

# HEALTHWISE EXERCISE REFERRAL PROGRAMME

Referrer Manual





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# WHAT IS HEALTHWISE?

Healthwise is a healthy lifestyle programme, commissioned by the City of York Council, designed to support your patients to lose weight and get active.

This service offers both **Physical Activity on Referral**, **Weight Management** pathways for participants and has been designed to tackle ill-health related to obesity and physical inactivity.

## PHYSICAL ACTIVITY ON REFERRAL

Our Physical Activity on Referral (PARS) programme is designed to support inactive people, at risk of disease or suffering with a condition that can be improved by physical activity. The programme aims to support these individuals to safely increase their activity level and become self sufficient at achieving the recommended daily activity guidelines.

## ADULT WEIGHT MANAGEMENT

Our Tier 2 multi-component group-based lifestyle Weight Management programme includes dietary advice and physical activity. The Healthwise team utilises behaviour change techniques to support eligible adults lose weight and gain the knowledge, skills and confidence to maintain a healthy weight and lifestyle.

## HEALTHWISE TEAM

Our team of Healthwise advisors will triage referrals to offer the patient the most appropriate programme to meet their individual health needs.

The Healthwise team will also work in close partnership with GP practices, Allied Health Professionals and social care services to make it easy to refer participants, as well as raise the issue of weight and physical inactivity.

# WHO IS HEALTHWISE FOR?

The Healthwise programme is for people who are:



Aged 18 years  
or over



Be registered with  
a GP surgery within  
the Vale of York



Ready to make  
significant changes  
to their daily habits



In need of  
structured support  
to make lifestyle  
changes

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## WHERE ARE THE PROGRAMMES AVAILABLE?

Healthwise sessions are delivered from a number of leisure centres and community centres across the Vale of York

-  **Energise Leisure Centre**
-  **York Leisure Centre**
-  **Burnholme Sports Centre**
-  **Yearsley Swimmng Pool**

Community venues will change throughout the year to focus on areas with greater health improvement needs. Our team of advisors will help each participant to find a suitable location to access the programme.

For further information on which venues have upcoming programmes please contact the Healthwise Team on **01904 403917** or email **healthwiseyork@gll.org**



## WHAT CAN PARTICIPANTS EXPECT FROM PHYSICAL ACTIVITY ON REFERRAL?

Our Physical Activity on Referral programme provides support and guidance to help inactive people, at risk of disease or suffering with a condition that can be improved by physical activity, to make long term lifestyle changes to increase their activity in a safe and enjoyable way.

The programme delivers individually tailored physical activity opportunities and group-based activities. These activities are designed to support eligible adults to become physically active and gain the knowledge, skills and confidence to maintain and improve their physical activity levels.

The programme lasts 12 weeks and is delivered by our team of highly trained exercise professionals, who place particular focus on behaviour change,

self-management and long-term adherence. All facilitators are Level 3 exercise referral qualified as a minimum.

All patients will receive an individually tailored physical activity programme, which is developed in partnership with the participant and meets their specific needs. Activity options include, but are not limited to:

- Supervised gym sessions
- Group exercise classes
- Water based exercise



## WHAT IS THE REFERRAL CRITERIA FOR PARS?

### THE PATIENT MUST BE:

- Aged 18 years or over
- Be registered with a GP surgery within the Vale of York
- Initial assessment suggests 'ready to change' and in need of a structured programme
- Inactive (not currently achieving at least 30 minutes of moderate physical activity per week)

### And:

- Have at least one established risk factor or (stable) chronic condition that could be prevented or improved through being more active. For example CVD, Diabetes or mild to moderate mental illness (depression or anxiety)

### THE PATIENT SHOULD NOT HAVE ANY OF THE FOLLOWING CONTRAINDICATIONS

The patient must not have any of the following contraindications:

- Require a rehabilitation exercise programme tailored to support recovery from specific conditions including: Cardiac, Stroke, Pulmonary Rehabilitation, Neuromuscular Disease.
- Display contraindications for exercise according to current British Association for Cardiovascular Prevention and Rehabilitation (BACPR) guidelines.
- Unstable and/or limiting physical or mental health condition which requires clinical management/ supervision.



