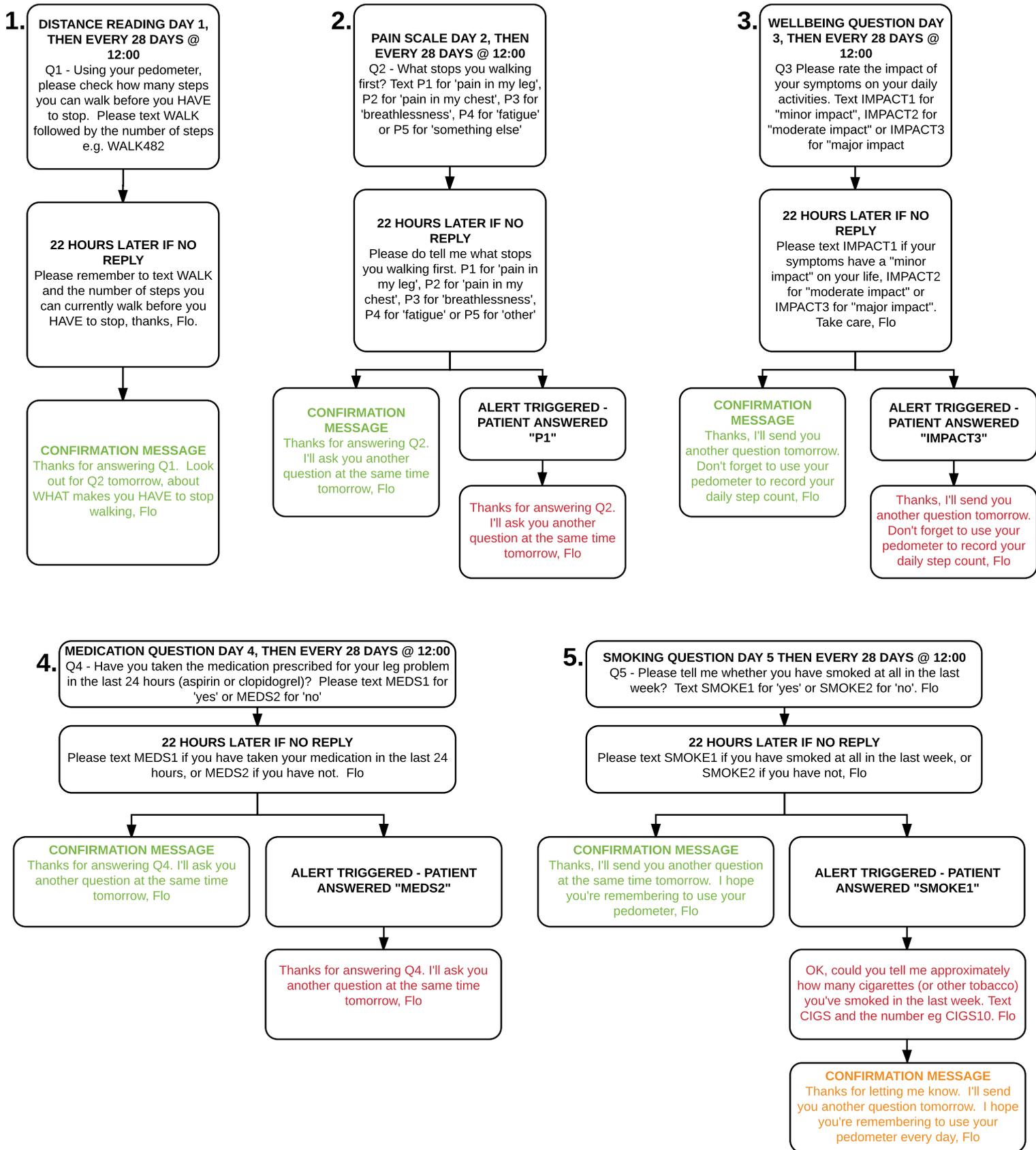


# SCO NHS NHI - New Claudication Assessment & Motivation



**REMINDER DAY 1, THEN EVERY 28 DAYS @ 10:00**  
 Hi, it's Flo here. Over the next week I will send you a series of questions from the NHS vascular team. Please be sure to answer all of them. Many thanks.



