

# **Weight Watchers Follow-up** **Report**

Weight Management Team

January 2011

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## **Acknowledgements**

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### **Contributors**

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## **1.1 Aim**

To find out if patients who have used the Weight Loss Referral Service (Weight Watchers option) have lost additional weight, stayed the same weight or increased their weight since completing their Weight Watchers referral, to assess patient satisfaction and to establish if patients require a further weight management intervention.

## **2.1 Objectives**

To issue a follow-up questionnaire to every patient (7904 Feb 2010) who had used the Weight Loss Referral Service (WLRS) and requested Weight Watchers (WW) vouchers. The post-programme data gained from participating patients can then be used for statistical analysis and to establish if a further weight management intervention is required. All patients who completed a follow-up questionnaire were also given the option of having a copy of the completed report for their own reference.

## **3.1 Background**

The WLRS is a service funded and managed by NHS Dudley's Weight Management Team. The service has been fully implemented as a weight loss programme since 2007/8. The service is actively used by thousands of patients within the Dudley borough at present. The Weight Management Team (WMT) is situated within the Public Health department and is based at St John's House in the centre of Dudley.

The WLRS is one of many weight management services (WMS) that are commissioned and managed by the WMT. The service is led by Sally Cornfield, Weight Management Pathways Programme Manager and is facilitated by Brett Sibley, Weight Management Project Support Officer and Ruth Cooper, Weight Management Service Coordinator.

At present the WLRS is currently the most popular weight management service that the team offers and is open to use by both children aged 11 years plus and adults. Patients can choose between a referral to either Weight Watchers or Slimming World (introduced in January 2009) and are able to attend any group of their own choice for a free 12 week period. Referral members get the same information and privileges as paying members.

Each week members are weighed and can elect to stay to a group meeting that takes place after the weigh-in. Members are encouraged to stay to the group meeting as successes are celebrated and members are able to share best practice with each other.

