

Quarter 4 Fitter Futures Warwickshire

Report

For Period 17th December 2016 – 31st March 2017

For the:

- **Physical Activity/Healthy Lifestyles on Referral Service**
- **Family Weight Management Service**
- **Weight Management on Referral Service**

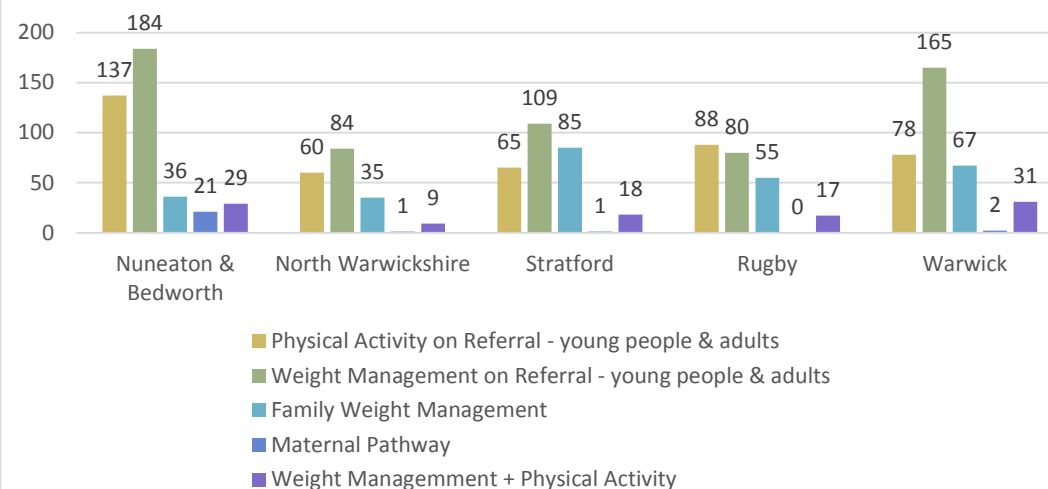
Number of Referrals per Fitter Futures service in Quarter 4:

| Fitter Futures Service Referrals | 2015-2016 | Q1 - 2016 | Q2 - 2016 | Q3 - 2016 | Q4 - 2017 |
|---|-------------|-------------|-------------|------------|-------------|
| Physical Activity on Referral - Adults | 1055 | 357 | 421 | 307 | 510 |
| Physical Activity on Referral - Maternity | 28 | 9 | 12 | 2 | 6 |
| Physical Activity on Referral – Young People | 10 | 6 | 9 | 4 | 8 |
| Dementia Referrals | 8 | 3 | 1 | 1 | 2 |
| Change Makers – Family Weight Management | 359 | 121 | 137 | 178 | 311 |
| Healthy Living Network - Weight Management on Referral - Adults | 30 | 30 | 47 | 36 | 40 |
| Healthy Living Network - Weight Management on Referral – Young People | 1 | 0 | 0 | 0 | 0 |
| Slimming World | 674 | 573 | 510 | 446 | 589 |
| Slimming World - Maternity | 37 | 31 | 13 | 7 | 22 |
| Totals | 2278 | 1130 | 1150 | 981 | 1488 |

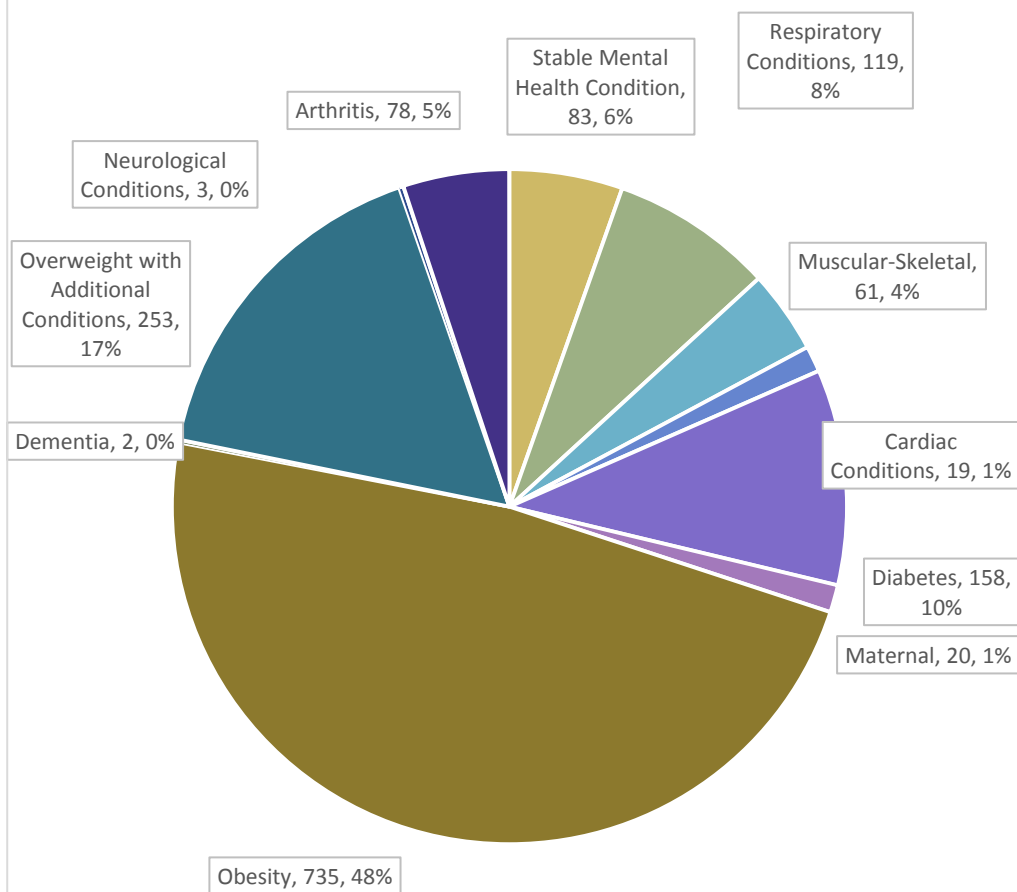
Number of People Completing a Fitter Futures Service per Age Group in Quarter 4:

