

## **MID SUSSEX WELLBEING SERVICE**

REPORT OF: Head of Corporate Resources  
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Wards Affected: All  
Key Decision: None  
Report to: Scrutiny Committee for Community, Customer Services and Service Delivery  
Date: 10<sup>th</sup> July 2019

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### **Purpose of Report**

1. This report updates Members about the Mid Sussex Wellbeing Service.

### **Summary**

2. Since 2011/12 the District Council has been commissioned by Public Health, West Sussex County Council (WSSCC) to provide a Wellbeing Service with the aim of preventing ill health through the promotion of healthy lifestyles. This is provided through a Wellbeing Hub, which provides signposting, advice and through a range of locally commissioned services. To deliver these services the Council has a contract with WSSCC for the period 2016-19. This partnership agreement between WSSCC and each District and Borough Council came to an end on the 31st March 2019.
  3. In 2018/19 Mid Sussex District Council was allocated £274,850 which represented a 5.6% (£15,289) reduction, following an 8% reduction in the previous financial year. Despite these reductions the Wellbeing Service is performing very well and delivering consistently against key performance targets. It continues to have an excellent reputation amongst health and social care professionals and its service users.
  4. In November 2018 the WSSCC Cabinet Member for Adults and Health endorsed the continuation and funding of the West Sussex Wellbeing programme for a further 3 years (2019-22). Funding for 2019/20 will remain the same for all Wellbeing Hubs across West Sussex.
  5. This report reflects on the successes and challenges of the Wellbeing service during 2018/19 and; sets out the proposed approach for delivery of services in Mid Sussex for 2019/20.
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### **Recommendations**

6. **Members are recommended to:**
  - (i) **Note the performance of the Wellbeing service in 2018/19**
  - (ii) **Consider and endorse the proposed approach for the continued delivery of the Wellbeing Service for 2019/20**

## Background

1. Since April 2013 the responsibility for Public Health has transferred from the NHS (NHS West Sussex) to local authorities (West Sussex County Council). In West Sussex the County Council has commissioned the District and Borough Councils across the County to provide Prevention and Wellbeing Services on their behalf. The District and Borough Councils work to a standard specification provided by WSCC, which includes the delivery of a Wellbeing Hub and additional commissioned services to meet local need. This standard specification ensures that the Wellbeing Services across the County are aligned with the healthy lifestyles aim in the WSCC Public Health Plan. It should be noted that WSCC has not set specific targets for the number of people engaging with the Service for each of the District and Borough Councils to meet. This ensures that Prevention and Wellbeing Services are provided at a local level responding to the needs of the local population.
2. Since 2011/12 Mid Sussex District Council has been commissioned by West Sussex Primary Care Trust (now West Sussex Public Health), to provide a Prevention and Wellbeing Programme (known locally as the Mid Sussex Wellbeing Service). The vast majority of the service is funded by Public Health with contributions for staff on-costs (£55,886) provided by MSDC. WSCC subsequently agreed to commission the service from the Council for a further three years covering the period 2019–22. The agreement does, however, include break clauses with a notice period of six months at any time, or three months before the start of each new financial year of the contract (January).

## Mid Sussex Wellbeing Hub

3. Members will be aware that the Mid Sussex Wellbeing Hub is a “one-stop-shop” for Health and Wellbeing Services for adults and families. It provides signposting, guidance and advice to local residents. Furthermore, it is a source of information for people who refer into Health and Wellbeing Services as part of their work, be that in a paid or voluntary capacity. All of the members of the Wellbeing Team are highly qualified; they work one to one with clients to provide non-medical advice and use Motivational Interviewing techniques to support people with complex health and wellbeing issues to make long term lifestyle changes.
4. The Wellbeing Team works closely with other Council Services such as Environmental Health, Customer Services and Community Services; the Service is also available to support the Wellbeing needs of MSDC staff and elected members.
5. Over a period of time (normally 3 or 4 sessions over 2-3 months) the advisors support people to find their own solutions to their identified issues and put their plans into action. Members of the Wellbeing team capture the impact of the service through monthly evaluation and case studies. (*feedback and outcomes are included in Appendices 1 & 2*)
6. The Hub has an administrative base at the Council's office which can be accessed by telephone, email or through a dedicated website. Wellbeing Advisors provide weekly outreach services in Haywards Heath at the District Council, Burgess Hill Town Council Help Point and East Grinstead library The Wellbeing Team also attend community events to ensure the Wellbeing Service is promoted and accessible to people living throughout the District.