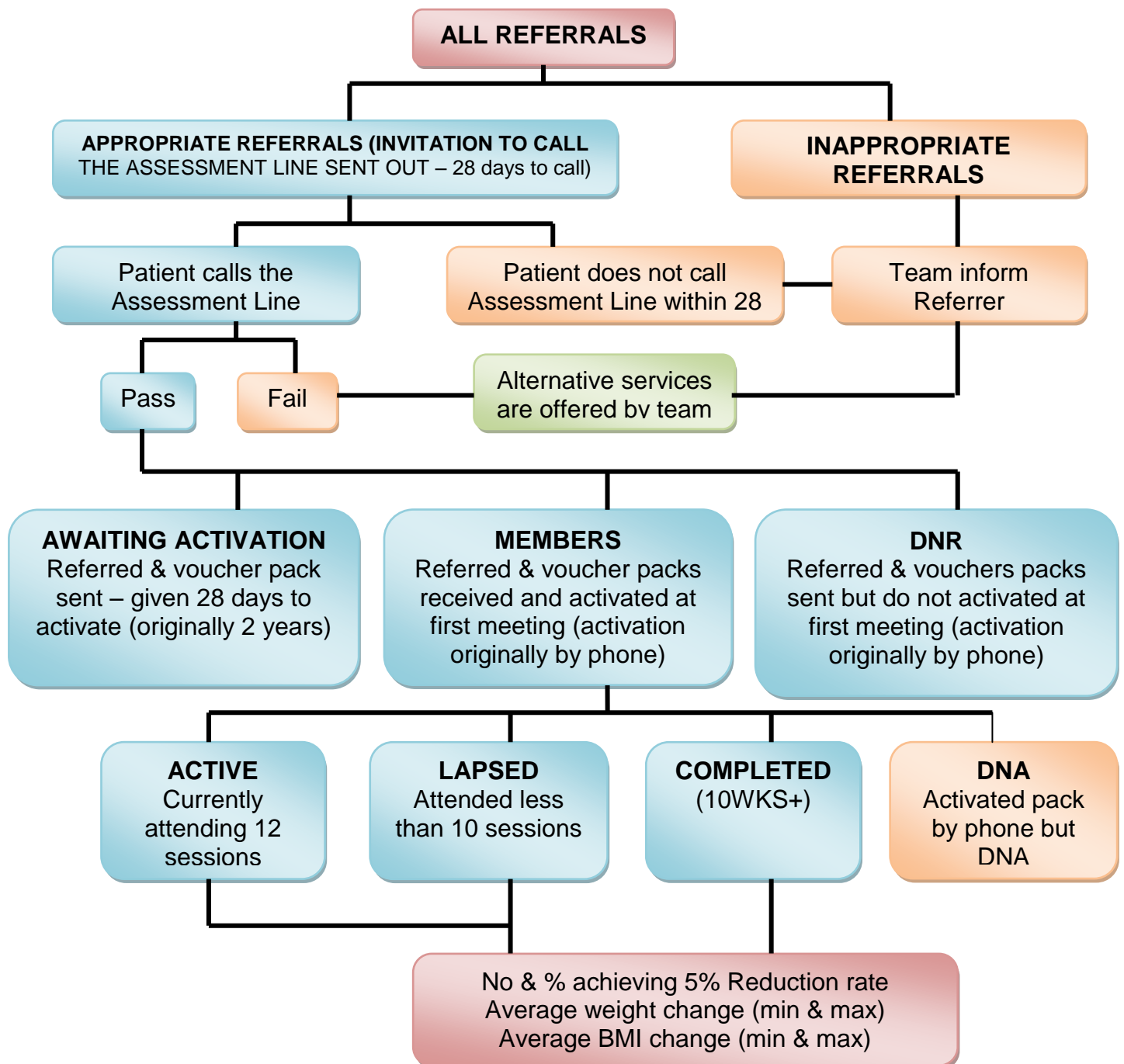
A recent study unearthed evidence that members who stay to the group meeting are more successful on their weight loss journey as engagement with a diet, not the diet per se, is the 'real' differentiating factor as to whether a person is successful or not. A key behavioural change was that attendance at a weekly group session was strongly associated with weight loss. In fact the people in this

study lost an average of ½ pound (0.2 kg) for every session attended<sup>1</sup>. This is backed up by Weight Watchers own research which showed that people who attend Weight Watchers meetings lose three times more weight than those who try to lose weight on their own<sup>2</sup>.

To date (July 2010) the WMT has received approximately 21,609 eligible referrals for the WLRs. This figure includes both first and repeat referrals for patients who have requested either Weight Watchers or Slimming World vouchers. Approximately 10,000 individual patients have used the WLRs. At present (July 2010) 18,397 Weight Watchers and 3212 Slimming World voucher packs have been issued to patients.

## 4.1 Weight Loss Referral Service Pathway

The current (Nov 2010) WLRS pathway is as follows:



