

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: 8TH July 2020

Purpose of Report

1. This report updates Members on the activities and achievements of the Mid Sussex Wellbeing Service.

Summary

2. Since 2011/12 the District Council has been commissioned by Public Health, West Sussex County Council (WSCC) 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 a range of locally commissioned services. To deliver these services Mid Sussex District Council and its neighbouring authorities in West Sussex, have agreed several, continuous, three-year contracts since 2011. The last partnership agreement between WSCC and the District and Borough Councils in West Sussex came to an end on the 31st March 2019.
 3. In November 2018 the WSCC Cabinet Member for Adults and Health endorsed the continuation and funding of the West Sussex Wellbeing programme for a further 3 years (2019-22). It was initially proposed that funding for 2019/20 would remain the same for all Wellbeing Hubs across West Sussex. Halfway through the first financial year of the contract (2019/20), additional monies were awarded to all West Sussex Wellbeing Hubs to deliver three new, specific, services; health checks, alcohol support and a smoking cessation programme.
 4. This report reflects on the successes and challenges of the Wellbeing Service during 2019/20 and sets out the proposed approach for the delivery of services in Mid Sussex in 2020/21, including plans for service adaptations in response to the COVID-19 pandemic.
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Recommendations

5. **Members are recommended to:**
 - (i) **Note the performance of the Wellbeing Service in 2019/20**
 - (ii) **Consider and endorse the proposed approach for the continued delivery of the Wellbeing Service for 2020/21**

Background

6. Since April 2013 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.
7. 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, majority of the service is funded by Public Health (£360,911 - 2020/21) with contributions for staff on-costs (£65,865 - 2020/21) provided by MSDC. WSCC have agreed to commission the service from the Council until 31st March 2022. 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

8. The Mid Sussex Wellbeing Hub is a “one-stop-shop” for Health and Wellbeing services for adults. 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 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.
9. The Wellbeing team works closely with other Council Services including but not limited to Environmental Health, Customer Services, Human Resources and Community Services; the Service is also available to support the Wellbeing needs of MSDC staff and elected members.
10. Over a period (normally 3 or 4 sessions over a period of 2-3 months) the advisors support people to find their own solutions to their identified issues and to put their plans into action. The impact of the service is captured through monthly evaluation and case studies. *(feedback and outcomes are included in Appendices 1& 2)*
11. The Wellbeing Hub has an administrative base at the Council's offices which can be accessed by telephone, email, social media or through a dedicated website. Wellbeing advisors provide weekly outreach services in Haywards Heath at the District Council offices, Burgess Hill Town Council Help Point and East Grinstead library. The Wellbeing team also attend community events to ensure that the Wellbeing service is promoted and accessible to people living throughout the District.

12. The 2019/20 annual target for the number of residents referred to the Wellbeing Hub was 2050. The actual number achieved in 2019/20 was 2,312, a 12% overachievement on the Service target. It is worth noting that 849 of these referrals have been directly or indirectly referred by GPs (a total of 38%). This highlights the Service's excellent reputation with health professionals in Mid Sussex.
13. The UK Office for National Statistics states the gender split in Mid Sussex is 49% men to 51% women. A gender breakdown of clients reveals more females (64%) accessing the service with male access at 36% which is an increase to last year's figure of 31%. 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. Considering this disparity, during 2019-20, the service provided a regular men's only weight management programme, which was rebranded and revised to include an exercise programme. The service also continues to support men's health campaigns by offering men only Wellbeing MOT's every November (men's health month) and works with community organisations on joint projects targeting support for men. The service will also focus on engaging with men via its successful workplace health programme which has seen increases in the number of men accessing the service.
14. The service will also continue to focus on residents living in more deprived areas of the District to address health inequalities based on deprivation, as it has this year delivering outreach, courses and events in areas including Crawley Down, Hassocks and Handcross. In 2020/21 the programme will focus on improving the reach and accessibility of the programme on virtual platforms particularly for those in most need. During the COVID-19 pandemic the service has provided signposting and support to some of or most vulnerable residents and has adapted its service targets to allow for this vital community support.
15. Performance of the Wellbeing Service is monitored quarterly 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 past 12 months the Wellbeing team received responses from 154 people (hub service only). Of those clients, 85% had made positive changes to their lifestyles because of their contact with the MSDC Wellbeing service and are continuing to improve or maintain their health. The positive changes reported included; taking action to lose weight, starting a new form of physical activity, changing lifestyles and behaviour and reducing alcohol intake.