7. The 2018/19 annual target for the number of local residents referred to the Wellbeing Hub was 1850. Actual target achieved in 2018/19 was 2046, which is nearly a 10% increase on the Service target. It is worth noting that 877 of these referrals have been directly or indirectly referred by their GP (a total of 42%). This highlights the Services excellent reputation with health professionals in Mid Sussex.
8. Gender break down of clients continue to show more females (69%) accessing the service with male access at 31% which was similar to last year's figure of 35%. This gender split is consistent with the six other Wellbeing Hub Services in West Sussex and reflects national statistics which show a smaller percentage of men accessing health support services. In light of this disparity, this year the service will be providing a regular men's only weight management programme, which will be rebranded and include an exercise programme. The service will also continue to support men's health campaigns by offering men only Wellbeing MOT's every November (Men's Health Month) and work with community organisations on joint projects targeting men. The service will also focus on engaging with men via its successful Workplace Health programme which has also improved the number of men accessing the Service.
9. The service will also continue to focus on residents living in more deprived areas to address health inequalities based on deprivation as it has this year delivering outreach, courses and events in Turners Hill, Crawley Down, Hassocks and Handcross. In 2019/20 programme will focus on improving reach and accessibility of the programme, particularly those in most need. Weekly outreach will be provided at Ouse Valley GP practice Handcross, weight management and falls prevention groups will be delivered at in community hubs in Hassocks and Court Bushes (Hurst). The services will also remain responsive to community need.
10. Performance of the Wellbeing Service is monitored by WSCC and is delivering consistently against its key performance targets. After a twelve-week period, clients who have engaged with the Hub are telephoned and asked for feedback about their experience. In the previous 12 months the Wellbeing team received responses from 354 people. Of those clients 92.6% had made positive changes to their lifestyles as a result of contact with the Wellbeing Service and are continuing to improve or maintain their health. The positive changes included; taking action to lose weight, starting a new form of physical activity, changing lifestyles and behaviour and reducing alcohol intake.

### **Examples of some Key Achievements in 2018/19**

*(Service numbers and outcomes in Appendix 2)*

#### **11. Falls Prevention**

The Falls Prevention Programme 'Wellbalanced', delivered in partnership by Places Leisure and Active House Solutions, has had a very positive year, delivering more classes and achieving more successful interventions. The programme is part of the official referral pathway created by the Horsham & Mid Sussex Clinical Commissioning Group (CCG) and has received national recognition by the Centre for Ageing Better. This is captured in a report completed by the University of Manchester '[Raising the Bar on Strength and Balance](#)'. The Community Services Manager was also invited by Public Health to talk about the success of the programme at a national falls event for the south of England – The Strength and Balance Roadshow in Crawley. Owing to its on-going success and increasing demand, the programme was successful in a bid for additional funding from the WSCC 'Winter Pressure' grant scheme, allowing for the service to deliver a further 5 fully funded courses this financial year.

## 12. GP Pilot

In 2018 the Mid Sussex Wellbeing Service was approached by Mid Sussex, Horsham & Crawley Clinical Commissioning Group (CCG) to pilot a more specific, tailored approach to health social prescribing via regular outreach into three local GP practices. This was a Council corporate flagship activity in 2018/19. The pilot has proved successful delivering 313 appointments prompting all three participating practices to continue supporting this project for 2019. This further highlights the importance of prevention work in one of the most financially challenging times for the NHS and Local Authorities. This way of working is also reflected in the NHS long-term plan. The plan sends a welcome signal that NHS organisations need to work with local authorities and other partners to deliver improvements in the health of local populations.

## 13. Community Events

The Wellbeing team have supported a number of public & professional events organised in Mid Sussex for the benefit of the community. These events, often delivered in partnership and in key target areas, lead to good awareness of the service. Between April 2018 and April 2019 the service has supported and delivered 29 separate events with an estimated 1299 people attending. Examples of these events include; Work Place Health talks, Community Stress and Anxiety Workshops, Mid Sussex Health & Wellbeing Networks, Mindfulness talks and training advice for fellow professionals. Events take place in across Mid Sussex and are not just restricted to the three towns in the District.