## WHAT CAN PARTICIPANTS EXPECT FROM THE WEIGHT MANAGEMENT PROGRAMME?

Our Weight Management programme is NICE compliant and encompasses; physical activity opportunities and healthy eating/nutritional advice. The Healthwise team utilises behaviour change techniques to support individuals in managing their weight and work towards achieving a healthy BMI.

Weekly 2 hour group sessions run for 12 weeks and includes nutritional workshop and a physical activity session.

Our nutrition workshops are led by highly trained individuals and include interactive sessions using behaviour change techniques exploring key topics such as:

- Food groups
- Portion sizes
- Hunger and triggers
- Energy balance
- Meal planning and cooking methods
- Relapse prevention

By the end of the programme participants will have increased knowledge, skills and confidence to continue with their healthy behaviour changes beyond the end of the programme.

**The Healthwise programme is a group based approach so participants must be willing and capable to participate in a group programme.**

# WHAT IS THE REFERRAL CRITERIA FOR WEIGHT MANAGEMENT?

## INCLUSION CRITERIA

To qualify for the weight management programme users must be:

- Aged 18 years or over
- Be registered with a GP surgery within the Vale of York
- Initial assessment suggests 'ready to change' and in need of a structured programme

### **Either:**

Overweight (BMI >25 or >23.5 BAME\*) with risk factors for; Type 2 diabetes or CVD

### **Or**

Obese (BMI >30 or >27.5 BAME\*)

\*BAME: Black, Asian, and minority ethnic groups

## EXCLUSION CRITERIA

The patient must not have any of the following contraindications:

- Pregnant or breastfeeding
- A diagnosed eating disorder
- BMI > 30 with recent onset Type 2 Diabetes\*
- BMI > 35 with 2 recognised co-morbidities\*
- BMI > 50\*
- Any individuals who have undergone bariatric surgery who are post 2 years who require specific post-operative support
- Co-morbidity or underlying medical cause of obesity which requires medical intervention
- Unstable/uncontrolled moderate / severe mental health condition
- Those with suicidal thoughts or have self-harmed within the last 6 months
- Patients must be clear of addiction for at least 6 months, e.g. alcohol or recreational drugs

\* Refer to the Tier 3 Weight Management Service



## WHO CAN MAKE A REFERRAL?

Our Healthwise Hub will accept referrals from relevant health and care staff, including:

- GPs and Practice Nurses
- Secondary and community health care providers
- Pharmacists
- Adult Social Care providers
- Voluntary and community service providers

Non health professionals should contact the team for more information on how to make a referral.



## HOW DO I MAKE A REFERRAL?

To refer please complete the referral form. Which can be found in this pack. Please contact our Healthwise advisors for electronic versions of the referral forms or help with queries regarding making a referral.

You can also locate the referral forms on System1, CYC RSS or Emis.



Call 01904 403917  
for more support



[healthwiseyork@gll.org](mailto:healthwiseyork@gll.org)  
[yhs-tr.healthwiseyork@nhs.net](mailto:yhs-tr.healthwiseyork@nhs.net)

To best enable a referral please remember to:

- Discuss the programme with the individual concerned and ensure that they are ready to undertake a 12 week programme (6 week GIAG) based around behaviour change and the adoption of healthy lifestyle behaviours
- Use our Healthwise referral form and complete as fully as possible
- Obtain your patients consent to be contacted by our team

## REFERRALS CAN BE SENT VIA:

### Post:

Better Burnholme Sport Centre  
C/o Healthwise  
Mossdale Avenue  
York  
YO31 OHA  
(Please mark Private & Confidential)

**Phone:** 01904 403917

### Email:

healthwiseyork@gll.org  
yhs-tr.healthwiseyork@nhs.net

## READINESS TO CHANGE ASSESSMENT

Not everyone is ready to receive targeted and tailored support to lose weight and get more physically active. This programme however, has been designed to for those who are ready.

As such, it's important that you only refer those who feel that they are in a position to adopt the changes that they may feel challenged to make in their lives.

