling remember what you discussed with your nurse and keep working on your plan	160
Week 4 motivational message, day 25 @ 10:00	What have you found good so far about not smoking? Make a list and use this as a regular reminder to keep you going	115
Week 5 motivational message, day 28 @ 12:30	Hope you are enjoying being smoke free, regularly using your list to remind you of the good things about not smoking helps to keep you motivated.	145
Week 5 support message, day 31 @ 19:00	Hi Flo here -Keep going with what is working well for you. If you are finding anything difficult, list the reasons why. This can help you find solutions.	154
Week 5 nurse appointment reminder, day 32 @ 10:00	Hi-Not long until you see your nurse who will take your CO reading again. This will let you see the benefits of all your efforts! Flo	133
Evaluation survey reminder, day 35 @ 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.	126
Survey Q1, day 35 @ 18:05	Please reply with #1 if you agree with the statement "I found Flo easy to use" or #2 if you disagree	160
Q2 triggered by answering Q1	Do you feel Flo helped you plan your quit attempt? Please reply with #1 if you think Flo helped a lot, #2 if Flo helped a little or #3 if Flo made no difference	127
Q3 triggered by answering Q2	Do you think Flo motivated you to continue with your quit attempt? Reply with #1 if you think Flo helped a lot, #2 if Flo helped a little or #3 if not at all.	160
Thank you message triggered by answering Q3	That was the last question- thanks for taking part. Take care Flo.	160
Week 6 smoke free congratulations, day 37 @ 10:00	Well done, around three weeks smoke free, life can sometimes catch us unaware, so keep using your plan to remain focused and prepared to deal with any challenge	82

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Week 6 motivational message, day 39 @ 12:00	Any challenge you overcome makes you more likely to get through the next one. Take every day a step at a time. Keep going! Flo	107
Week 7 congratulation message, day 42 @ 18:00	Be very proud of your achievement. You have almost passed the most difficult stage of nicotine withdrawal and on your way to putting your addiction to sleep Flo	114
Week 7 plan reminder, day, day 45 @ 14:00	Some days you may have thoughts of smoking more than others, stress and situations can trigger these. Refer to your plan as these can be dealt with by distraction	154
Week 7 CO reading, day 49 @ 18:00	Hi can you send in your most recent Carbon monoxide (CO) reading please? e.g. CO3	0
Reminder, 3 hours later if no reply	Hi I don't seem to have your most recent Carbon monoxide reading yet. Can you text this in please? e.g. CO3	100
Reading within desirable range	Thanks -Well done, every day as a non smoker has positive affects. Keep going and stay focused on your plan! Flo	160
Reading above desirable range	Thanks- I see your CO reading is higher than expected - Stay positive, use the advice your nurse has given, relook at your plan and get back on track. Flo	158