## **Commissioned and Hub Lead Services**

14. Once the Wellbeing Team has worked with an individual to the point of 'readiness to change', the next steps are to signpost or refer, to a service which can provide additional support. Currently Mid Sussex Wellbeing provides/ commissions;

- Weight off Workshops - An adult Weight Management scheme for people who are overweight or obese. (provided by Wellbeing hub)
- Wellbeing Coaches - to support people with low self-esteem, anxiety or caring responsibilities to access Health and Wellbeing Services. (provided by Albion in the Community)
- 'Wellbalanced' Falls Prevention Programme - An older people's physical activity programme promoting strength and balance. (provided by Places Leisure and Active House Solutions)
- Workplace Health – Promoting and providing Health and Wellbeing Services in the workplace. (provided by Wellbeing hub)
- GP Outreach Service - Tailored approach of Health Social Prescribing via regular Outreach in local GP Practices. (provided by Wellbeing Hub)
- Prediabetes workshops - The programme is a free half day course at GP Surgeries and Community venues where people have the opportunity to talk about what it means to be pre-diabetic and to understand what they can do to reduce the risk of developing diabetes. (provided by Wellbeing hub)

*(Appendices 1 & 2 contain performance data and additional information about each of the above services)*

## **Future Commissioning**

15. The total provisional budget for 2019/20 for the overall West Sussex Wellbeing programme remains at £1,836m. Public Health has allocated the same funding to each District / Borough as last year. This is extremely positive news, given consecutive funding reductions over the past 3 years and the service reaching capacity.
16. Each Wellbeing Hub works with WSCC Public Health to develop annual business plans. The individual Hubs set out their proposals for the forthcoming year, based on their indicative funding and the needs of the local area using best available data from Public Health England (PHE) profiles and the Joint Strategic Needs Assessment (JSNA). The process is collaborative, with Public Health specialist input to ensure programmes are appropriate, follow best evidence, use validated tools (where available), have appropriate targets, and measures and can be robustly evaluated.
17. Funding confirmation allows the service to conduct business as usual for 2019- 20. The work programme remains largely similar to last year, albeit with some key adjustments;
  - Add additional resource to the Weight Management Programme to include an option of 'Back to Exercise Classes' for participants and to design 'Men-only' courses.
  - The GP Pilot Project to be endorsed as an official project within the business plan after successful placements at three Practices across the District.
  - To focus activities in geographic areas with the greatest prevalence of poor health and inequality

## **NHS Health Checks and Smoking Cessation**

Public Health, approved by WSCC full Council in May, will invest extra resource into the Wellbeing Services across the County to provide Health Checks and Stop Smoking interventions. Using the standard funding allocation formula, Mid Sussex has been given a provisional total of £43k to allocate to these specific work streams. This will enable the service to recruit a full time advisor and purchase equipment and resources necessary to deliver these interventions. Before this work can begin, there are a number of Policy and Health and Safety implications to consider. Delivery is anticipated to begin during Q3.

## **Evaluation**

18. There is a rigorous performance management process in place for all of the commissioned projects. The performance measures used are aligned with the Public Health indicators detailed in the Public Health Outcomes Framework. The Wellbeing Service is monitored by West Sussex Public Health on a quarterly basis.

## **Policy Context**

19. The Wellbeing Service contributes to the 'strong and resilient communities' corporate objective through the promotion of Healthy Lifestyles. The Wellbeing Service works closely with other departments of the Council addressing wider Public Health issues such as Environmental Health, Leisure Services, Customer Contact Team and Housing Services.

## **Other Options Considered**

20. There is no statutory obligation for the Council to provide a Wellbeing Service. However, all other Districts and Boroughs in West Sussex have agreed to provide this Service in partnership with WSCC. If the Council decided not to continue to provide the Service in the future, it would leave a gap in service provision in the Mid Sussex area and the Council would lose both the opportunity and funding to provide locally tailored Public Health Services.

## **Financial Implications**

21. There are no specific financial implications for the Council arising from this report. There is no requirement for additional Council funding as the cost of the Wellbeing Service, including core staffing costs and the Commissioned projects, is covered by the funding provided by WSCC. Staff on costs for this Service comes from within the existing revenue budget of the Community Services, Policy & Performance Business Unit.
22. If WSCC decide to serve notice on the current partnership agreement (2019-22) funding for the Wellbeing Service, the Council will incur redundancy costs of £43,000 in 2019.
23. As there are limited guarantees in terms of the annual allocation of funding, all contracts for staff are temporary. The Commissioned Projects are contracted on a two-year term basis with an option of a third year, with the contracts including a clause relating to the availability of funding.

## **Risk Management Implications**

24. A risk assessment has been undertaken as part of the Mid Sussex Wellbeing Service Business Plan 2019-20 and an updated risk log is a requirement of WSCC's quarterly monitoring process.