**6. DIABETES QUESTION DAY 6, THEN EVERY 28 DAYS @ 12:00**  
Q6 - Do you have diabetes? Text N0 if you DON'T. If you have diabetes, text N1 if its WELL controlled, N2 if its NOT well controlled or N3 if you DON'T KNOW

**22 HOURS LATER IF NO REPLY**  
Please text N0 if you don't have diabetes, N1 if you have diabetes and it's WELL controlled, N2 if it is NOT well controlled or N3 if you don't know, Flo

**CONFIRMATION MESSAGE**  
Thanks for answering Q6. Tomorrow evening I'll ask you for your step count for the day. Best wishes, Flo

**ALERT TRIGGERED - PATIENT ANSWERED "N2" OR "N3"**  
  
Thanks for answering Q6. Tomorrow evening I'll ask you for your step count for the day. Best wishes, Flo

**7. WEEKLY STEP COUNT DAY 7 ONWARDS @ 20:00**  
Hi, Flo here, please check your pedometer and text to tell me how many steps you've taken today. Text STEPS and the number e.g. steps650.

**48 HOURS LATER IF NO REPLY**  
Hi again, I missed your step count yesterday. To tell me today's step count instead just text STEPS and the number. Thanks, Flo.

**CONFIRMATION MESSAGE**  
Many thanks. The more steps, the better!

**8. EXERCISE READING DAY 8, THEN EVERY 10 DAYS @ 18:00**  
Please tell me how many times you did your physio exercises in the last 7 days? e.g. text EXE7 if you did them 7 times. Thanks, Flo

**48 HOURS LATER IF NO REPLY**  
Hi again, I hope you're managing to do your physio exercises. How many times have you done them in the last 7 days? Just text EXE and the number, Flo

**CONFIRMATION MESSAGE**  
Well done, remember to push a little further into your pain than is comfortable. It's really worth it, Flo.

**READING LESS THAN EXE5**  
Remember that you will get the most benefit by doing the exercises regularly. Keep trying, Flo

**9. MOBILITY QUESTION DAY 83 @ 18:00**  
Has your walking ability improved over the past 12 weeks? Text ABILITY1 if you feel it has improved or ABILITY2 if not. Thanks, Flo.

**48 HOURS LATER IF NO REPLY**  
Hi again, please text ABILITY1 if you feel your walking ability has improved over the past 12 weeks, or ABILITY2 if not. Flo

**CONFIRMATION MESSAGE**  
Thanks for letting me know. Remember that walking, doing your exercises and pushing into your pain will all help you improve. Keep trying, Flo

**10. EVALUATION REMINDER DAY 92 @ 12:00**  
You've used the Flo text service for a while now and we'd like to know what you think of it. I'll be sending you 5 questions - please help us by answering them

**EVALUATION Q1 DAY 92 @ 12:05**  
Would you recommend Florence to other people in your circumstances? Please reply A1 for Yes or A2 for No

**EVALUATION Q2**  
Have the regular text messages asking for your step count motivated you to walk more?. Please reply A1 for Yes or A2 for No

**EVALUATION Q3**  
Have the text messages helped you to keep going with your exercises? Text A1 for Yes or A2 for No. Thanks again

**THANK YOU MESSAGE**  
Thank you for answering these questions. Your answers will help us to understand whether the service is working well, and to improve it for the future. Flo

**EVALUATION Q5**  
Would you be happy for us to contact you for more feedback about the Flo service? Please reply A1 for Yes or A2 for No

**EVALUATION Q4**  
Do you have any ideas for how to improve the Flo text messaging service? Please outline your suggestions in your own words, or text A2 if you have none.

**GOODBYE MESSAGE DAY 121 @ 12:00**  
Many thanks for taking part in this program. The Vascular team will be looking at your results but it's goodbye from me now. Take care, Flo.