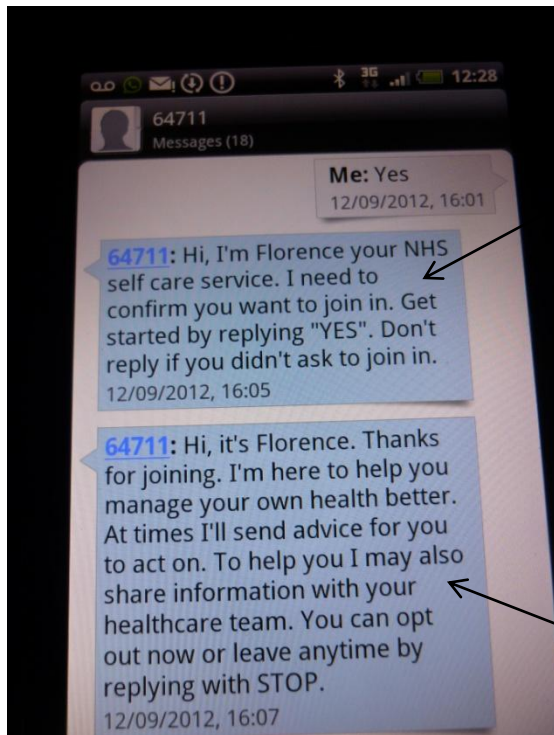


Messages Flo will send and your response

As soon as your Clinician/nurse enrolls you onto Flo, Flo will send you your first welcome message which you need to respond to. Below are the messages you will receive, in BLUE are Flo's messages and in light Green are what you would text and example responses.

STEP 1

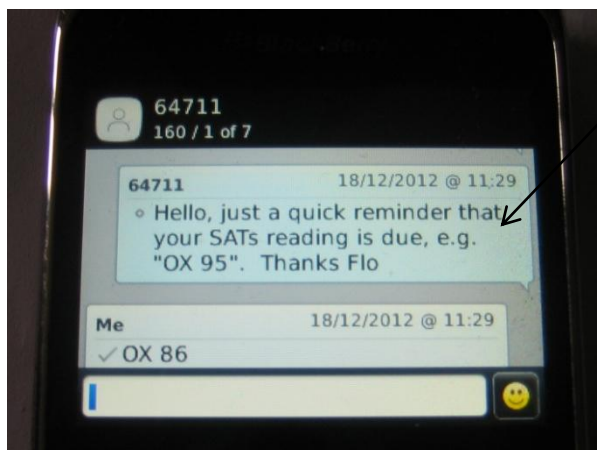


Hi, I'm Florence your NHS self care service. I need to confirm you want to join in. Get started by replying "YES". Don't reply if you didn't ask to join.

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. You can opt out now or leave anytime by replying with STOP

STEP 2 Now Flo will start to send you reminders as agreed with your clinician/nurse about when your readings are due. You respond by sending in your reading.

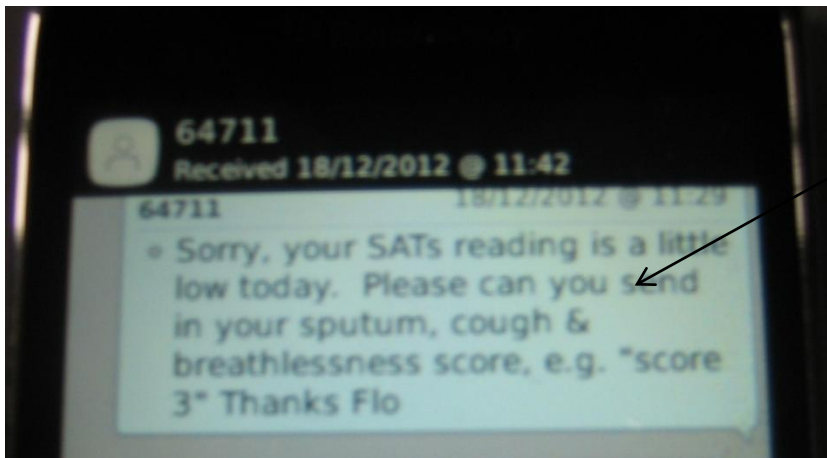


Hello, just a quick reminder that your SATs reading is due, e.g. "OX 95". Thanks Flo