## **Equality and Customer Service Implications**

25. An Equalities Impact Assessment has been undertaken for the Service. The key finding of the assessment is that the target groups for the Wellbeing Service are broadly aligned to those identified under the Equalities Act. The Wellbeing Service is monitored on a quarterly basis on how the Service targets and engages with people at risk of the poorest health.

## **Other Material Implications**

26. All processes relating to both the Wellbeing Hub and commissioning function are in line with the Council's procurement procedures, legal procedures, Health & Safety procedures, Safeguarding and any other relevant legislation.

## **Background Papers**

- [Endorsement of Future arrangements for District and Borough Wellbeing Hub Services](#)
- [WSCC Public Health Plan](#)
- [Improving Outcomes and Supporting Transparency; Part 1 A Public Health Outcomes Framework for England.](#)
- [NHS Long-Term Plan](#)
- [The Kings Fund and LGA 'Making the Case for public health interventions](#)
- [Raising the Bar on Strength and Balance](#)
- [Mid Sussex Wellbeing Equalities Impact Assessment](#)

## **Appendix Index**

### **Appendix 1**

#### **Service outcomes**

1. Weight off Workshops
2. Falls Prevention programme
3. Workplace Health
4. Prediabetes
5. GP Pilot
6. Wellbeing Coaches
7. Health outcomes value added example
8. Single intervention value added example

### **Appendix 2**

#### **Mid Sussex Wellbeing Service Feedback**

1. Comments about the Wellbeing Advisor Service
2. Comments about the Weight Management Service
3. Comments from Work Place Health
4. Comments from Wellbeing Coaches
5. Comments from Wellbalanced – Falls Prevention
6. Comments from GP Pilot
7. Comments from Prediabetes Courses

## Appendix 1

### Project Outcomes 2018-19

All of the commissioned projects contribute to the National Public Health Outcomes Framework. The vision of this framework is to improve and protect the nation's health and wellbeing and to target the people at risk of the poorest health.

Below is a brief description of each of the Mid Sussex commissioned projects, along with the public health indicators to which they contribute. All of the commissioned projects are targeted at people at risk of the poorest health, for example people living in deprived areas, people from black and minority ethnic communities, people with long term health conditions or physical disability, people with caring responsibilities or with low self-esteem. This is a targeted rather than a universal service and is measured on health outcomes rather than absolute numbers. Members should be aware that all of the projects also have a range of more detailed performance measures which are used for the monitoring of each provider. A summary is provided below.

#### **Weight off Workshops – MSDC**

**Cost for 2018-19 - £40,898**

This project contributes to the following public health indicators

- Excess weight in adults
- Self-reported wellbeing

The Workshop runs over a 12-week period. The Course supports clients to take responsibility for their weight and to make small changes to their lifestyle with the aim of long term sustainable change. It is expected that people who have completed the Course will have reduced their body mass index and will be able to maintain weight loss 3, and 6 months after the course.

#### **Outcomes**

165	<b>Referrals on to programme</b>
80%	<b>Have lost weight</b>
83/104	
66%	<b>Lost 3% of their body weight</b>
92%	<b>Improved mental wellbeing</b>
75%	<b>12 weeks post completion reported sustained weight loss</b>
105	
93%	<b>6 months post completion reported sustained weight loss</b>
84	

**Falls Prevention programme – Places for People Leisure & Active House Solutions**  
**Cost for 2018-19 - £38,500**

This programme contributes to the following public health indicators

- Proportion of physically active and inactive adults
- Self-reported wellbeing
- Falls and injuries in the over 65s
- Social connectedness

This Service is aimed at vulnerable adults aged over 65 years to improve their strength and mobility. The Programme provides strength and balance classes to reduce the risk of falls for people who have been discharged from the acute or community NHS falls teams and for those who are not eligible for the existing services.

**Outcomes**

<b>161</b>	<b>Professionally referred on to the programme</b>
<b>86%</b> <b>90/105</b>	<b>Maintained or improved strength &amp; balance</b>
<b>80%</b>	<b>Increased their activity levels</b>
<b>79%</b>	<b>Improved mental wellbeing</b>
<b>73%</b> <b>85/116</b>	<b>Maintained improvement 3 months after course</b>

**Workplace Health – MSDC**  
**Cost for 2018-19 – £34,743**

This project contributes to the following public health indicators

- Excess weight in adults
- Proportion of physically active and inactive adults
- Self-reported wellbeing
- Smoking prevalence – adult (over 18s)

The aim of the project is to provide a resource for local businesses to support sustained lifestyle changes amongst their employees to prevent future ill health. The Service aims to engage directly with a minimum of 25 local businesses (targeting small and medium sized enterprises that employ routine and manual workers and businesses in rural areas where possible).