| Fitter Futures Service Completions | 2015/16 Total | Q1 - 2016 | Q2 - 2016 | Q3 - 2016 | Q4 - 2017 |
|---|---------------|------------|------------|------------|------------|
| Young People age 12-16 Physical Activity on Referral | 3 | 2 | 0 | 2 | 3 |
| Adults Age 16+ Physical Activity on Referral | 125 | 88 | 96 | 84 | 68 |
| Children Age 4-12 - Change Makers (Family Weight management programmes for families) | 65 | 76 | 15 | 66 | 46 |
| Parents/Carers - Change Makers (Family Weight management programmes for families) | 46 | 53 | 9 | 70 | 53 |
| Young People age 12-16 – Nuneaton and Bedworth Healthy Living Network Weight Management on Referral | 0 | 0 | 0 | 0 | 0 |
| Adults age 16+ – Nuneaton and Bedworth Healthy Living Network Weight Management on Referral Service | 2 | 6 | 8 | 5 | 22 |
| Young People age 12-16 – Slimming World | 0 | 0 | 0 | 0 | 0 |
| Adults age 16+ – Slimming World | 73 | 57 | 241 | 213 | 365 |
| Total No. of Completions | 326 | 288 | 369 | 440 | 557 |

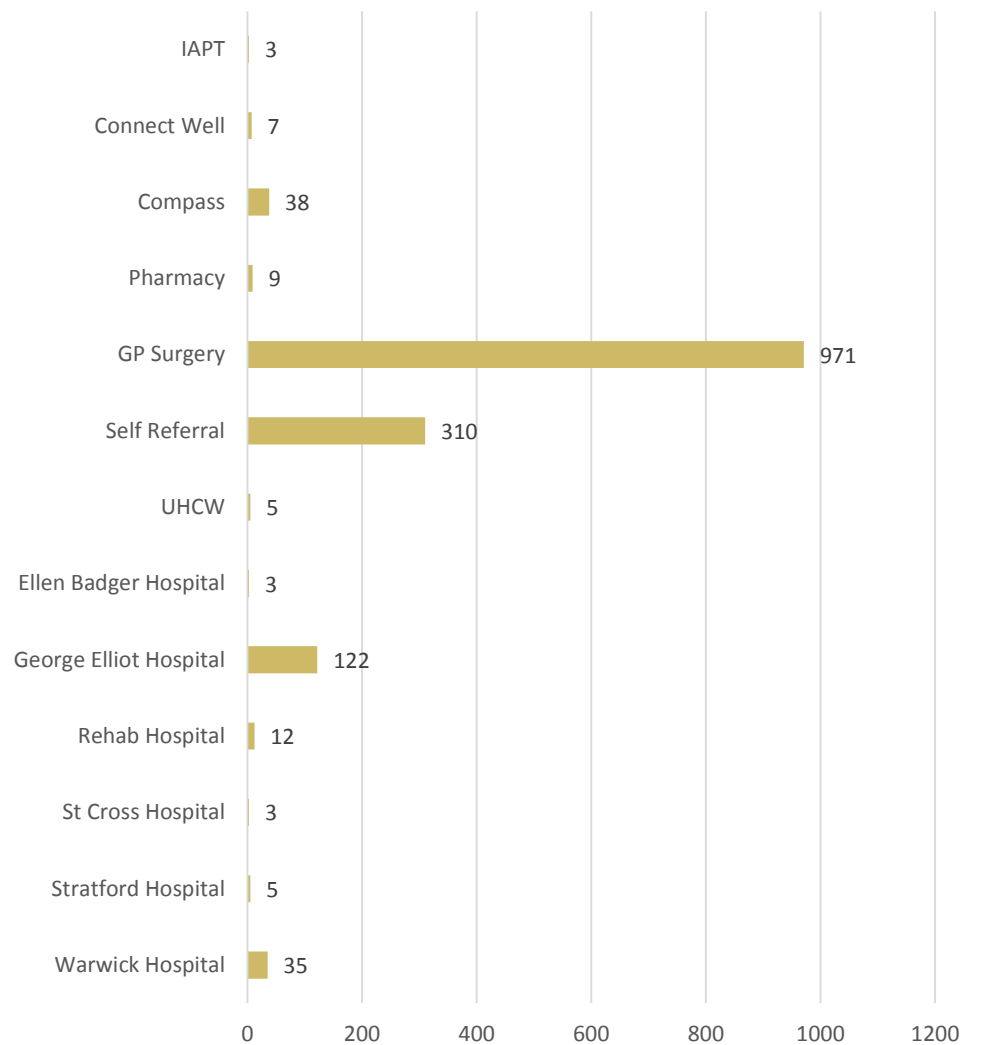
Referral Numbers, 17th December 2016 - 31st March 2017