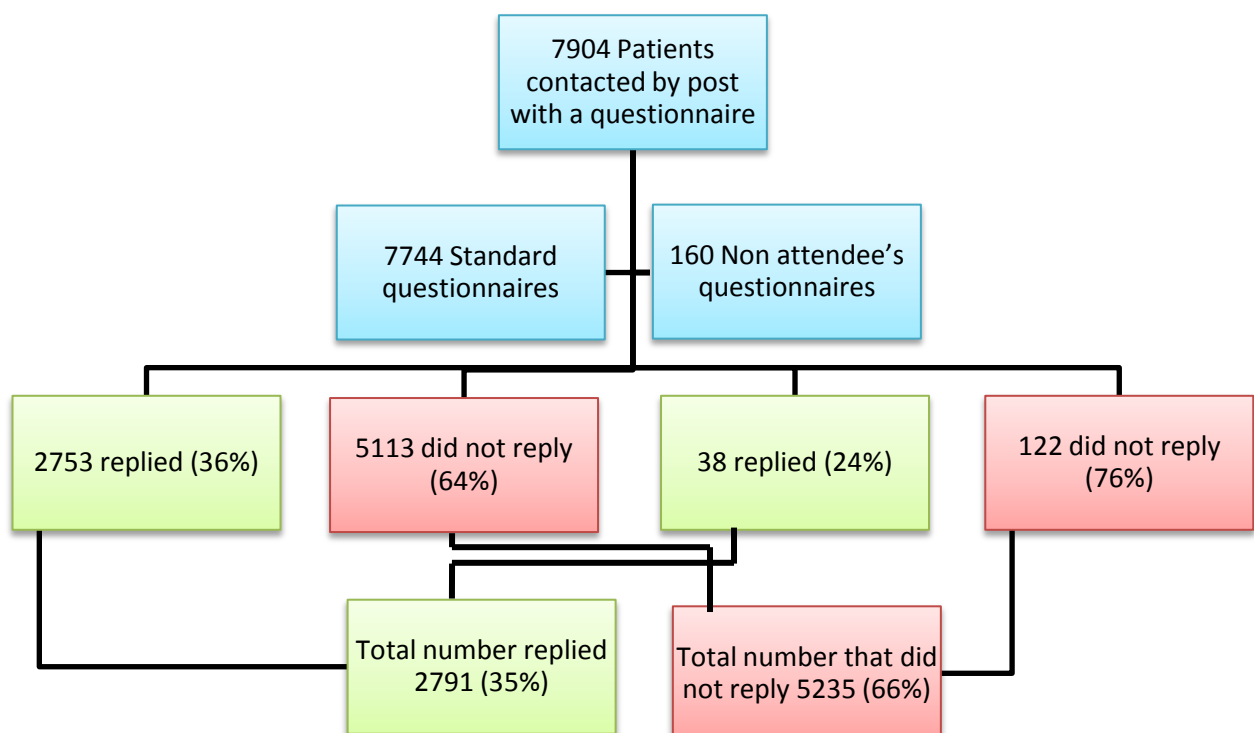
**NB:** The assessment line was introduced in 2009, previously patients were not required to do this and packs were sent straight out to all appropriate referrals. This resulted in high 'did not register' (DNR) rates and lost packs - the reason the assessment line was introduced. (Sally Cornfield, 2010)

## 5.1 Time scale and intensity

There was a three month turnaround deadline for the completion of the project. This was completed as follows:

- The initial questionnaires were issued between 8th – 12th March 2010.
- Patients were asked to reply by 26th March in order to be eligible to receive a free £10 ASDA Superstore gift voucher.
- A further mailing was issued week commencing (W/c) 12th April by Central Mailing Services (CMS) to all patients who responded and completed their questionnaire in full by 26/03/2010. This provided all responders with the option to self refer into a WMS or Physical Activity Service (PAS).
- Gift vouchers were issued to all eligible patients W/c 10th May by CMS mailing services.
- A letter to patients who responded after the deadline date or who sent incomplete questionnaires W/c 10th May.
- 7904 patients were initially contacted by post. (7744 'standard' questionnaires and 160 'non attendee' questionnaires.)
- 2791 replies were received (35%). This figure includes the 38 replies (23.8%) that were received from the 160 non attendees.

## 6.1 Breakdown of questionnaire replies



All patients who had used the WLRS (WW route) since 2006 and January 2010 were contacted with a questionnaire by post for follow up purposes. Follow-ups dates ranged from 3 years - 1 day of using the WLRS (WW route).

A specific analysis of patient follow-up is currently (Nov 2010) underway and a report detailing the findings will follow shortly within early 2011.

## **7.1 Funding**

The Weight Watchers follow up project was funded by NHS Dudley's Weight Management Team (WMT).