**Outcomes**

<b>44</b>	<b>Businesses supported with Staff Interventions</b>
<b>16</b>	<b>Businesses received additional talks on diet, mindfulness and exercise</b>
<b>506</b>	<b>Employees have had a Wellbeing MOT within their workplace</b>
<b>147</b>	<b>Employees receiving additional support from wellbeing advisor</b>
<b>94%</b> <b>(68/72)</b>	<b>Employees have fully or partially achieved their smart goals 3 months post intervention.</b>

**Prediabetes – MSDC**  
**Costs for 2018-19 - £7,749**

This project contributes to the following Public Health indicators

- Excess weight in adults
- Proportion of physically active and inactive adults
- Self-reported wellbeing

The aim of the Project is to assist local residents who are at risk of developing Type 2 Diabetes. In Mid Sussex alone 6,000 people have been diagnosed with Diabetes and it is estimated that a further 1,000 have the condition, but have not yet been formally diagnosed. The programme targets those at greatest risk, including residents with a family history of Type 2 Diabetes, a BMI over 25 and adults from ethnic minority backgrounds. The prevention programme shows people how they can take control for themselves and reduce the risk of developing the condition. This includes advice on changes to diet, activity levels and other lifestyle factors.

**Outcomes**

144	Have completed the course
33%	Have access further support
48	
86%	Continue to make positive lifestyle changes 3 months after the course
111/128	
80%	12 months later have reduced blood sugar levels to a normal level
24/30	

**GP Pilot – MSDC**  
**Cost for 2018-19 - £19,129**

The Wellbeing Service has established three regular Outreach sessions at Ouse Valley, Handcross, The Dolphins Practice, Haywards Heath and Ship Street Practice, East Grinstead. The Outreach takes place once a week at each Practice apart from Ship Street where the Outreach day is every other week. Advisors can see a maximum of 4 one hour appointments which are booked in advance by the Practices. All participating practices have agreed to offer a Consultation Room free of charge to support the project.

**Outcomes**

313	Appointments
40-55	Average age range
414	Long term conditions disclosed
80%	Percentage of requests for weight and exercise support
263	Signposts
83%	Sustained behaviour change after intervention
133/160	

**Wellbeing Coaches - Albion in the Community  
Cost for 2018-19 - £40,000**

This Project contributes to the following Public Health indicators

- Excess weight in adults
- Proportion of physically active and inactive adults
- Social connectedness
- Self-reported Wellbeing