Examples of Key Achievements in 2019/20

(Service numbers and outcomes in Appendix 1&2)

16. Falls Prevention

The falls prevention programme 'Wellbalanced' is delivered in partnership, under contract, by Places Leisure and Active House Solutions. A key success of the services last year was securing additional funding from Public Health to deliver four extra classes (9 in total) across Mid Sussex. The programme is part of the official referral pathway created by the Horsham & Mid Sussex Clinical Commissioning Group (CCG) and in 2019 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'](#).

During the COVID-19 pandemic the service quickly adapted to support its clients, many of which are in the shielded category. Following government guidance on social distancing, classes were cancelled from 17th March 2020 until further notice and an alternative service delivery process was swiftly mobilised. The service is now providing the following:

- Home exercise sheets and Get Up & Go leaflets were sent to all 168 participants.
- 91/115 participants have opted to receive a weekly support call, delivered by the instructor who would normally lead their class.
- At the time of writing 3 virtual classes are now being delivered weekly and 2 virtual coffee morning have been hosted.
- A Facebook page 'Wellbalanced for Wellbeing' has been set up and populated with a range of exercise videos, links and downloads from trusted sources. Posts from Mid Sussex Wellbeing as well as other health professionals have been shared. This is providing a 'go to' place for our participants to find health & wellbeing support whilst they are at home.
- A new online resources support is available on our website www.wellbalancedprogramme.co.uk. This is populated with home exercise leaflet downloads and a range of videos we have created to support our participants.
- Participants with internet access have been advised to check information on our Facebook and website pages
- A you-tube account has been created "Wellbalanced for Wellbeing" contains the home exercise videos that we have created.
- All referrers have been contacted with details of our service continuity plans.

17. Weight Management

In 2019-20, the service set a target to develop a specific men's weight management programme, in response to low numbers of men attending the current weight management service. The weight management lead for the service developed new promotional material and course content, including a circuit class at the end of each session. The course was re-branded to MEN, standing for Motivation, Exercise & Nutrition, with the first pilot delivered at Haywards Heath Football Club. The MEN programme has been so popular that the service has run a full 12 week course every 4 months with individuals losing from 3% to 5% of their body weight on the course in line with clinical NICE guidance.

In May 2020 the programme was used as a national case study in the LGA publication: ***Towards a healthy weight - How local councils are supporting adults to lose weight.*** The case study can be found on Page 32 on the following link: <https://www.local.gov.uk/towards-healthy-weight>. The MEN programme will now continue as part of the overall weight management service.

18. Workplace Health

The service worked with a total of 73 work places to deliver 766 individual 1-2-1 sessions, with a further 101 of those individuals going on to access further support via the Wellbeing service. This programme is recognised by Public Health as a key vehicle through which to engage with younger, working age, adults who are best placed to avoid developing long term conditions by adjusting lifestyle and behaviours.

The service has received excellent feedback from local businesses and enhances the service and council's reputation throughout the District. It has in the past year achieved its best figures to date. During the COVID-19 Pandemic the service as received several requests to deliver short virtual lifestyle talks. Several lifestyle sessions are currently under development and will be ready for delivery in July. The workshops will also be available to Members and MSDC staff.

19. NHS Health Checks, Smoking Cessation and Alcohol support

In 2019, Public Health WSCC approved additional funding to the Wellbeing services across West Sussex to provide three new services - Health Checks, Stop Smoking and Alcohol interventions. Using the standard funding allocation formula, Mid Sussex has been given additional funding to provide these specific work streams until 31st March 2022. By December 2019, the Wellbeing Service had recruited two full-time advisors and purchased the equipment and resources necessary to deliver these interventions. New policy and Health and Safety procedures have been developed and approved by Public Health WSCC and each service had begun, from January 2020, to pilot delivery until the onset of the COVID -19 pandemic at the end of March.

Service interventions are still being delivered virtually for Smoking and Alcohol support but unfortunately (under the guidance of Public Health) the health check programme is on hold until it is considered safe to restart this intervention again. Public Health WSCC have reported that they are pleased with the progress Mid Sussex have made on these new, complex, services given the challenging timeframes to setup the services.