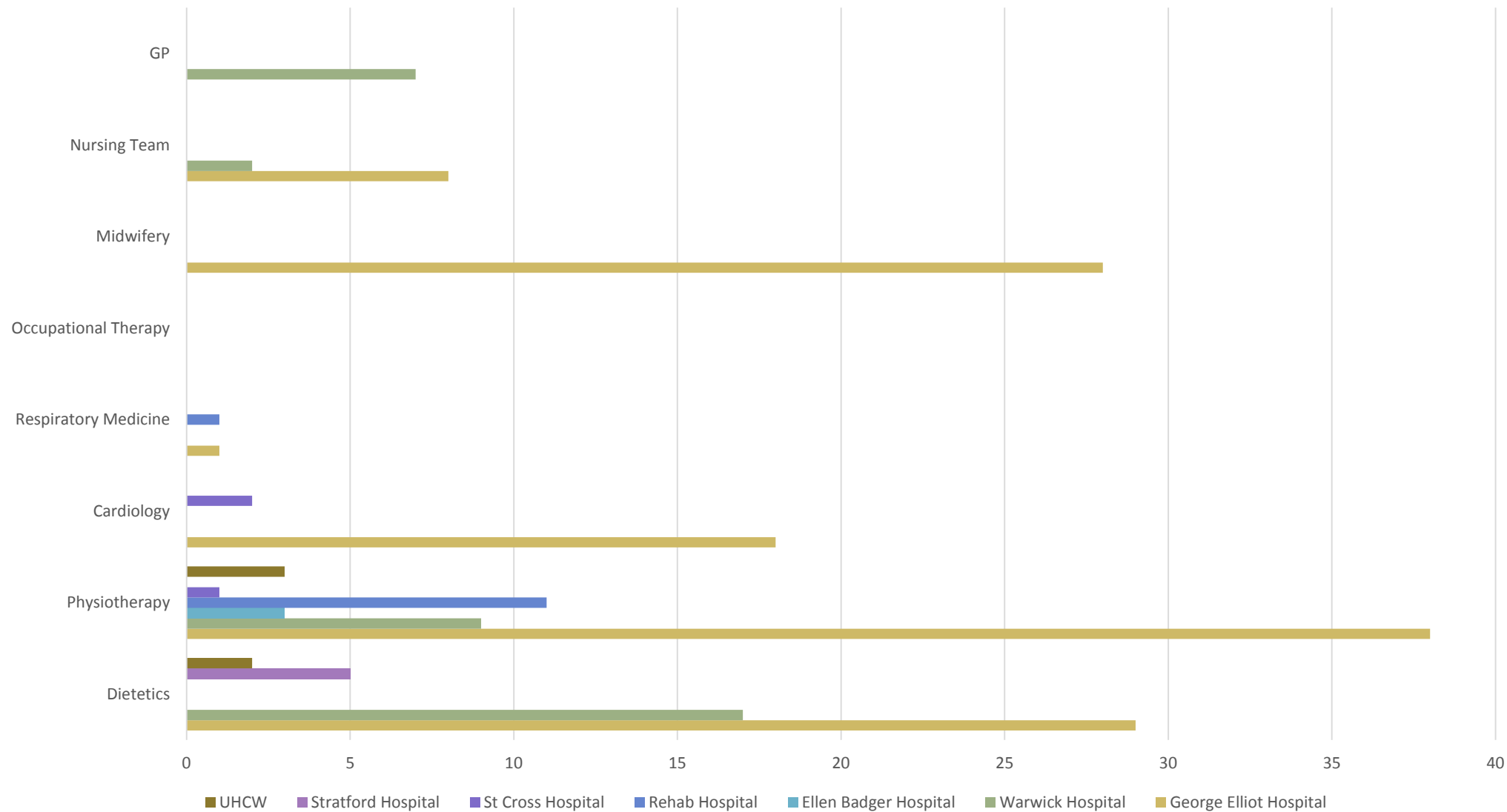
Reason for Referral, 17th December 2016 - 31st March 2017



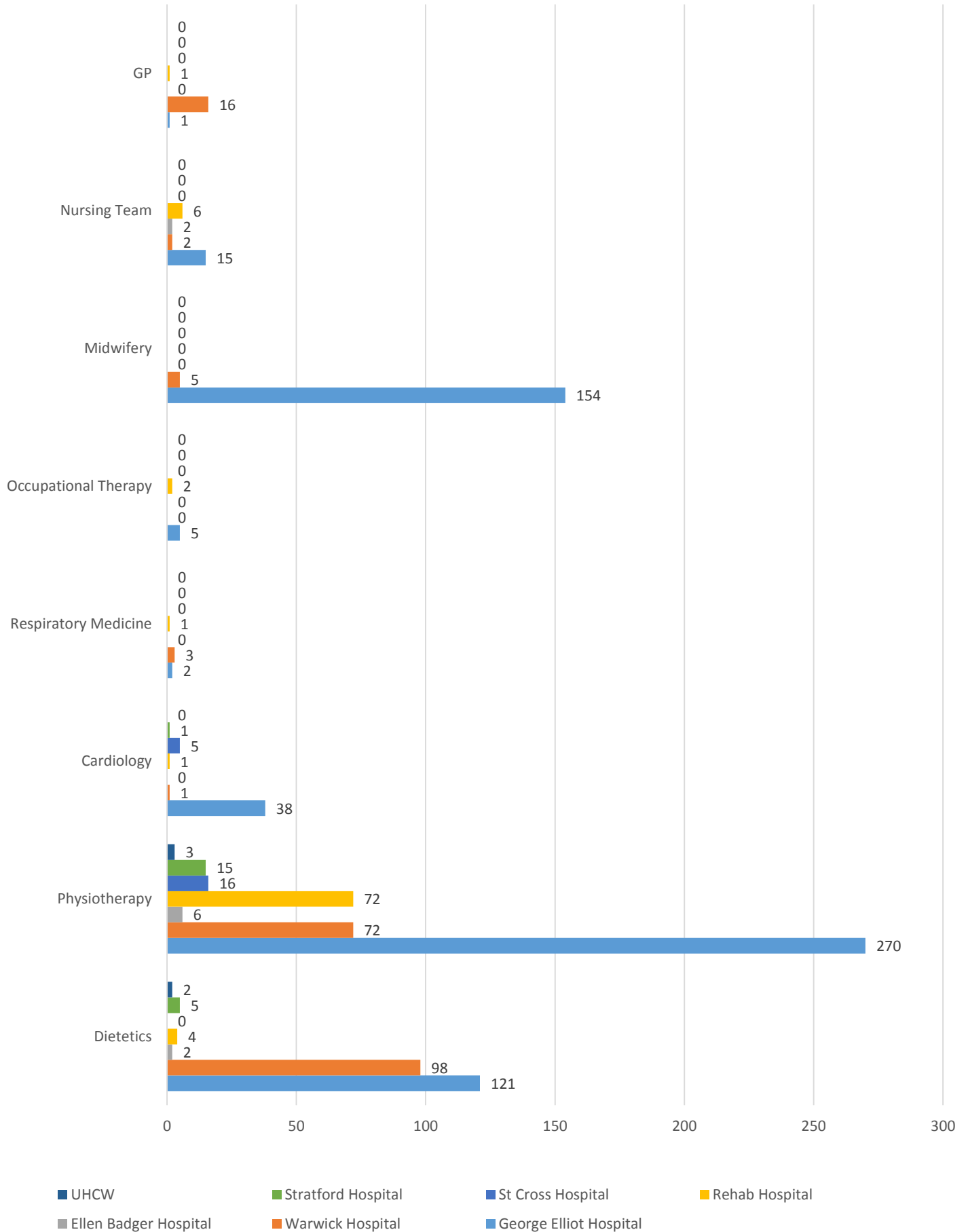
Source of Referral 17th December 2016 - 31st March 2017



