

Message Schedule – SCO NHS NHI - New Claudication Assessment & Motivation

| 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 |
| 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. | 156 |
| Distance reading day 1, then every 28 days @ 12:00 | Q1 - Using your pedometer, please check how many steps you can walk before you HAVE to stop. Please text WALK followed by the number of steps e.g. WALK482 | 155 |
| Reminder 22 hours later if no reply | Please remember to text WALK and the number of steps you can currently walk before you HAVE to stop, thanks, Flo. | 113 |
| Confirmation message | Thanks for answering Q1. Look out for Q2 tomorrow, about WHAT makes you HAVE to stop walking, Flo | 98 |
| Pain scale day 2, then every 28 days @ 12:00 | Q2 - What stops you walking first? Text P1 for 'pain in my leg', P2 for 'pain in my chest', P3 for 'breathlessness', P4 for 'fatigue' or P5 for 'something else' | 160 |
| Reminder 22 hours later if no reply | Please do tell me what stops you walking first. P1 for 'pain in my leg', P2 for 'pain in my chest', P3 for 'breathlessness', P4 for 'fatigue' or P5 for 'other' | 159 |
| Confirmation message | Thanks for answering Q2. I'll ask you another question at the same time tomorrow, Flo | 85 |
| Alert triggered - patient answers "P1" | Thanks for answering Q2. I'll ask you another question at the same time tomorrow, Flo | 85 |
| Wellbeing reading day 3, then every 28 days @ 12:00 | Q3 Please rate the impact of your symptoms on your daily activities. Text IMPACT1 for "minor impact", IMPACT2 for "moderate impact" or IMPACT3 for "major impact" | 160 |
| Reminder 22 hours later if no reply | Please text IMPACT1 if your symptoms have a "minor impact" on your life, IMPACT2 for "moderate impact" or IMPACT3 for "major impact". Take care, Flo | 148 |

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| Confirmation message | Thanks, I'll send you another question tomorrow. Don't forget to use your pedometer to record your daily step count, Flo | 121 |
| Alert triggered - patient answers "IMPACT3" | Thanks, I'll send you another question tomorrow. Don't forget to use your pedometer to record your daily step count, Flo | 121 |
| Medication question day 4, then every 28 days @ 12:00 | Q4 - Have you taken the medication prescribed for your leg problem in the last 24 hours (aspirin or clopidogrel)? Please text MEDS1 for 'yes' or MEDS2 for 'no' | 160 |
| Reminder 22 hours later if no reply | Please text MEDS1 if you have taken your medication in the last 24 hours, or MEDS2 if you have not. Flo | 104 |
| Confirmation message | Thanks for answering Q4. I'll ask you another question at the same time tomorrow, Flo | 85 |
| Alert triggered - patient answers "MEDS2" | Thanks for answering Q4. I'll ask you another question at the same time tomorrow, Flo | 85 |
| Smoking question day 5, then every 28 days @ 12:00 | Q5 - Please tell me whether you have smoked at all in the last week? Text SMOKE1 for 'yes' or SMOKE2 for 'no'. Flo | 115 |
| Reminder 22 hours later if no reply | Please text SMOKE1 if you have smoked at all in the last week, or SMOKE2 if you have not, Flo | 93 |
| Confirmation message | Thanks, I'll send you another question at the same time tomorrow. I hope you're remembering to use your pedometer, Flo | 119 |
| Alert triggered - patient answers "SMOKE1" | OK, could you tell me approximately how many cigarettes (or other tobacco) you've smoked in the last week. Text CIGS and the number eg CIGS10. Flo | 146 |
| No. of cigarettes smoked, triggered by answering SMOKE1 to previous reading | Thanks for letting me know. I'll send you another question tomorrow. I hope you're remembering to use your pedometer every day, Flo | 133 |
| 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 | 156 |

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| Reminder 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 | 153 |
| Confirmation message | Thanks for answering Q6. Tomorrow evening I'll ask you for your step count for the day. Best wishes, Flo | 106 |
| Alert triggered - patient answers "N2" or "N3" | Thanks for answering Q6. Tomorrow evening I'll ask you for your step count for the day. Best wishes, Flo | 105 |
| 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. | 139 |
| Reminder 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. | 128 |
| Confirmation message | Many thanks. The more steps, the better! | 40 |
| 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 | 133 |
| Reminder 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 | 150 |
| Confirmation message | Well done, remember to push a little further into your pain than is comfortable. It's really worth it, Flo. | 108 |
| Low reading (<5) | Remember that you will get the most benefit by doing the exercises regularly. Keep trying, Flo | 95 |
| 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 | 133 |
| Reminder 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 | 124 |
| 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 | 144 |

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| 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 | 159 |
| 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 | 105 |
| Confirmation & 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 | 123 |
| Q3 triggered by answering Q2 | Have the text messages helped you to keep going with your exercises? Text A1 for Yes or A2 for No. Thanks again | 113 |
| Q4 triggered by answering Q3 | 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. | 152 |
| Q5 triggered by answering Q4 | 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 | 118 |
| Q5 confirmation and thank you | 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 | 156 |
| 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. | 141 |