Commissioned and Hub Services

20. After the Wellbeing Team have 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 ICS Health)
- '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. outcome data for smoking, alcohol and health checks will be available next year)

Future Commissioning

21. The total provisional budget for 2020/21 for the West Sussex Wellbeing programme remains at £1,836m. Public Health has allocated the same funding to each District / Borough as last year with additional funding for Health Checks, Smoking Cessation and Alcohol support.
22. Each Wellbeing Hub works with WSCC Public Health colleagues 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.
23. Funding confirmation allows the service to adapt business as usual for 2020- 21 bearing in mind the need to move to adapt the service to new channels and platforms as a result of COVID-19. The work programme remains largely similar to last year, albeit with a slightly altered delivery model. The following is a summary of the changes and future plan's:
 - All face to face and group interventions have been suspended since mid-March to comply with Government guidance. Phone calls and virtual sessions are now being provided
 - The Wellbeing team have been setup to work remotely from home, offering telephone-based support for the Wellbeing service and setup to support all COVID related referrals from the County Community Hub as part of the Local Support Network.
 - All services will be operational on virtual delivery models by July 2020 except for health checks. This will include online modules, group workshops and 1:1 support. As soon as guidance allows, the service is ready to deliver face to face in the community again but will have the fall-back option of virtual delivery should there be a second wave during the pandemic.

Evaluation

24. 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 for England. The Wellbeing Service is monitored by West Sussex Public Health on a quarterly basis.

Policy Context

25. 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

26. 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. Not providing the service would lead to an increased pressure to local GP practices and other primary care settings, for example falls prevention services reduce demand on bones and balanced teams in local hospitals. On a wider scale most primary care services are dealing with increased demand because of unmanaged lifestyle issues leading to complications such as diabetes which can further complicate other Long-Term Conditions (LTC). Public Health research (June 2020) has also suggest that lifestyle issues and LTC's increase Covid-19 mortality rates in all ages.

In 2019 the European Association for the Study of Diabetes (EASD) reported on data from the NHS Digital Hospital Episode Statistics in England and the National Diabetes Audit (2017–2018). It revealed of a total hospital costs of £36 billion in 2017–2018, the NHS in England spent around £5.5 billion on hospital care for people with diabetes. Of that sum, an estimated £3 billion (8%) was excess expenditure on diabetes (after accounting for age)—almost 10% of the NHS hospital budget. This is mainly because its complications, things like amputation, blindness, kidney failure and stroke, cost a lot of money. The cost pressure that diabetes puts on the NHS is projected to get worse. Acting early to prevent or delay diabetes developing by providing prevention services such as health checks, lifestyle, weight management and pre-diabetes courses both limits their impact on the person's life and saves the NHS money.

Financial Implications

27. 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 come from within the existing revenue budget of the Community Services, Policy & Performance Business Unit and constitute a very small proportion of the overall budget for the service.
28. In the unlikely event of WSCC deciding to serve notice on the current partnership agreement (2019-22) which funds the Wellbeing service, the Council would incur redundancy costs of £47,196 in 2020 if it was unable to redeploy the staff delivering this service.
29. As there are limited guarantees in terms of the annual allocation of funding, all contracts for staff are fixed term. 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

30. A risk assessment has been undertaken as part of the Mid Sussex Wellbeing Service Business Plan 2020-21 and an updated risk log is a requirement of WSCC's quarterly monitoring process. It focuses on what could stop the programme, or key projects within the programme taking place and how can the risk be reduced. In normal circumstances the risk to the service is low to medium and despite the impacts of Covid-19 the service remains in a strong position to deliver all services with the exception of health checks.