As part of our telephone triage we will undertake a further readiness to change assessment and will accept only those who meet the criteria. Those not ready to change will be supported and signposted to other more appropriate local services.

## HOW DO I RAISE THE TOPIC OF WEIGHT WITH A PATIENT?

We understand that the effects of stigmatisation around weight can be damaging to people's health and wellbeing. We have worked with partners based on best practice guidance to develop a programme which supports referrers:

- Raise awareness of weight stigmatisation
- Address misconceptions
- Define and describe the multiple forms of weight stigmatisation
- Encourage identification and reflection on weight stigmatisation in a GP practice
- Highlight the detrimental impact of weight stigmatisation to people's physical and psychological health and wellbeing
- Deliver practical suggestions of ways different groups can address weight stigmatisation
- Counter the assumptions that perpetuate weight stigmatisation
- Signpost to further information and resources

If you would like to know more about this programme please contact the Healthwise team on **01904 403917**.

## WHAT HAPPENS NEXT?

When we receive a referral our Healthwise advisors will check to ensure participants are eligible for the service. If a referral form is incomplete or highlights a condition that is not included within our referral criteria our team will contact the referring professional to request further information or condition clarifications.

Our friendly team, who are trained in motivational interviewing, will then contact the participant to undertake a phone triage assessment. This call will last between 10 and 20 minutes, in which the Healthwise advisor will:

- Explore the participant's personal lifestyle goals
- Explain the service and what we can offer
- Assess their readiness to change and discuss barriers
- Undertake a lifestyle assessment

If the participant is ready to commit to the programme, they will be booked into an initial appointment for the programme which suits their needs. This appointment may include a 1-2-1 or a group based assessment.

If the participant is not ready to undertake lifestyle changes or the programme is not suitable for them, our team will give encouragement, brief advice and recommend other suitable local services.



# FREQUENTLY ASKED QUESTIONS (FAQs)

## **How is Healthwise different from the previous Healthwise services?**

The Healthwise advisors will undertake a phone-based triage and link patients to an appropriate programme either in a leisure centre or a community venue.

## **Will I be kept up to date on my patient's progress?**

We will contact you should we need any further information to support their referral, so please complete the referral form as completely as possible. If at screening it is discovered that the participant is not ready or eligible for our programme, we will write to notify you.

For those participants who are eligible and ready to change we send you an assessment report following their initial appointment. We will also send you a progress report upon graduation of the programme or if the participant is discharged from our service for other reasons such as multiple DNAs or withdrawal due to personal reasons/choice.

## **What if my patient is not ready or suitable for this programme?**

If your patient is not ready or eligible for this service but would still benefit from lifestyle change, there is lots on offer in York. We work very closely with other organisations across the city to provide a signposting service that would best suit your patient requirements.

## **Do participants get a free membership?**

The programme is chargeable, unfortunately we do not get any funding from the NHS or CCG. The cost per session is £4.95. For those who may wish to participate in further classes, we do provide a subsidised Healthy Living Membership to help them continue their active lifestyles, the cost for this is £28 per month for two years (Non Contractual. This gives participants access to support and a variety of activities at a range of specified times and locations.)

## **Are all sessions supervised?**

Our instructors will assess the level of support required for each individual and work with the participants to create an appropriate action plan.

## Can the Healthwise team come visit my department?

We would be delighted to come and visit your department, surgery or practice to talk you and your team through any aspect of our programme, as well as deliver sessions on Weight Stigma or the benefits of physical activity.

## How does Healthwise fit with the NDPP?

GLL/Better are working with the current operators of the National Diabetes Prevention programme to ensure there is alignment between the services being provided within York. For those that meet the criteria for both programmes, you should explore with your patient what service suits their lifestyle needs the best and refer accordingly in line with Public Health England guidance.