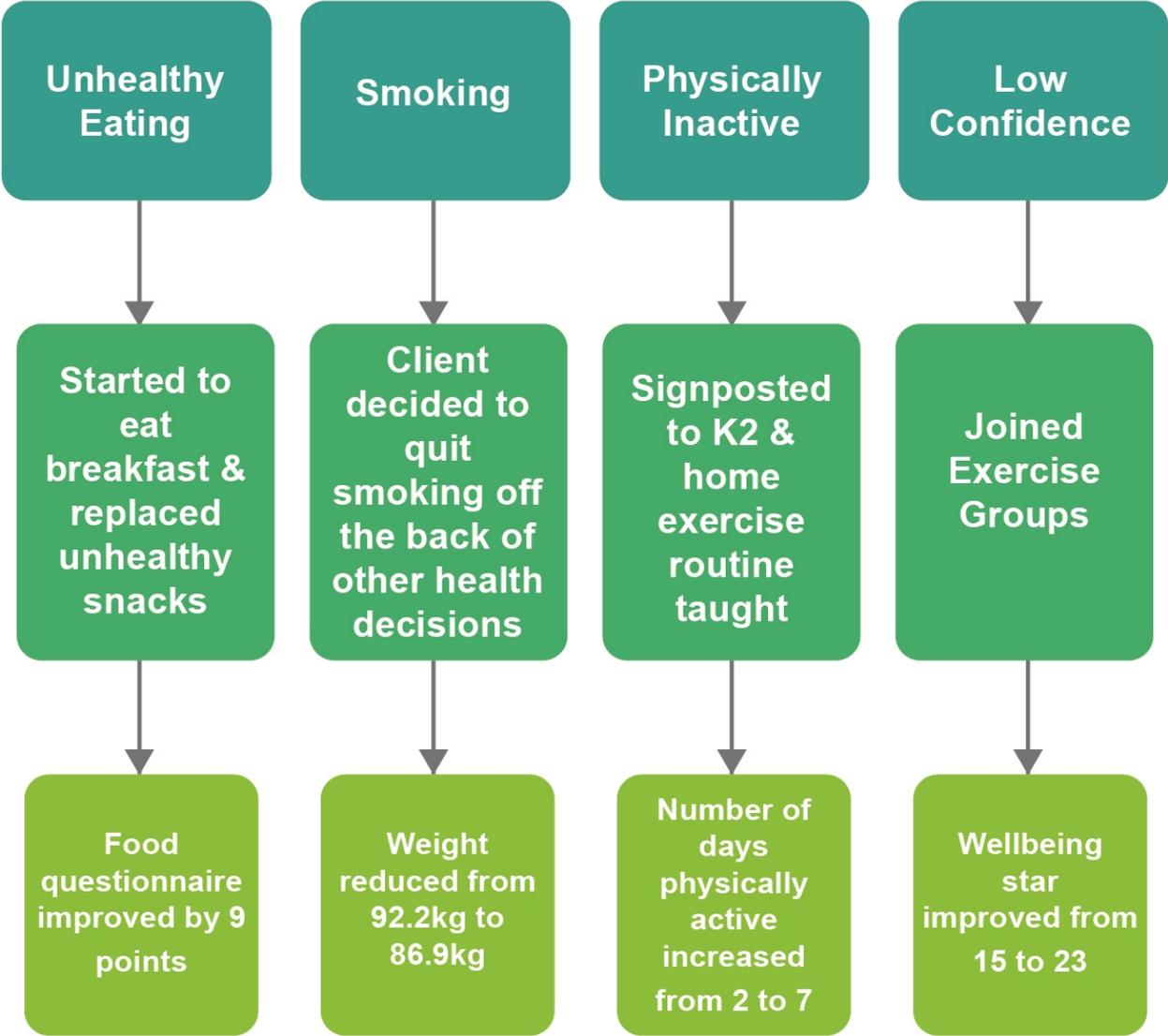
The Wellbeing Coaches provide one-to-one support for adults who need additional support to make changes to their lifestyle. This could be because they have caring responsibilities, have low self-esteem and are unable to participate in group sessions. Support is offered over a twelve week period. The Provider is expected to work with a minimum of 80 people per year and that 80% will improve their cardiovascular fitness and emotional wellbeing.

**Outcomes**

149	people have been recruited to the programme
87%	Improved mental wellbeing
54/62	
80%	Increased activity levels
100%	Improved eating habits
40/40	
93%	Have reduced or maintained their bodyweight by the their agreed goal
33/35	
86%	Sustained changes at 3months post completion