Equality and Customer Service Implications

31. 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

32. All processes relating to both the Wellbeing Hub and commissioning function are in line with the Council's procurement procedures, legal procedures, health and 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](#)
- [*Towards a healthy weight - How local councils are supporting adults to lose weight*](#)
- [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 Outreach
6. Wellbeing Coaches
7. Health outcomes value added example
8. Single intervention value added example
9. Case Study's

Appendix 2

Mid Sussex Wellbeing Service Feedback and Case Studies

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 2019-20

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 2019-20 - £40,000

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

217	Referrals on to programme
53%	Lost 3% of their body weight of which 25% Lost more than 5% of their body weight
83%	Improved mental wellbeing
75/ 67 89%	12 weeks post completion reported sustained weight loss
53/ 41 76%	6 months post completion reported sustained weight loss

Falls Prevention programme – Places for People Leisure & Active House Solutions
Cost for 2019-20 - £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 over a 24- week course. 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

157	Professionally referred on to the programme
82% (118/144)	Maintained or improved strength & balance
80.5% (116/144)	Increased their activity levels
71.5% (108/151)	Maintained improvement 3 months after course
87.5% (114/130)	Percentage of completers to have been referred on to further community-based activities to maintain their activity levels.

Workplace Health – MSDC
Cost for 2019-20 – £34,472

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 local businesses, targeting small and medium sized enterprises that employ routine and manual workers and businesses in rural areas where possible.

Outcomes

73	Businesses supported with Staff Interventions
9	Businesses received additional talks on diet, mindfulness and exercise
766	Employees have had a Wellbeing MOT within their workplace
101	Employees receiving additional support from a wellbeing advisor

Prediabetes – MSDC
Costs for 2019-20 - £5,632.39

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

114	Have completed the course
81% 35/43	Continue to make positive lifestyle changes 3 months after the course
68% 13/19	12 months later have reduced blood sugar levels to a normal level

GP Outreach – MSDC
Cost for 2019-20 - £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

282	Appointments
40-55	Average age range
325	Long term conditions disclosed
204	Signposts
70% 144/204	Sustained behaviour changes after intervention

Wellbeing Coaches - Albion in the Community
Cost for 2019-20 - £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

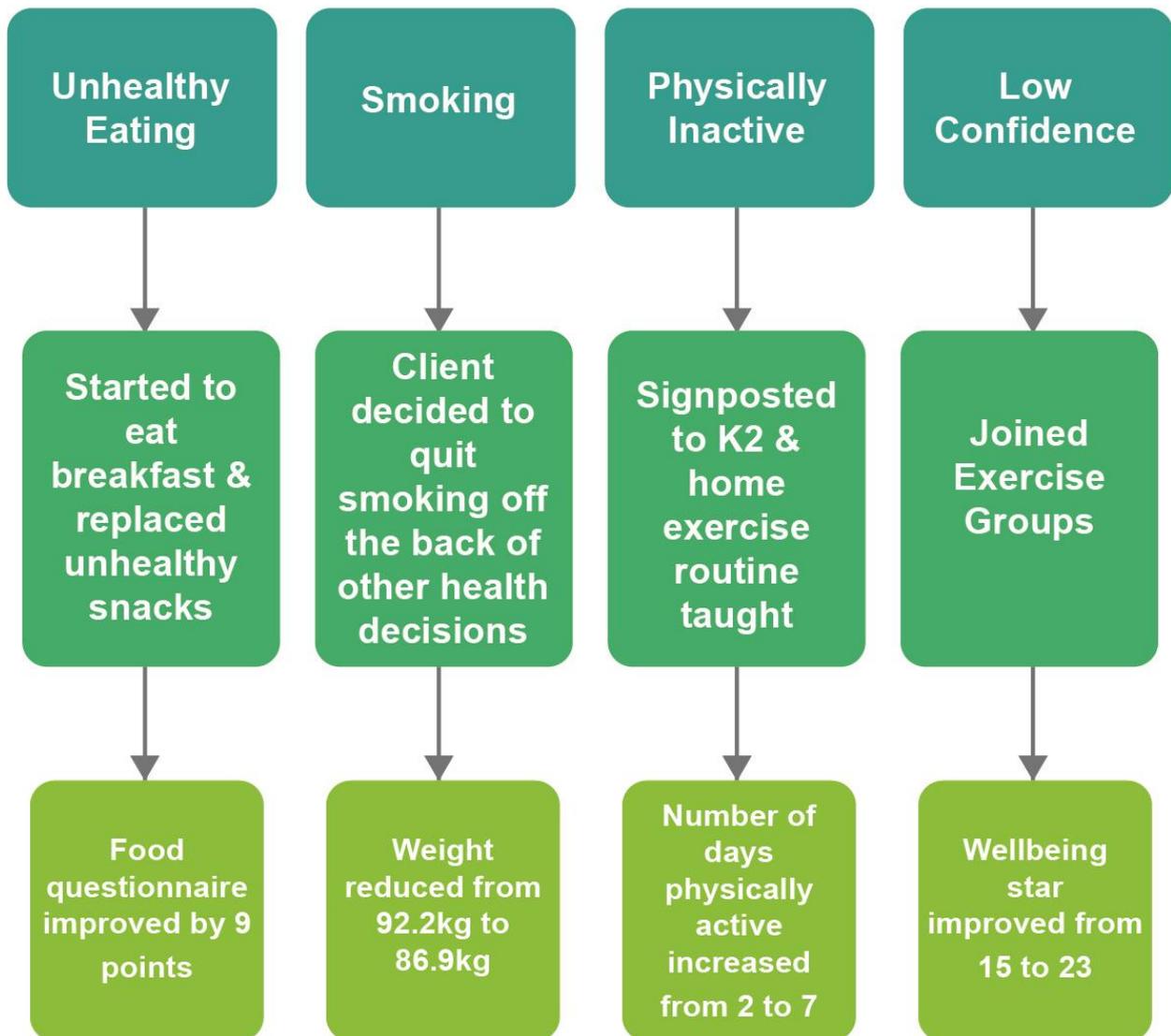
The Wellbeing Coaches provide one-to-one support for adults who need additional support to make changes to their lifestyle. This could be because they have caring responsibilities, have low self-esteem and are unable to participate in group sessions. Support is offered over a twelve week period. The 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