Hospital Department Referrals, 17th December 2016 - 31st March 2017



Hospital Department Referrals, 1st July 2016 - 31st April 2017



**Q4 Health Improvement Outcomes Achieved by Service Users Completing
All Fitter Futures Services during Q4 – 17th December 2016 to 31st March 2017 - Broken Down per Service**



Q4 Fitter Futures Warwickshire Physical Activity/Healthy Lifestyles on Referral Service

Data shows average health improvement changes across all service users completing a Fitter Futures service during Q4:

| Average | Leisure Centres | | Physical Activity Consultants (NBLT) | |
|--|-----------------|----------------|--------------------------------------|----------------|
| | Week 1 (n=62) | Week 12 (n=62) | Week 1 (n=19) | Week 12 (n=19) |
| Weight (kg) | 100.4 | 94.4 | 92.8 | 90.0 |
| Systolic Blood Pressure | 137 | 134 | 135 | 132 |
| Diastolic Blood Pressure | 85 | 83 | 85 | 80 |
| Resting Heart rate (b/minute) | 76 | 75 | 77 | 74 |
| BMI | 34.9 | 32.6 | 33.6 | 31.4 |
| Body Fat % | 37.7 | 36.4 | 37.3 | 35.9 |
| Wellbeing score (0-70) | 47 | 52 | 47 | 50 |
| Fruit & Vegetable consumption (portions per day) | 3.6 | 4.1 | 4 | 4.5 |
| Light activity levels (minutes per week) | 95 | 107 | 62 | 131 |
| Moderate activity levels (minutes per week) | 88 | 98 | 82 | 117 |
| Vigorous activity levels (minutes per week) | 9 | 17 | 3 | 4 |
| Loneliness & Isolation | 27 | 27 | - | - |

Q4 Fitter Futures Warwickshire Change Makers Service – Family Weight Management on Referral Service
Health Improvement Outcomes achieved during Q4 – 17th December 2016 to 31st March 2017

All Health improvement outcomes increased at Week 9 except for vigorous physical activity levels – here, service users increased their number of minutes per week doing moderate physical activity levels. This is a positive health improvement outcome.

| Children Change Maker Stats – (Average) | Week 1 (n=48) | Week 9 (n=46) |
|---|---------------|---------------|
| BMI | 21.8 | 18.9 |
| Fruit and Vegetable intake (portions per day) | 3.7 | 4.7 |
| Physical activity levels (minutes per day) | 56.9 | 66 |
| Self-esteem score | 21 | 25 |

| Adult Change Maker Stats – (Average) | Week 1 (n=58) | Week 9 (n=53) |
|--|---------------|---------------|
| BMI | 29.1 | 21.2 |
| Fruit and Vegetable intake (portions per day) | 3.5 | 3.7 |
| Physical activity levels – Light (minutes per week) | 113 | 131 |
| Physical activity levels – Moderate (minutes per week) | 52 | 81 |
| Physical activity levels – Vigorous (minutes per week) | 29 | 80 |
| Well-being Score (0-70) | 48 | 50 |
| Companionship Scale (0-40) | 25 | 25 |



Q4 Fitter Futures Warwickshire - Weight Management on Referral Service

Q4 – 17th December 2016 to 31st March 2017

During Q3, two service providers delivered the Weight Management on Referral Service. Service users are offered a choice of service when they are referred. The following health improvement outcomes were achieved during Q4 (please note that as the services are 12 week programmes, this data will not align with the number of referrals and number of completers data):

Weight Loss Achieved by Service users during Q4:

| Weight Management statistics | Achieved 5% weight loss | Achieved 10 % weight loss |
|-------------------------------------|--------------------------------|----------------------------------|
| Slimming World | 143 | 21 |
| Healthy Living Network | 1 | 0 |

Health Improvement Outcomes Achieved by Service Users during Q4:

All service users who completed a Weight Management on Referral service during Q4 achieved positive health improvement outcomes as follows:

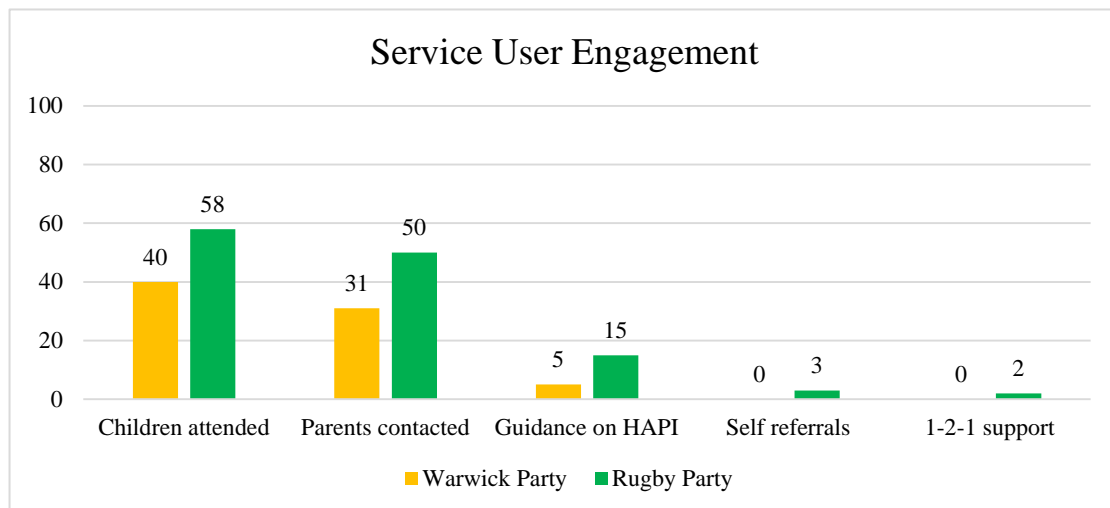
| | Week 1 Fruit & Vegetables (portions per day) | Week 12 Fruit & Vegetables (portions per day) | Week 1 Activity levels (minutes per week) | Week 12 Activity levels (minutes per week) | Week 1 Wellbeing score (0-70) | Week 12 Wellbeing score (0-70) | Week 1 Companionship scale (0-40) | Week 12 Companionship scale (0-40) |
|-------------------------------|--|---|---|--|-------------------------------------|--------------------------------------|---|--|
| Slimming World | 5.29 | 5.53 | 27.5 | 34.8 | 43 | 48.72 | 20.8 | 20.59 |
| Healthy Living Network | 3 | 5 | 99 | 148 | 49 | 52 | 18 | 16 |