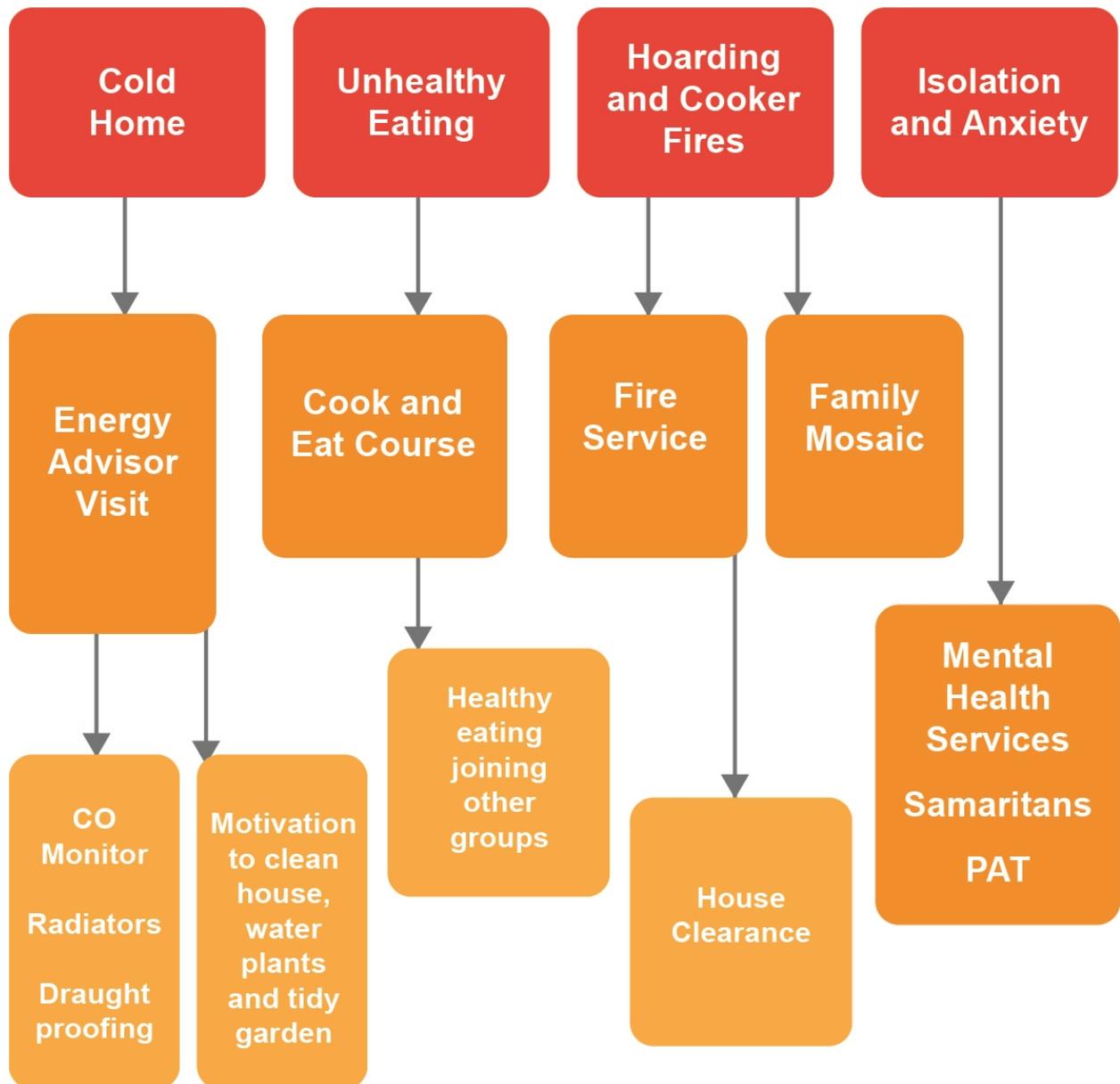
## Health Outcomes

# Wellbeing Coach



## Value added - Signposting and Multiple Interventions

# Wellbeing Advisor



## **Appendix 2**

### **Mid Sussex Wellbeing Service Feedback**

#### **Comments about the Wellbeing Advisor Service**

**A)** “I felt quite overwhelmed by everything before my appointment, as I was struggling with my emotional and physical wellbeing and needing support with housing and financial advice, but since my appointment I am managing things better and found just talking things through and knowing there is help out there has allowed me to feel more positive about the future”.

**B)** “I found these appointments extremely useful and now realise I need to find purpose and meaning in my life again, rather than turning to alcohol. I am ready to make some positive changes and have been very proactive since my appointment engaging in new activities; as well as accessing the signposting information provided by the Advisor which includes an AA support programme. I feel confident that this support has helped me and my family on a long-term basis.”

#### **Comments about the Weight Management Service**

**A)** “I have really enjoyed Tuesday lunchtimes.... putting some time aside to think about ‘me’ – something I’ve not done for years, when work and children take priority! You have all been so great, sharing experiences and getting an insight into your life’s hurdles has helped me overcome mine. I have learned a lot, a huge lot and I aim to keep it up and not let ill health rule me. Hope you will too. Thank you”

**B)** “I feel much more informed as a result of doing the course and I feel equipped to lose weight on my own in the future. The discussions with the others in the group were very helpful and I learned a lot from them. Every session was delivered in a manner that was very respectful, empathetic towards every one of us in the room.

If it is not broken don’t fix it, and this course is no way broken.”

**C)** My mind-set is different now and I think more about what I am eating, throughout the day, since the beginning of the course I have lost 4 stone. It was a well presented course with lots of insight into food management, the tutor was really good at explaining everything and I learnt lots of helpful tools.

#### **Comments from Work Place Health**

**A)** Again the Health MOTs were a massive hit with our Staff, it is always very over booked, we also have booked in multiple talks through the Wellbeing Service so far they have been nutritional awareness to support staff around snack choices, eating habits and we have also booked in a relax and breathe session to aid staff with relaxation techniques.