## **8.1 Location and setting**

Different processes of the Weight Watchers follow up project took place in different areas. These for as follows:

Project Set Up and Administration  
Weight Management Team (WMT)  
Public Health Department  
2nd Floor, St John's House  
Union Street  
Dudley  
West Midlands  
DY2 8PP

Post Distribution  
Central Mailing Services (CMS)  
Unit 1, Tudor Industrial Estate  
Wharfdale Road  
Tyseley  
Birmingham  
B11 2DG

CMS signed and conformed to NHS Dudley's confidentiality agreement. Patients' names and address were sent in accordance with the Data Protection Act and were sent via encrypted methods.

Printing  
Printworks  
Purbrook Road  
Wolverhampton  
WV1 2EJ

Completion of Questionnaires  
Individual patients' homes

## **9.1 Questionnaire and Mailings**

See appendices 1 – 10.

## **10.1 Description of Questionnaire**

The questionnaire was a double sided A4 sheet of paper comprising of 8 key questions. Patients were also invited to provide feedback about their experience throughout of the questionnaire. The 'standard' questionnaire was sent to 7744 patients. An adapted questionnaire was sent to the 160 patients who had been identified as 'none attendees' by Weight Watchers after vouchers had been issued by NHS Dudley. (See appendices 1, 2, 3 & 4.)

The questions on both the questionnaires were as follows:

### **Standard Questionnaire (Appendix 2)**

1. When did you receive Weight Watchers vouchers from NHS Dudley?
2. What is your current weight?
3. Did you enjoy using NHS Dudley's Weight Loss Referral Service?
4. On a scale 1 -10 how would you rate the following aspects of the Weight Loss Referral Service?
5. Information provided by your referrer (GP/ Nurse/ HCA/ Dietitian/ Consultant/ Other)
6. Information accompanying your voucher pack
7. Your Weight Watchers Leader
8. Your Weight Watchers Group
9. The amount of weight that you lost
10. Your weight status now
11. Overall support you received from NHS Dudley
12. Would you change anything about the NHS Dudley Weight Loss Referral Service?
13. Have you used any other NHS Dudley Weight Management Service since completing the NHS Dudley Weight Loss Referral Service?
  - SHAPES
  - Slimmers Kitchen
  - Weight Watchers / Slimming World
14. Please tick if you would like to receive information about these services
15. If eligible, would you use another NHS Dudley Weight Management Service?
16. Since you completed your Weight Loss Referral, have you continued with either Weight Watchers or Slimming World as a paying member?

## **Adapted Questionnaire Questions (non attendees) (Appendix 4)**

1. Same as standard questionnaire
2. Same as standard questionnaire
3. Our records indicate that you did not use your vouchers. Please tell us why not?
4. On a scale 1 – 10 how would you rate the following aspects of the Weight Loss Referral Service? (10 being entirely satisfied, 1 being entirely dissatisfied)
5. Information provided by your referrer (GP/ Nurse/ HCA/ Dietitian/ Consultant/ Other)
6. Information accompanying your voucher pack
7. Your weight status now
8. Overall support you received from NHS Dudley
9. Same as standard questionnaire
10. Same as standard questionnaire
11. Same as standard questionnaire
12. Since you were issued your free set of Weight Watchers vouchers have you become a paying member of Weight Watchers or Slimming World?

The answers provided by patient were used to establish the following outcomes:

## **Standard Questionnaire**

1. When did you receive Weight Watchers vouchers from NHS Dudley? – This will give WMT an indication of when they used the service and which pack of vouchers they are referring to when talking about their experiences.
2. What is your current weight? – This will be compared with the patient's original start weight and it will be established if the patient has lost further weight, maintained their weight or relapsed and increased their weight since attending the programme. It will also indicate if a particular patient is eligible to use any of WMT's services again.
3. Did you enjoy using NHS Dudley's Weight Loss Referral Service? – The service can be shaped and steered in the future depending on the outcome of the question.
4. On a scale 1 -10 how would you rate the following aspects of the Weight Loss Referral Service? – The service can be shaped and steered in the future depending on the outcome of the question.
5. Would you change anything about NHS Dudley's Weight Loss Referral Service? – The service can be shaped and steered in the future depending on the outcome of the question.
6. Have you used any other NHS Dudley Weight Management Service since completing the NHS Dudley Weight Loss Referral Service? – This can be

used to assess the current eligibility criteria and if enough support has been offered to the patient.

