

Message Schedule – SCO NHS LOT Scale-Up BP protocol - 6 Monthly Reading

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 every 6 months @ 10:00	Hi, don't forget to take your blood pressure this morning and again this evening, and text it in. Reply with BP then your reading e.g. BP 140 80. Thanks, Flo	157
Evening reading reminder	Hi, I've noticed you haven't sent in your readings today. Please reply to this message with BP then your reading, e.g. BP 140 80, Thanks Flo	140
Confirmation message	Thanks, your BP reading is normal. Flo	38
Low BP reading	Your blood is pressure a little lower than we would normally expect today. Take it again, and follow the advice in your management plan. Take care, Flo.	152
High BP reading	Your blood pressure is a little high - don't be too concerned. Follow your management plan advice, & take the readings again at your usual time, Flo	148
Alert triggered - reading exceeds critical %	Your BP is outside the safe range - so contact the surgery today as agreed in your management plan. Take care, Flo	114
Information message - once, day 7 @ 10:08	Do you know about the Living it Up website www.livingitup.org.uk for helpful info about your local community, health & well-being, Flo	134
Information message - once, day 20 @ 14:25	The Living it Up website www.livingitup.org.uk also has helpful information about health conditions and how to get involved more in your community, Flo.	152