Case Study from one service user during Quarter 4

Q4 – 17th December 2016 to 31st March 2017

During February half term Warwick and Rugby hosted Change Maker parties for previous completers and those on the NCMP list. In total **98 children attended**. 1/3 of those were participants who had not yet engaged with the programme. The parties included the following activities and guests:

- ✓ Face painting and drama sessions with PlayBox
- ✓ Boxing sessions with a World Champion
- ✓ Bouncy Castles and Arts & Crafts
- ✓ Cooking with Adult Community and Learning Services– date and banana muffins
- ✓ Multi sports such as giant dodgeball, parachutes and basketball
- ✓ A chance to chat with the School Nurses. They promoted Compass and provided guidance with the hapi questionnaires.



“I’m so glad I brought my children to the party as it has made me realise we need to use the Change Maker service. My children point blank refuse to eat fruit but today they ate a banana and a kiwi without a moment’s hesitation!”





Nuneaton and Bedworth Healthy Living Network – Weight Busters

Case Study from one service user during Quarter 4

Period Q4 – 17th December 2016 to 31st March 2017

Case Study Title

A Case Study of a client referred from Nuneaton & Bedworth Healthy Living Network.

Background - What is the background to the Case Study?

The client is 30 years old with a starting BMI of 40. The client has a family and works long hours over various shifts in a restaurant, often not getting a break at work so was not eating regular meals and choosing unhealthy options.

Activity - What was involved? Who? Where?

The client joined Weight Busters, the Newtown Centre, Nuneaton class on 4th January 2017 and completed 12 weight management sessions with the Nuneaton and Bedworth Healthy Living Network.

Outcomes - What were the outcomes or learning points?

The client's mother lost 3 stone with Weight Busters and now volunteers at the sessions encouraged the client to join.

The client did not eat breakfast prior to Weight Busters, after following the advice of the Weight Management Officer. The client has now been given some breakfast ideas and now eats breakfast. The client was in the habit of drinking lots of energy drinks, particularly when working long shifts but upon realising how much sugar was in the drinks they were replaced with sugar free squash. The client learnt that planning food around work shifts helped with weight loss. Rather than eating leftover food given by the chef, the client has been using the information learnt about portion control and healthier food options and now plans meals and has also started taking a piece of fruit to work to snack on. The client reduced their alcohol intake after learning how many calories it contains.

The client's physical activity levels have increased. The client now walks the children the 6 mile round trip to school each day instead of using the car.

The weight loss was steady each week and by the end of the 12 weeks the client had lost 6.3kg; 6% of their starting weight. The client's BMI reduced from 40 to 37.

The client has set a target of achieving a 10% weight loss and is on track to do this and would then like to aim for the eventual target of reaching a healthy BMI.

Quote/Testimonial - Feedback given from the individual

When asked for the client's thoughts on what had been learnt and lifestyle changes made, the client replied:

'I feel like I've completely changed my behaviours towards food and I've never felt like I was on a diet at any point'

'I was never a breakfast person when I started weight busters but now I have it every day. Hannah gave me a lot of healthy breakfast ideas which I now enjoy.'

'I now plan for my shifts and take fruit so that at least I have thought of something to eat when we get really busy at work. Whereas before I was eating all the leftover food the chefs gave us which I know were the wrong things!'

'I've now cut out cider and realise how many calories are in one pint. After a long busy day at work I would often have a drink and I soon realised this was something I needed to cut out!'

A Case Study of Mrs. O, a client referred by her GP for home visits

Background - What is the background to the Case Study?

Mrs. O was originally referred in June 2016 by her GP to increase her activity levels via our home visit exercise service.

Her goals were:

- To lose weight
- To improve her glucose tolerance as she was pre-diabetic
- To assist in controlling her depression
- To alleviate joint pain, especially in her knees
- To improve her general fitness such as getting less breathless on exertion

Mrs O is also deaf and therefore struggles in group situations and communication

Activity - What was involved? Who? Where?

I met with Mrs O and after her initial consultation, we met up again and I did an introductory exercise session with her. With home visit clients, I always try and begin the 12 weeks with a fun and upbeat exercise session based on what the client wants in order to get them to 'buy in' to the scheme and engage for the 12 weeks. In her next session, we went through her personalised home exercise plan as well as nutrition advice such as healthy meal ideas. However, Mrs O didn't 'buy in' to the scheme and after 6 weeks, she still hadn't started exercising or altering eating habits.

As you'll read in her testimonial below, at this point, Mrs O lacked any self-motivation and hadn't managed to build exercise or healthy eating into her usual routine. She tried putting off our 6 week review and tried dropping off the scheme altogether. From what I observed in her first few sessions, I knew that Mrs O was aware of the importance of changing her lifestyle and that she realised the great opportunity she had whilst on the scheme so I persisted and eventually she agreed to an appointment to formulate a plan going forward.

Having made no progress so far, I allowed Mrs O to restart the 12 weeks from late October 2016. We sat down and talked about the barriers she faced and came up with a plan to break them down to allow her to start exercising and eating correctly. I gave her a new exercise plan with added structure and she reluctantly agreed to try Slimming World through the free 12 weeks that we can offer. This was big step for Mrs O as she is uncomfortable in group settings due to her hearing impairments and depression but she agreed to give it a go, even just for a couple of weeks.

Outcomes - What were the outcomes or learning points?

