

South Hermitage Surgery: Information for Patients

Healthier You NHS Diabetes Prevention Programme (NDPP) which is delivered by Living Well Taking Control (LWTC):

During the 9 month programme you can expect:

- To learn all about healthy eating
- To learn about sustainable exercise plans for all activity levels
- Help to lose weight if it's required
- Support to bring your blood sugar back to a healthy level
- An education on what Diabetes is and how to prevent developing the disease
- The impact of Diabetes on the lives of those who have got it
- Regular support from your coach
- Peer support from other group members if you choose the group coaching option
- One-to-one online support from your coach if you choose the digital option
- To be part of a programme which has helped tens of thousands of people across the UK to reduce their risk of developing diabetes

WHAT HAPPENS FOLLOWING A REFERRAL TO THE PROGRAMME:

1. You'll receive a one-to-one appointment with your coach so that we can get to know you a bit better and explain the programme in full
- 2a. If you've chosen the group support route, you'll be given a schedule of sessions and your choice of local venue to attend
- 2b. If you've chosen the one-to-one digital route, you'll receive instructions on how to use the app and begin engaging with your coach virtually
3. You'll work through your tailored prevention programme, implementing sustainable changes to your lifestyle which will see you take control of your blood sugar levels and reduce your risk of developing Type 2 Diabetes

For more information about how to reduce your risk of developing type 2 diabetes, please visit www.diabetes.org.uk/preventing-type-2-diabetes

Any patients wishing to participate in the programme should contact the surgery on 01743 266785 indicating if they wish to participate in FACE TO FACE GROUP SESSIONS or DIGITAL SESSIONS and a referral will be made to Living Well Taking Control who will contact patients in due course.

The referral data will include the information shown at the bottom of this page and by requesting referral your consent is assumed for this to be shared.

We will need to know your up to date height + weight measurements

Our referrals to the programme will include the following information:

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|--|---|----------------------------------|
| -Name | - NHS Number | - Email address |
| -Date of Birth | - Address | - Phone number (Mobile and home) |
| -Latest Blood Results | - Carer / Representative and their Contact Phone Number | |
| -Severe Mental Illness Register or Learning Disability Register (Yes/No) | | |

HOW YOU CAN TAKE PART IN THE PROGRAMME

There are different options for how you take part in the nine-month programme, depending on your preferences and needs:

- **Group based sessions:** provided in a local community venue, convenient to you, led by one of our qualified Health Coaches, with the chance to engage with others to help you reduce your risk of developing Type 2 diabetes.
- **Digital one-to-one or peer support** from a health coach either via the NHS-approved Liva app over secure app messaging or through phone/video calls. You will have the option to receive either 1-1 or peer support and support is entirely remote with no need to travel.
- **Tailored remote service:** you may be offered the option of attending group based support entirely remotely via Microsoft Teams. This service is currently for those with: hearing impairment requiring British Sign Language; visual impairment; Bangladeshi or Pakistani backgrounds who require a specific cultural and language tailored service; women with a previous diagnosis of Gestational Diabetes.

Group Sessions

Join a small group of people who are also at risk of developing type 2 diabetes. In 13 sessions spread over nine months, your trained Coach will provide the motivation, resources, advice, and support you need to increase your physical activity, and help you improve your diet.

You will also have access to a free app containing everything you will need to make a positive difference.

The programme is free and supports non-English speakers. You can even bring someone with you for extra support.

Digital one-to-one support

- Specialist and personalised lifestyle support from a health coach over 9 months, available via your smartphone with Liva's app.
- Access the service conveniently through your smartphone, you'll have support in your pocket. No need to travel or arrange follow-up appointments.
- Monitor and track your personal health goals in the Liva app, receive psychological, lifestyle and nutritional advice, and connect with a closed community of other people on the same journey as you, to help you gain confidence and keep up positive lifestyle changes long term.
- Connect with a health coach of your choice, with multiple languages spoken to ensure everyone is catered for
- With coaches available 7 days a week, you'll be able to start your programme when it's convenient for you.

For more information about Healthier You, please visit the website

<https://www.lwtcsupport.co.uk/about>