125	people have been recruited to the programme
96%	Percentage for those wanting to achieve Increased activity levels
32/33	
91%	Have reduced or maintained their bodyweight by their agreed goal
42/46	
91%	Sustained changes at 3months post completion
44/48	

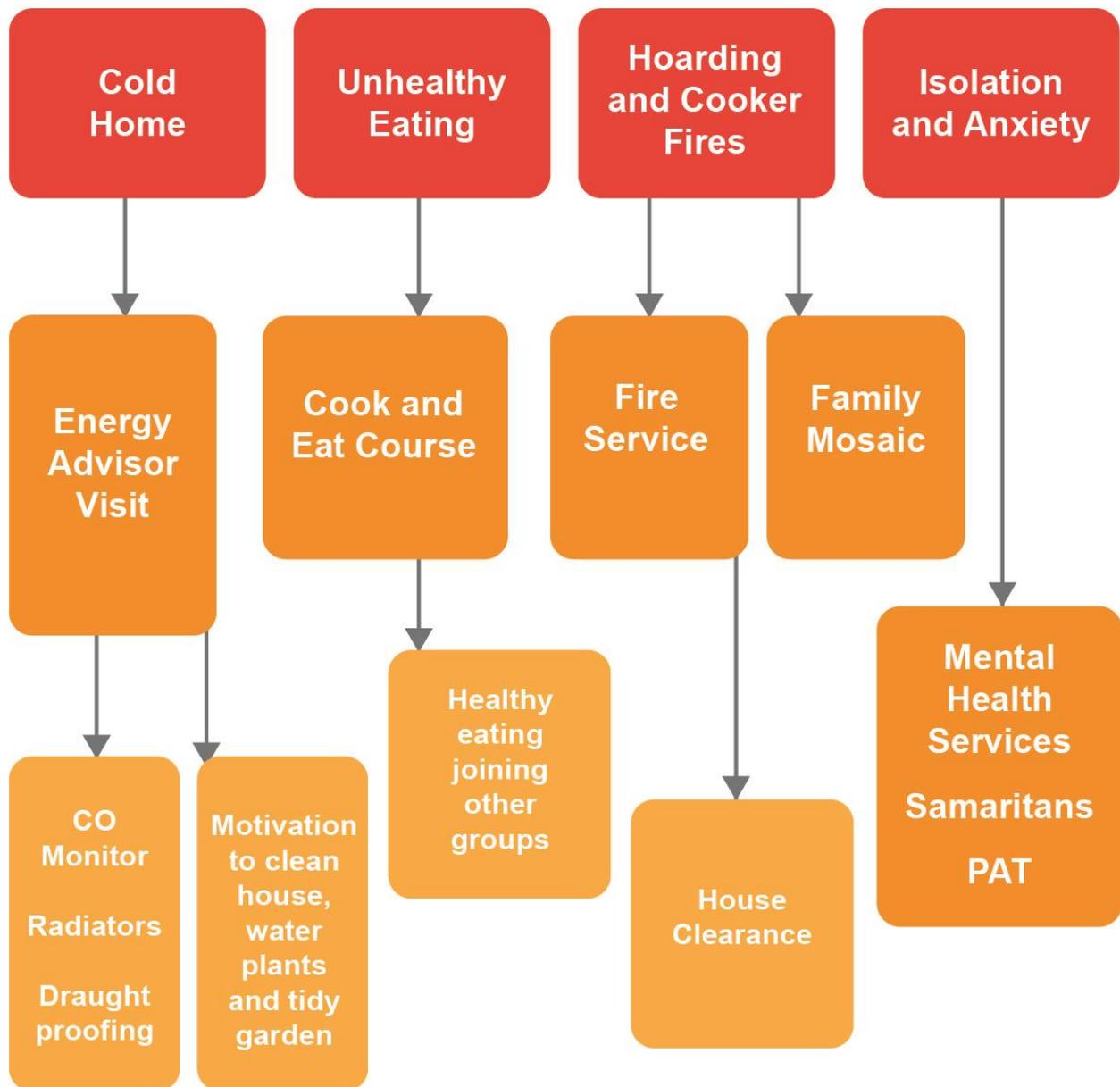
Health Outcomes

Wellbeing Coach

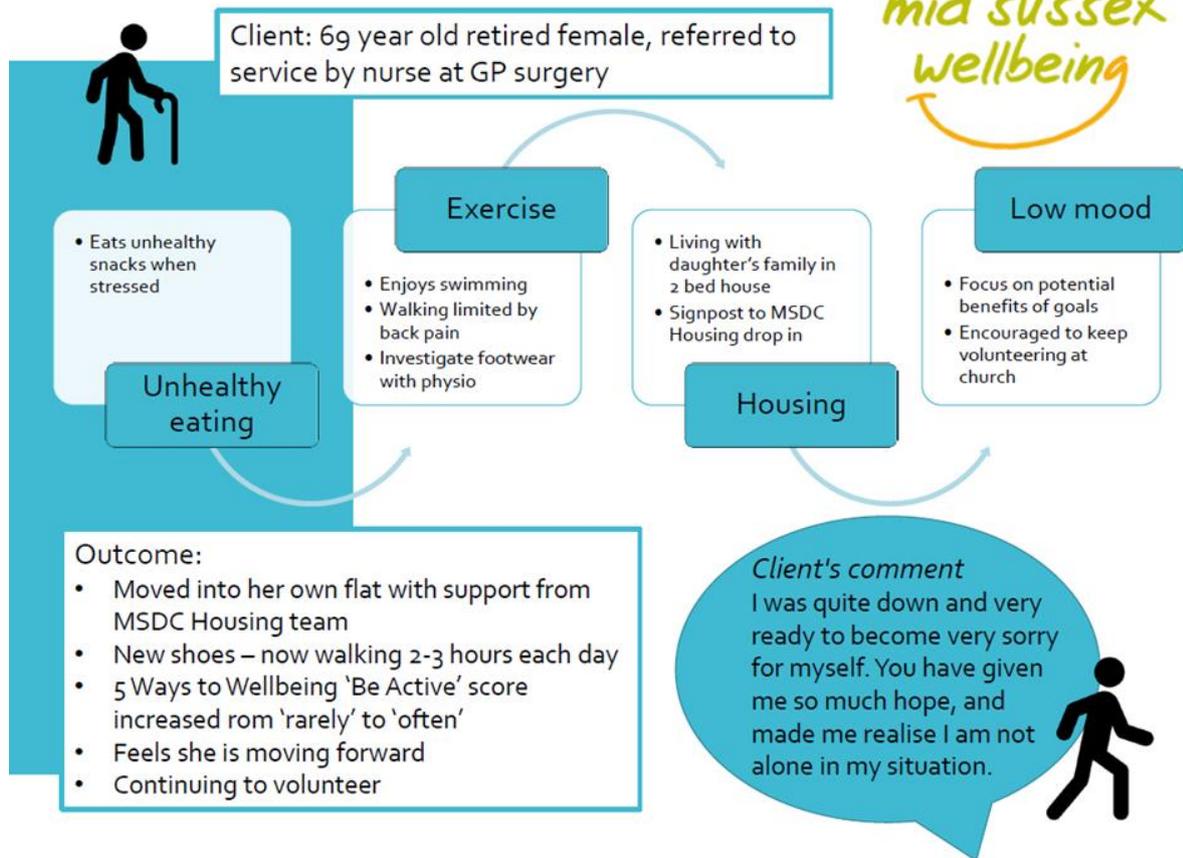


Value added - Signposting and Multiple Interventions

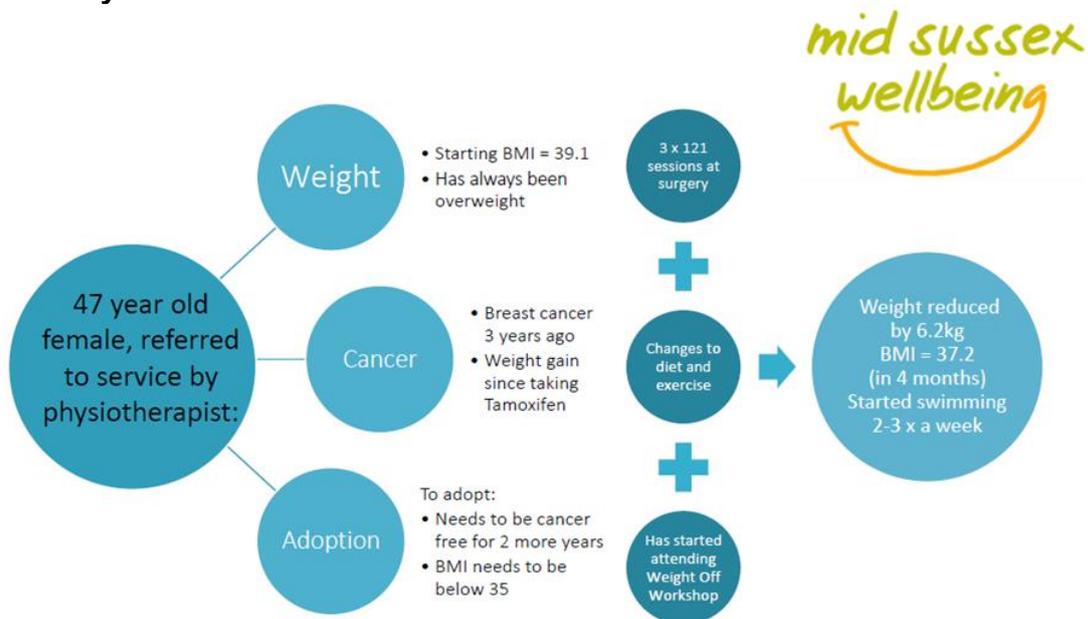
Wellbeing Advisor



Case Study 1



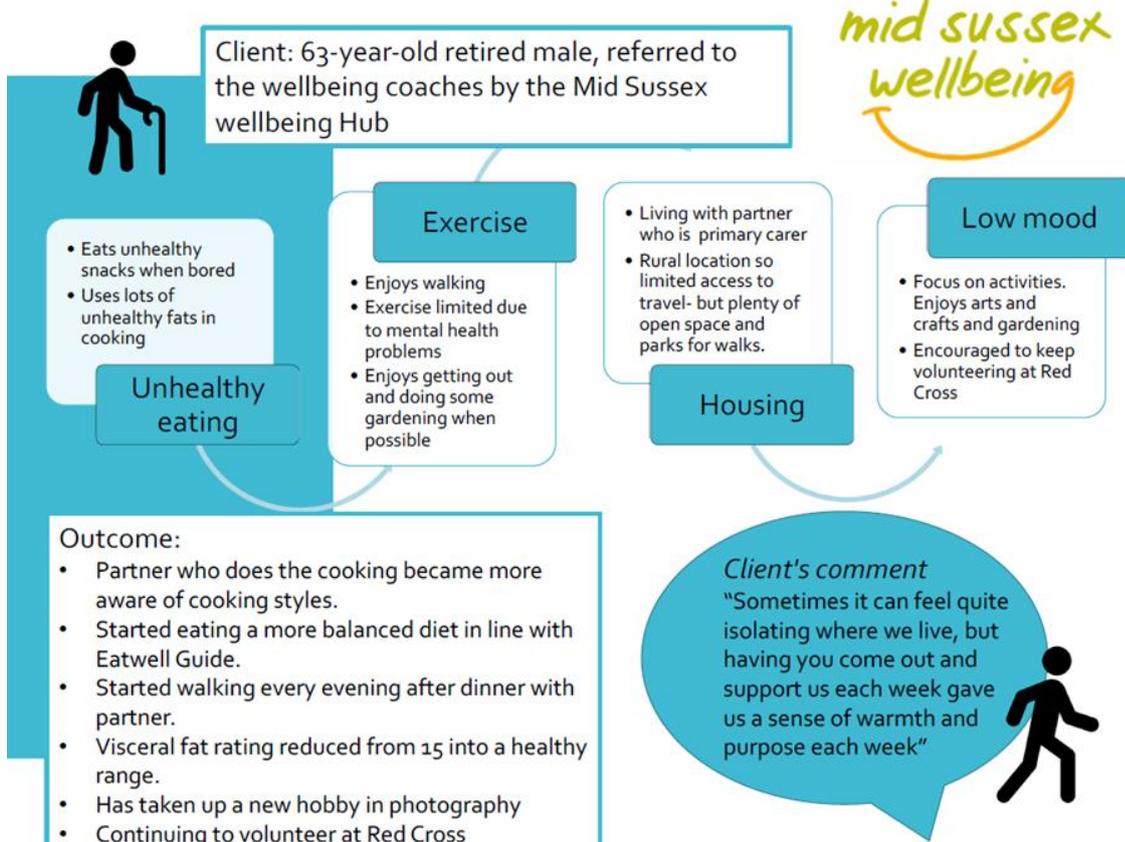
Case study 2



Comment from client:

"The sessions with you enabled me to think through why losing weight is important to me, and through non-judgmental conversations, it coached me into believing that I can do it and gave me the motivation to continue. I have now gone down a dress size, and people at work have started to notice!"

Case Study 3



Appendix 2

Mid Sussex Wellbeing Service Feedback