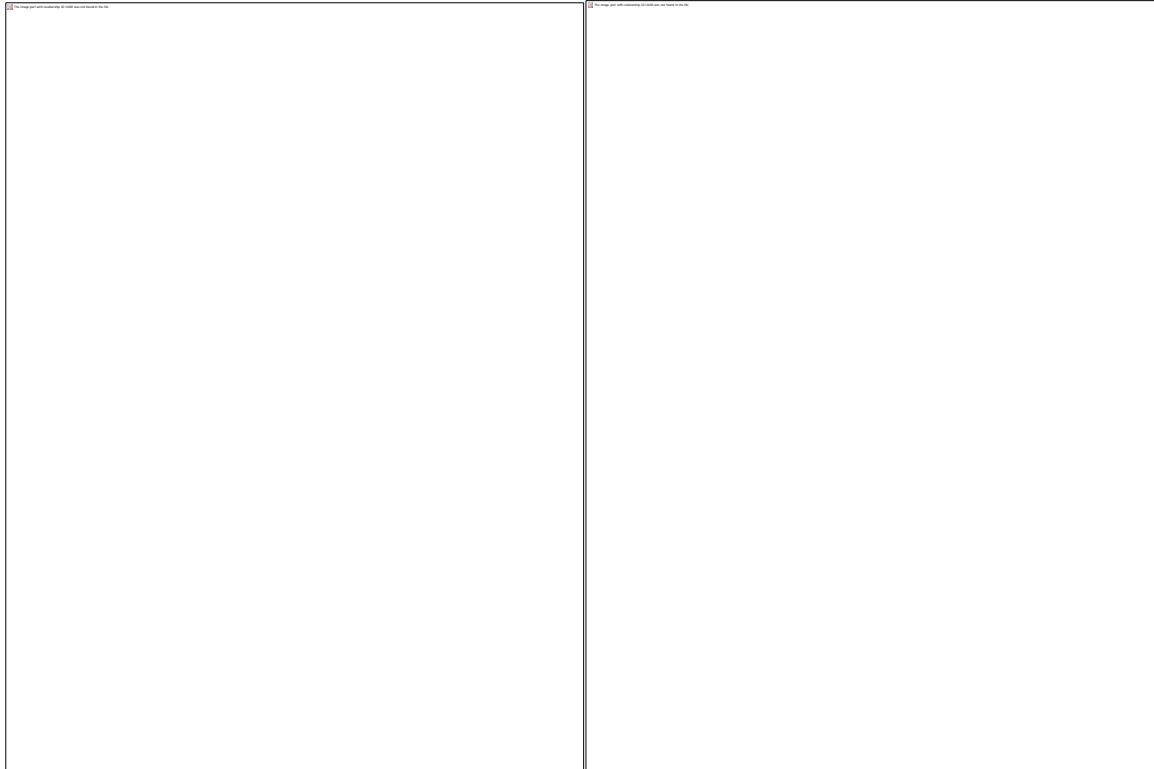
Mrs O and I kept in touch throughout her new initial 6 weeks. When we did meet up for her 6 week review I was delighted to find that she had lost a stone in weight and was still attending Slimming World as well as exercising twice a week. We looked at how we could progress her training and started increasing the volume of exercise she was doing. At this point, she began to acquire some of her own exercise equipment such as dumbbells, boxing gloves and a small exercise bike.

At her final week 12 appointment, she couldn't wait to tell me about how well she'd done over the Christmas period, all the exercise she was now doing and that she was reigning 'Slimmer of the month'.

Here's a breakdown of her physiological progress from weeks 1 to 12:

- She reduced her weight from 122.5kg to 111kg (10% body weight decrease)
- This related to a BMI drop from 41 to 37
- Her systolic blood pressure dropped by 5mm/Hg and her diastolic by 10mm/Hg
- She also reported a huge drop in joint pain

However, the best marker of her progress was the improvement in her mental wellbeing. From my subjective point of view, there was a huge improvement with her whole outlook on life. She seemed in control of how she felt and was using her exercise and her success with nutrition as a tool to alleviate her lifelong depression. Quantitatively, her mental wellbeing progress can be seen below on her feedback via the Warwick-Edinburgh mental wellbeing scale from weeks 1 to 12:



Follow up - Progress in the months after the scheme

I caught up with Mrs O 6 weeks after her 12 week review in late March 2017. Since meeting Mrs O, this was the biggest change I had seen in her and she looked fantastic. She was so over the moon that she had maintained the level of progress she had experienced on the scheme and her overall outlook and mood is drastically different from before she started her lifestyle change.

I took her measurements again and she had lost another 3.4kg (more than half a stone) and had consistently been losing multiple pounds per week. Mrs O had been awarded Slimmer of the week yet again for consistent substantial weight loss. The only negative she has found is that her work trousers are now snug but she is fine with this as they are 2 sizes smaller than the ones she used to have to wear!

Mrs O is still following the exercise plan I gave her 3 times per week as well as adding in as much walking as she can and she is planning on getting a bike to add in weekend bike rides. We are going to keep in touch so that her exercise plan can be tweaked over time and continue to facilitate her well-deserved success.

Here is the testimonial Mrs O sent to us on completing her 12 weeks with Fitter Futures:

“Rollercoaster! Well for me it's been from a place of despondency to lots of whizzing circles.

Jacob visited me initially discussing not just my weight but how I feel; which to me has been very important. I suffer from lifelong depression and severe hearing loss which has a profound effect on my social life and connecting with people. Jacob initially organised some 'home' exercise sessions - I especially loved the boxing and now have my own gloves!

But it didn't take off for me as I was still unmotivated. It came to the six week meet up and I had not even started. I kept putting Jacob off visiting and then finally admitted embarrassingly that I was giving up and he should spend his time with others who need him more.

But Jacob persevered; he wanted to see me and see me succeed. We talked a lot about the mental aspect of weight loss, disability and not being comfortable in a group.

Well after Jacob's motivational session, I ended up referred to Slimming World and with a new personal exercise routine. The outcome after 12 weeks is that I have lost nearly 2 stone in 2 months. I have a small exercise bike now and I am keeping to my exercise routine and am aiming for 3 stone, promising myself a second hand bicycle on reaching the target.

On reflection Jacob is kind, patient, understanding and easy to talk to. I have been a challenge and that in away has boosted me to do well. We were all smiles at my last session because I have finally started my journey to better health. Many many thanks to Jacob and the 'Fitter Futures' scheme."



