

# SCO NHS LOT Weight Management Service – Protocol 2a GAIN



**WEIGHT READING REMINDER DAY 4 @ 19:00**  
Good Evening, remember you'll need to feedback your weight tomorrow in kilograms when you receive the message prompt around 10am. Take care Flo

**WEEKLY SUPPORT REMINDER @ 11:00**  
If additional support would be helpful, call 0131 537 9169 to discuss an additional appointment with Specialist Dietitian, Flo

**WELCOME MESSAGE DAY 0 @ 08:00**  
Flo will help support the Lothian Weight management Team to help you lose weight, take care

**WEIGHT READING EVERY SATURDAY @ 10:00**  
Morning! Please let me know your weight today in kilograms, reply to this message with WT followed by your weight e.g. WT 85.6 Any problems call 0131 537 9169

**24 HOURS LATER IF NO REPLY**  
I've noticed you haven't sent in your weight today in kilograms, please reply to this message with WT followed by your weight e.g. WT 85.6

**WEIGHT WITHIN DESIRABLE RANGE**  
Great news, you are really making progress - well done! Think about how this has made you feel, Flo

**WEIGHT ABOVE DESIRABLE RANGE**  
Keep focused, take a look back at your food diary to understand your eating habits and target areas and keep going, small changes can make a big impact, Flo

**ALERT TRIGGERED - INCREASE OF 1KG OVER 7 DAYS**

Your weight seems to be creeping up, remember your food diary to help understand your eating habits - keep going! Call 0131 537 9169 if it helps, Flo

**EVALUATION QUESTION REMINDER DAY 86 @ 19:00**  
Hi, shortly I'll ask a question to understand how you felt about Flo and help us to improve. Your answer will either be #1 if you agree or #2 if you disagree.

**Q1**  
How did you like using Flo? If you liked using Flo please reply with #1 or if you didn't like using Flo reply with #2

**Q2**  
Thank you, please reply with #1 if you felt you received the right amount of messages on a weekly basis or #2 if you didn't

**Q3**  
Thanks. Please reply with #1 if you would recommend using Flo for additional support when on Weight Management programme or reply with #2 if you would not

**THANK YOU MESSAGE**  
Thank you for giving us your views. These will help us improve the service.