Comments about the Wellbeing Advisor Service

A) “ I’m very glad to report that it is all still going well, and I’m maintaining my drink free lifestyle which is amazing, Thank you so much for checking up on me and I will continue directing people to your service, you do a great job, take care , and I will be in contact if I need you, many thanks.”

B) “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”.

Comments about the Weight Management Service

A) During the course I learnt about the importance of portion sizes and this helped me to think about how much I was eating. I reduced my portion sizes – especially rice as this is a staple food in my diet. The information on calories, sugars and fats really helped me to think about my choices in snacks. I now avoid sugary snacks and consciously try to pick fruit instead of chocolates and crisps

B) 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) “I found the initial meeting and computer print-out results very motivating (if not initially cheerful!) As a result, I went from a metabolic age of 8 years older than my actual age to 8 years under my actual age in a year, having lost over a stone. All my readings have improved. I have increased exercise (including weights) and cut out sugar. My initial MOT was just what I needed after having children and failing to lose enough weight, mainly due to poor eating habits.

Comments from Wellbeing Coaches

A) “I didn’t understand why I couldn’t seem to get myself going and use the gym – I went a few times but then I got out of the routine. I’m always busy but the diabetes diagnosis shows that’s not enough. I needed some accountability, so having the Wellbeing Coach to contact kept me on track!”

B) “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”

Comments from Wellbalanced – Falls Prevention

A) “I have now done my 24 weeks And It has been very good and I learnt a lot from your presenters. They are to be commended for their patience and humour with the "oldies".”

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 Outreach

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. For a patient to discuss lifestyle or personal issues in 45 minutes is a wonderful opportunity for them to open 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

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

- “Superb course. Would recommend to everybody. Absolutely phenomenal. Two ladies that took it were superb. Because of info given, really understands his diet better. Has now lost 10 kilos”
- Had blood test since talk and now blood glucose levels are back to normal now.
- Changed diet quite a bit- 50% less sugar.
- 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!
- Eating more healthily, more salads, cut out crisps and biscuits- only rare treat now