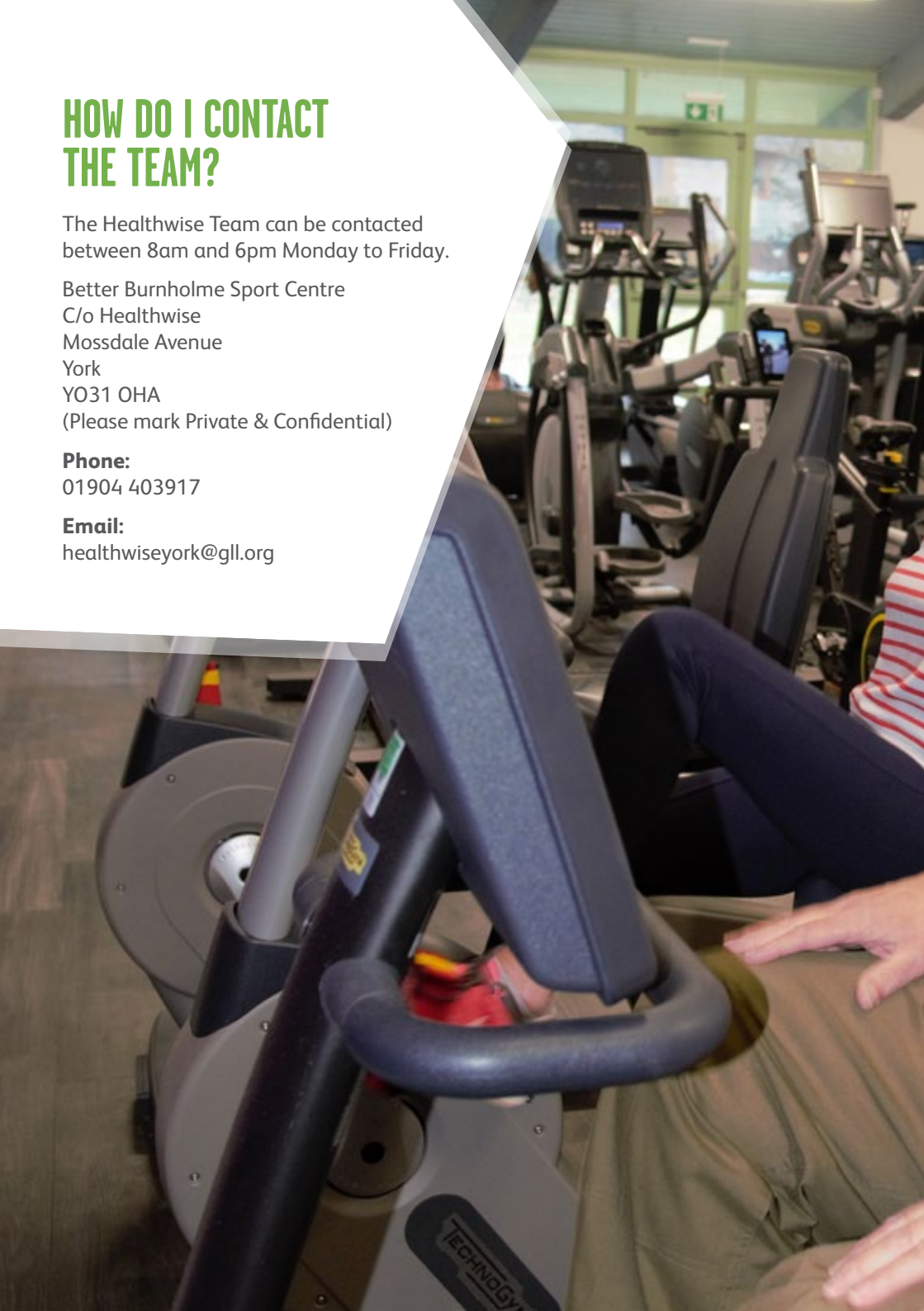
## HOW DO I CONTACT THE TEAM?

The Healthwise Team can be contacted between 8am and 6pm Monday to Friday.

Better Burnholme Sport Centre  
C/o Healthwise  
Mossdale Avenue  
York  
YO31 OHA  
(Please mark Private & Confidential)

**Phone:**  
01904 403917

**Email:**  
[healthwiseyork@gll.org](mailto:healthwiseyork@gll.org)







**BETTER**