

**Prognostic AND Diagnostic Assessment of Shoulder Pain research
study [PANDA-S]**

Frequently Asked Questions (FAQs) for SMS text messaging

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Thank you for agreeing to complete weekly pain monitoring via SMS text messaging. As a reminder you will receive **two** text messages each **Sunday at 2pm** that will ask you about your shoulder pain and activity. You will need to respond to each text message by using the response options given in the text message. The questions you will be asked are:

Q At its worst, how severe was your shoulder pain over the past week?

0=No pain at all to 10=Worst pain imaginable

Q How much difficulty have you had performing everyday activities, like getting dressed or driving, because of your shoulder pain over the past week? 0=No difficulty to 10=So difficult I require help

Both questions ask for you to rate on a scale from 0-10. The SMS system is **automated** to only accept numbers on this scale. If your answer is **not accepted**, you will receive a text message notifying you of this and asking you to respond again.

Example of a correct response to the SMS question...

Q At its worst, how severe was your shoulder pain over the past week?

0=No pain at all to 10=Worst pain imaginable


A 3



This response will be accepted as within the 0-10 range.

Examples of common errors when responding to SMS questions...

A 5.

 Adding any other characters (like a full-stop in this example) in addition to the number will mean the response is not accepted.


A Five

 The SMS system only accepts a numerical response from 0-10.

A 0 - 😊 I am feeling much better thanks

 The SMS system only accepts a numerical response from 0-10.

A 1-2 or 1.5

 The SMS system only accepts one number and so will not recognise this response, please send one number only.

Contacting the study team...

Unfortunately due to the SMS system being automated you are not able to contact the study team via text. If there is anything you want the study team to know, please contact Keele Clinical Trials Unit during office hours on 01782 732950 or email [insert PANDA-S study nhs email address].

Please contact us on this number...

- If you need to change the mobile number that we sent the SMS messages to
- If you have any issues with sending or receiving SMS messages
- If you wish to stop receiving SMS messages
- If you wish to withdraw from the PANDA-S study