Slimming World

Case Study from one service user during Quarter 4

Period Q4 – 17th December 2016 to 31st March 2017

AGE: 64

START WEIGHT: 16st 7½lbs

CURRENT WEIGHT: 13st ½lb

TOTAL WEIGHT LOSS: 3st 7lbs

My story starts with exceptionally high blood pressure, Gastro Oesophageal Reflux Disease (GORD) and Chronic Obstructive Pulmonary Disease (COPD). There are two main forms of COPD and the one I suffer with is Chronic Asthmatic Bronchitis.

I had what seemed like endless tests on breathing, lungs, chest and blood. I had an endoscopy procedure (at this point I'll point out it was the upper procedure!) and the dreaded treadmill test (that nearly killed me) and nearly shared my lunch with the doctors (over their shoes!). I couldn't walk very far, needing my blue inhaler as often as every couple of yards, (well looking back this is how it seemed.) I found it very difficult when working and found all kinds of excuses to stop.

My Doctor guided me to apply for a referral to Slimming World for 12 weeks free. I thought "Something for nothing? I'll have some of that!"

My time with my Consultant, Rebecca, started on Wednesday 24 February 2016. I must admit, I was very apprehensive to start with my barriers up high and thick but Rebecca understood and soon the barriers were removed. Now Rebecca is working hard in keeping me under control!

Over the coming weeks I learnt how to change my life style; how I did the cooking, what things to buy (and the things to leave on the shelf), understanding portion control, what can be eaten in-between meals, and to how to substitute things for healthy options. Such a lot to take in! But it went in and stayed.

34 weeks into my time with Slimming World and with Rebecca's guidance, I've lost 3 ½stone and I'm sitting happily at Target. I got my Club 10 award on 1st June 2016 and won Slimmer of the Week three times. In all the weeks up to Target I only gained on two occasions, and that was only ½lb and 1lb (life was the reason).

Now I've been a Target Member for 5 weeks and I'm one of Rebecca's Social Team Members, offering help to others and helping Rebecca. I feel much better in myself and happy with the world. My benefits are numerous - first and foremost, my Doctor has taken me off ALL my pills. She is over the moon about how my health has been turned around. I still have COPD and GORD. But it is all under better control management.

I can walk much greater distances (even walking to my Slimming World group on the Wednesday) without reaching for my inhaler. I've also been spending quality time with my wife, Chris, swimming at our local club which is something I haven't done for many years. We also go shopping together (this I need to do to try and control her spending lol). Talking about spending, I have got a completely new wardrobe – I've lost 12 inches from around the waist.

Our Kitchen has had a revamp. No more rubbish. It's mostly healthy options with Healthy Extras, and there is a full fruit bowl sitting centre stage in our lounge. I have also made adjustments to our family recipes to make them Slimming World friendly. All good fun!

I will also mention I have great new bunch of friends.

**Q4 Customer Satisfaction Survey Results from Service Users Completing a Fitter Futures
Warwickshire Service – Q4 – 17th December 2016 to 31st March 2017**



Physical Activity on Referral Service Satisfaction Questionnaire

Q4 – 17th December 2016 to 31st March 2017

1. How did you find out about the scheme?

| Health Professional | Fitter Futures Website | Friend / Family member | Leisure Centre / Gym | Promotional film - YouTube | Social Media | other |
|---------------------|------------------------|------------------------|----------------------|----------------------------|--------------|-------|
| 63% | 0% | 37% | 0% | 0% | 0% | 0% |

2. Was the scheme good value for money?

| Definitely | Yes | Don't know | No | Definitely Not |
|------------|-----|------------|----|----------------|
| 56% | 44% | 0% | 0% | 0% |

3. Are you satisfied with the impact that the scheme has had on your health?

| Excellent | Very satisfied | Satisfied | Unsatisfied | Very Unsatisfied |
|-----------|----------------|-----------|-------------|------------------|
| 27% | 42% | 31% | 0% | 0% |

4. Were you satisfied with the promptness in which your referral was made to when you began your 12 week programme?

| Excellent | Very satisfied | Satisfied | Unsatisfied | Very Unsatisfied |
|-----------|----------------|-----------|-------------|------------------|
| 30% | 42% | 28% | 0% | 0% |

5. Were you satisfied with the staff member who delivered your 12 week programme?

| Excellent | Very satisfied | Satisfied | Unsatisfied | Very Unsatisfied |
|-----------|----------------|-----------|-------------|------------------|
| 30% | 42% | 28% | 0% | 0% |

6. Do you feel that the equipment provided for your 1 to 1 sessions was appropriate for you?

| Definitely | Yes | Don't know | No | Definitely Not |
|------------|-----|------------|----|----------------|
| 74% | 20% | 3% | 3% | 0% |

7. Do you feel that your 12 week programme was appropriate to you and your health conditions?

| Definitely | Yes | Don't know | No | Definitely Not |
|------------|-----|------------|----|----------------|
| 48% | 45% | 7% | 0% | 0% |

8. How satisfied were you with the quality of support available outside of your 1 to 1 sessions?

| Excellent | Very satisfied | Satisfied | Unsatisfied | Very Unsatisfied |
|-----------|----------------|-----------|-------------|------------------|
| 33% | 42% | 24% | 1% | 0% |

9. Has the scheme made you more aware of the benefits of physical activity?

| Definitely | Yes | Don't know | No | Definitely Not |
|------------|-----|------------|----|----------------|
| 37% | 48% | 9% | 6% | 0% |

10. Do you feel that the scheme has given you the skills to become more physically active on your own?

| | | | | |
|------------|-----|------------|----|----------------|
| Definitely | Yes | Don't know | No | Definitely Not |
| 50% | 44% | 6% | 0% | 0% |

11. How likely are you to use the exercise advice given to you to help your family?

| | | | | |
|-------------|--------|------------|----------|---------------|
| Very Likely | Likely | Don't know | Unlikely | Very Unlikely |
| 45% | 40% | 6% | 9% | 0% |

12. In terms of your health condition(s), do you feel that the scheme has helped improve them?

| | | | | |
|------------|-----|------------|----|----------------|
| Definitely | Yes | Don't know | No | Definitely Not |
| 24% | 60% | 10% | 6% | 0% |

13. Has the scheme helped you to become more physically active?

| | | | | |
|------------|-----|------------|----|----------------|
| Definitely | Yes | Don't know | No | Definitely Not |
| 65% | 35% | 0% | 0% | 0% |

