

Message Schedule – South Tees Postnatal Hypertension Protocol

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. My number, 64711 is FREE to text and is registered with the UK regulator at http://psauthority.org.uk	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
Symptoms question, every day @ 08:30 for 2 weeks	Hi, are you experiencing severe headache, flashing lights or severe pain at top of tummy or under ribs on the right? Reply HY1 for YES, HY2 for NO. Thanks Flo.	160
Reminder message, 2 hours later if no reply	Are you experiencing severe headache, flashing lights or severe pain at top of tummy or under ribs on the right? Reply HY1 for YES, HY2 for NO. Thanks Flo.	156
Patient replies "HY1" (Yes) - alert triggered	Please CALL the midwife at the hospital IMMEDIATELY on 01609 763134 (Mon-Fri 9-5) for URGENT advice (other times 01642 854815) Take care, Flo.	143
Patient replies "HY2" (No)	Please text in your Blood Pressure readings this morning, before 1pm. For example "BP 139 95". Thanks Flo	106
Patient replies with BP in acceptable range	Thanks, your BP reading is stable today. Take care, Flo.	56
Patient replies with BP out of acceptable range - alert triggered	Please CALL the midwife at the hospital IMMEDIATELY on 01609 763134 (Mon-Fri 9-5) for URGENT advice (other times 01642 854815) Take care, Flo.	143