OX 86

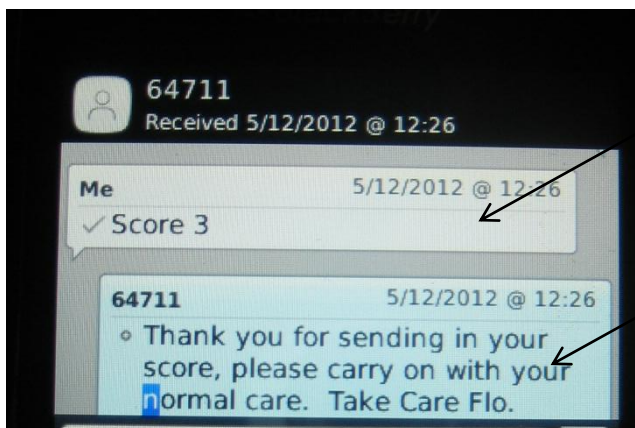
Messages Flo will send and your response

If your SATs are a little low then Flo will let you know and ask you to complete your sputum, cough and breathlessness score.(see separate instruction sheet).



Sorry, your SATs reading is a little low today. Please can you send in your sputum, cough & breathlessness score, e.g. "Score 3". Thanks Flo

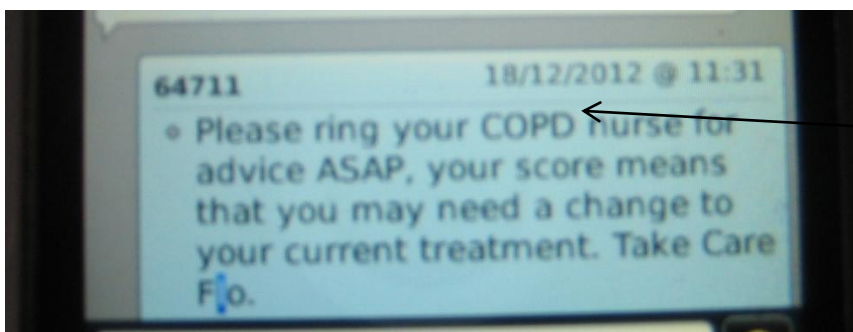
You send in your score:



Score 3

Thank you for sending in your score, please carry on with your normal care. Take Care Flo

If your score is too high then Flo will ask you to contact your COPD Nurse

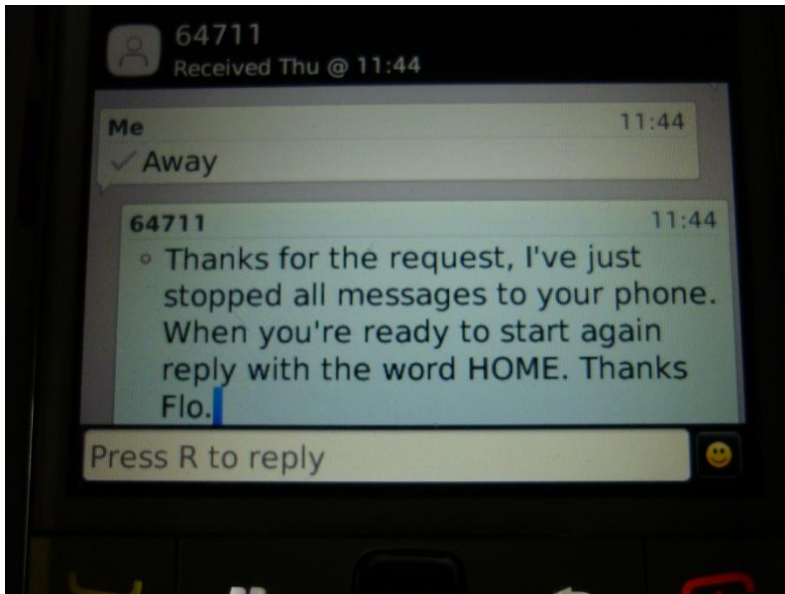


Please ring your COPD nurse for advice ASAP, your score means that you may need a change to your current treatment. Take Care Flo

Messages Flo will send and your response

Other texts that Flo understands....

If you are going on holiday or away for whatever reason and you need to temporarily stop Flo sending reminders then just text the word **AWAY**



When you are back and want Flo to continue just text the word **HOME**

Common mistakes:

Be careful of predictive text as some mobiles like to guess what you are going to send and add in words for you.

Also when sending in readings that contain a "0" make sure it is the number "0" and not the letter "o".