

Message Schedule – SCO NHS LAN Stop smoking - quit in week one

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 confirmation, day 4 @ 13:00	Hi - Can you confirm that you have managed to stay smoke free? Text Q1 for YES or Text Q2 for NO. Thanks Flo.	109
Patient replies "Q1" (Yes)	That's great you're on the right track, see you at your next appointment. If you haven't done so already add your quit date to your "stop smoking booklet" Flo	158
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 NRT reminder, day 7 @ 11:30	Hi Flo here-Don't be scared to use your NRT as directed by your nurse, treating your nicotine addiction makes it easier to focus on your stop smoking plan!	155
Week 2 motivational tool reminder, day 10 @ 18:00	Hi, What have you found good so far about not smoking? Don't forget to make a list and use this as a regular reminder to keep you going. Flo.	141
Week 2 smoke free reminder, day 11 @ 16:00	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.Take care, Flo.	160
Week 3 CO reading, day 14 @ 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

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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 3 plan reminder, day 16 @ 10:00	Hi Flo here again-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.	159
Week 3 nurse appointment reminder, day 18 @ 12:30	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.	134
Week 4 smoke free congratulation, day 22 @ 19:00	Well done, around five weeks smoke free, life can sometimes catch us unaware, so keep using your plan to remain focused and prepared to deal with any challenges	160
Week 4 motivational message, day 24 @ 10:00	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	127
Week 4 NRT continuation message, day 25 @ 12:00	Hi Flo here-It is really important to continue with your NRT as prescribed. Don't make the common mistake of thinking you dont need it!	135
Week 5 CO reading, day 28 @ 10:00	Congratulations! You have now been a non smoker for 6 weeks. Can you send in your most recent Carbon monoxide (CO) reading please? e.g. CO3	139
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, every day as a non smoker has positive affects.Keep going and stay focused on your plan! Flo	111
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	154
Week 5 nicotine withdrawal reminder, day 31 @ 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	160
Week 5 distraction reminder, day 32 @ 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	160

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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.	127
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	100
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	160
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.	158
Thank you message triggered by answering Q3	That was the last question- thanks for taking part. Take care Flo.	67