

Message Schedule – SCO NHS LOT Weight Management Service – Protocol 2b LOSS

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	Flo will aim to keep you more focused and engaged in making healthier choices	77
Starting weight readind day 1 @ 10:00	Ready to start? Please weigh yourself on your own scales & send back initial weight in Kg (Key is to always weigh same day & time) e.g. WT 78.9	144
Confirmation message	Thanks, this will be your starting point with Flo.	51
Weigh in 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	143
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	159
Reminder 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	138
Confirmation message	Great news, you are really making progress - well done! Think about how this has made you feel, Flo	99
High weight reading	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	156
Falling alert - 0kg over 7 days	Your weight loss is really improving. Think about the changes you made and keep going. Call 0131 537 9169 if it helps, Flo	122
Weekly support reminder @ 11:00	If additional support would be helpful, call 0131 537 9169 to discuss an additional appointment with Specialist Dietitian, Flo	126
Evaluation 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.	158

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Evaluation Q1 day 86 @ 19:05	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	117
Q1 confirmation & 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	123
Q2 confirmation & Q3, triggered by answering Q1	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	154
Q3 confirmation & thank you, triggered by answering Q2	Thank you for giving us your views. These will help us improve the service.	76