14. How likely are you now to get involved in local sporting / active sessions?

| | | | | |
|-------------|--------|------------|----------|---------------|
| Very Likely | Likely | Don't know | Unlikely | Very Unlikely |
| 56% | 41% | 0% | 3% | 0% |

15. Do you think the exercise referral scheme is a good idea?

| | | | | |
|------------|-----|------------|----|----------------|
| Definitely | Yes | Don't know | No | Definitely Not |
| 69% | 31% | 0% | 0% | 0% |

16. Overall, how satisfied are you with the exercise referral scheme?

| | | | | |
|-----------|----------------|-----------|-------------|------------------|
| Excellent | Very satisfied | Satisfied | Unsatisfied | Very Unsatisfied |
| 54% | 39% | 7% | 0% | 0% |

Testimonials:

“This scheme is definitely a big step in the right direction by helping people to improve their health. My legs are so much stronger; they carry me more now even over difficult terrain. All I can say is 'THANK YOU' for the opportunity - and I'll continue going to the gym once a week to improve my stamina even further.”

“The scheme has been very helpful and has motivated me to be fit and healthy and enjoy pain free working life now and be better at work to cope with doing my job.”

“Having regular training sessions was very motivating and my trainer was very friendly and encouraging. The training advice was clear and I could understand how it related to my needs. I have continued to follow the programme.”



Weight Busters Service

Q4 – 17th December 2016 to 31st March 2017

1. How did you find out about the scheme?

| Health Professional | Fitter Futures Website | Friend / Family member | Leisure Centre / Gym | other |
|---------------------|------------------------|------------------------|----------------------|-------|
| 19% | 5% | 9% | 0% | 67% |

2. Are you satisfied with the impact that the scheme has had on your health?

| Definitely | Yes | Don't know | No | Definitely Not |
|------------|-----|------------|----|----------------|
| 33% | 56% | 12% | 0% | 0% |

3. Were you satisfied with the promptness in which your referral was made to when you began your 12 week programme?

| Excellent | Very satisfied | Satisfied | Unsatisfied | Very Unsatisfied |
|-----------|----------------|-----------|-------------|------------------|
| 44% | 37% | 16% | 0% | 0% |

4. Are you satisfied with your weight loss?

| Excellent | Very satisfied | Satisfied | Unsatisfied | Very Unsatisfied |
|-----------|----------------|-----------|-------------|------------------|
| 7% | 19% | 51% | 23% | 0% |

5. Were you satisfied with the staff member who delivered your 12 week programme?

| Excellent | Very satisfied | Satisfied | Unsatisfied | Very Unsatisfied |
|-----------|----------------|-----------|-------------|------------------|
| 72% | 16% | 12% | 0% | 0% |

6. In terms of your health, do you feel that the scheme has helped?

| Definitely | Yes | Don't know | No | Definitely Not |
|------------|-----|------------|----|----------------|
| 44% | 47% | 7% | 2% | 0% |

7. Do you think the weight management referral scheme is a good idea?

| Definitely | Yes | Don't know | No | Definitely Not |
|------------|-----|------------|----|----------------|
| 53% | 47% | 2% | 0% | 0% |

8. Overall, how satisfied are you with the weight management referral scheme?

| Excellent | Very satisfied | Satisfied | Unsatisfied | Very Unsatisfied |
|-----------|----------------|-----------|-------------|------------------|
| 40% | 42% | 19% | 0% | 0% |

9. Would you improve anything about the scheme?



Slimming World

Q4 – 17th December 2016 to 31st March 2017

Feedback from Service Users:

- Proud that I have lost weight, it made a difference having a support network at Slimming World.
- Having lost two and a half stone, I am thrilled...the most important point about joining Slimming World was for health reasons...my 6 incurable diseases are not going to go away but flexibility has improved and I have met some wonderful, mainly women, for whatever reason they are at group, are a great support in many ways and I love going to group...the consultant is fantastically driven...fabulous...
- I was welcomed warmly, had a brilliant consultant. It gave me the boost I needed after a difficult time trying to come to terms with the loss of my husband and helped me believe in myself again.
- I'm very thankful for this referral as it's taught me how to eat healthy without the fad diets.
- An enjoyable experience. Made me realise I could do it and it was worth a financial juggle to carry on now!!
- It helped me lose weight as I never could have managed that without the incentive of going to group.
- I just could not have done everything on my own. Slimming World gives you a new way of life for the better. THANKS to everyone.

A large, empty rectangular box with a thin black border, intended for service users to provide additional feedback or comments.



Change Makers – Family Weight Management Q4 – 17th December 2016 to 31st March 2017

Feedback and Satisfaction Results:

The following feedback is from service users completing Change Makers programmes. Concluding each programme, all participants completed a satisfaction questionnaire.

- For overall satisfaction - **82% answered very satisfied**, with 14% answering as satisfied and the final 4% as neither satisfied nor dissatisfied.
- **78% said they were very satisfied** whilst the remaining 22% were satisfied with the information provided during the sessions.
- **86% said they would definitely recommend** the programme to other with 14% answering “probably”.
- **85% said they were very satisfied** with the way the Family Lifestyle Advisors supported them, with the remaining 15% being satisfied.
- **74% were very satisfied** that the Family Lifestyle Advisor understood their concerns and needs, whilst the remaining families were satisfied.

Great for the whole family, builds confidence of the children mixing with others and joining in the activities. Raises awareness of portion size, sugar and salt levels and traffic light system.

Perfect for any family and a great help! I am drinking more water and making my own pitta pizzas, very satisfied with the outcome.

Information was easy for the kids to understand and they have talked about what we learnt during meal times at home. I found the session on sugar really good & have reduced my intake as a result!

I found the sessions great and the staff were even better. I highly recommend it! I have changed our cereal and I think this is the one that is such a surprise as to the different sugar levels and we try to have healthier alternatives for pudding now. It has completely changed my view on healthy eating.

My opinion is the programme is excellent, well thought out and fun. My four year olds think the programme is fantastic and loved every second of it. I was nervous beforehand as you hear that these types of sessions are like fat clubs but it isn't at all. The staff were lovely, non-judgemental and interacted so well with my children. Not sure what we are going to do now Change Makers has finished.