**B)** There have been a number of Wellbeing initiatives implemented in the NHS Trust with the aim of bettering staff members' physical, mental and even financial wellbeing. Yoga and Pilates classes, swimming, meditation and hoop courses are just a few examples. We have also taken a stronger initiative in spreading awareness of Health and Lifestyle campaigns available locally and nationally among staff members such as Cycle to Work, rehydration for nurses, healthy eating, etc. As per the feedback reports from the MOT visits, nutritional awareness is definitely an area that we would like to implement more changes towards. Any additional comments The Wellbeing MOTs provided by Mid Sussex are incredibly useful

### **Comments from Wellbeing Coaches**

**A)** “I feel a lot more confident, and now able to spend more time with my son in the evenings- while also getting more active. I feel as though I can now commit to this new healthier lifestyle, which is something I couldn’t say for previous diets. It’s been nice to realise that small changes can make a huge difference- you don’t have to spend a lot of money on equipment and gyms”

**B)** “I hit it off with Angie immediately, and were soon chatting away, and exploring options to help me build up stamina and confidence after a difficult winter with my asthma, COPD and arthritis...plus a few family issues that were occurring. Walking is something I love to do when able, and I’m lucky enough to be surrounded by lovely countryside, so we took advantage of that on a couple of occasions when I felt well enough, and even when I was struggling a bit. Having someone to talk to about my health & struggles gave me the confidence to approach my doctor again for more practical help, and he referred me for some hydrotherapy/swimming at The Triangle in Burgess Hill. Although I found it very hard and painful at first, with your encouragement, and a determination to feel better than I was, I stuck at it, and now go at least twice a week, finding it very therapeutic mentally as well as physically. It also helped me to get involved, along with a friend, in some voluntary work, which has given me an interest, and a reason to get out of the house more. The same friend also comes to the Health Suite to swim occasionally, although I’m now confident enough to go alone, which I never was before. Thank you so much for your help and support, it has been very welcome, and has helped me get out of a rather large rut, and spurred me on to find things I CAN do within my physical limitations, instead of wallowing in what I CAN’T do.”

### **Comments from Wellbalanced – Falls Prevention**

**A)** “You have given me techniques which I can practice on a daily basis. Thought initially what am I doing this for but have found it informative, absolutely super and now I go to other classes and exercise at home daily. The classes have encouraged me to get out and get active. I feel really positive and would like to say thank you.”

**B)** I started the programme because I lacked confidence after my recent fall. The classes have helped me regain my confidence and I now feel ready to attend other community classes that are now a little more challenging. The classes were a tremendous help and I feel they have made such a difference”.

### **Comments from GP Pilot**

**A)** I’m not alone in championing the Wellbeing sessions here at Ouse Valley Practice as the G.P’s are thrilled to have this Service. I have looked back at booked appointments from the last 5 months and you have seen 86 of our patients, some, not many, were a follow up. For a patient to discuss lifestyle or personal issues in 45 minutes is a wonderful opportunity for them to open up and for you guys to unpick the problem and advise or signpost. G.P’s only have 10 minute slots with patients. I know that G.P’s have advised patients to see you regarding lifestyle changes as it will be in their notes.

**B)** I have been diagnosed with high cholesterol, which was a bit of a shock. I wasn’t sure what I needed to do to help this, as I thought my diet was quite healthy. I now realise that some of the foods I regularly eat, such as hard cheese and crisps, are high in saturated fat and may be a contributory factor. I have reviewed my snacks and increased my vegetable and fruit intake. Also, I didn’t realise that activity could have a positive effect on cholesterol; I plan to increase my level of walking, as my job is sedentary.

## Comments from Prediabetes Courses

### A) General comments on lifestyle changes 3 months after receiving the course:

- Looking at unrefined carbs and checking labels, fitting in half hour exercise and drinking more water.
- Had blood test since talk and now blood glucose levels are back to normal now.
- Changed diet quite a bit- 50% less sugar.
- More aware of portion size, especially from doing WOW and now doing Pilates, Very happy.
- Cut down on sugar considerably, less carbs was 14 stone now 13 stone, Interesting talk.
- Looking at unrefined carbs and checking labels, fitting in half hour exercise and drinking more water.
- Making determined effort to walk a mile every day.
- Made small changes to my diet since talk and I am no longer pre-diabetic.
- Pleased to be back to normal and will work to stay there. Thanks for your help!
- Walks about 5 miles several times a week, cut out sugar in tea, looking at traffic lights on food labels.
- Eating more healthily, more salads, cut out crisps and biscuits- only rare treat now
- “Pulled back from the brink of diabetes. Walking more, modifying diet, and lost weight. Hugely impressed by session, it’s what government should spend money on”