7. If eligible, would you use another NHS Dudley Weight Management Service? – This can be used to assess the current eligibility criteria and illustrate the successfulness of the diet that the patient is using. Patients can also be given the opportunity to use another WM or Physical Activity Team referral where eligible and a Multi Service Referral Form for patients to self refer into services can be issued to interested parties.
8. Since you completed your Weight Loss Referral, have you continued with either Weight Watchers or Slimming World as a paying member? – Allows patients to self refer into another WMS thus allowing continuing support and advice. It is also an indication as to whether a patient is happy / able to self fund.

### **Adapted Questionnaire Questions (non attendees)**

Same as standard questionnaire – as above

1. Same as standard questionnaire – as above
2. Our records indicate that you did not use your vouchers. Please tell us why not? This can be used to establish trends for 'did not attend' (DNA) rates. The service can be shaped and steered in the future depending on the outcome of the question.
3. On a scale 1 – 10 how would you rate the following aspects of the Weight Loss Referral Service? – The service can be shaped and steered in the future depending on the outcome of the question.
4. Same as standard questionnaire – as above
5. Same as standard questionnaire – as above
6. Same as standard questionnaire – as above
7. Since you were issued your free set of Weight Watchers vouchers have you become a paying member of Weight Watchers or Slimming World? - Allows patients to self refer into another WMS thus allowing continuing support and advice. It is also an indication as to whether a patient is happy able to self fund.

## **11.1 The advantages and disadvantages of using a questionnaire for follow up purposes**

### **Advantages**

Patients were provided with the opportunity to give a fair assessment of their personal experience of the service and were also encouraged to provide feedback.

The data generated can now be used to assess how successful the service has been to date and will aid in the steering and development of the service in the

future. Information can also be used for possible promotion and publicity of the service.

By following up patients the WMT has been able to establish one of three outcomes:

1. The patient has lost additional weight since they completed the programme. Therefore, evidence would suggest that the treatment had been successful. Further intervention would depend on the individual patient's BMI, eligibility or motivation.
2. The patient has not lost any further weight but has maintained the weight loss that they achieved since using the programme. The evidence would suggest that in this instance that treatment had been initially successful however, (depending on the patient's BMI) the patient requires further motivation and / or intervention in order to lose further weight.
3. The patient has relapsed and has put on weight since attending the programme. The evidence would suggest that the treatment had been unsuccessful and that a further intervention would be required.

The use of a questionnaire as a tool for data collection was chosen as the most appropriate method for this project because it was able to ask questions that provided the WMT with useful statistical analysis which will have allowed the WMT to assess how successful a patient has found the use of the WLRS. A questionnaire was chosen to be a viable tool for follow up purposes for ten key reasons:

1. It can be mass produced in a short timescale.
2. Easy to set up and run.
3. It is more cost/time effective than telephone calls and face-to-face consultations.
4. The results can easily be extracted and analysed.
5. Patients can provide the information in the privacy and comfort of their own home.
6. The process is unobtrusive.
7. Patients are encouraged to say what they think and are not limited or censored.
8. The turnaround time will be quick and most of the work i.e. the printing and packing of envelopes can be done in bulk.
9. The data that is provided by the patients can be used easily to make comparisons to previous weights and will easily identify patients who require further assistance from the WMT.
10. Patients can provide feedback about how they viewed their experience of the service and will provide the WMT with either positive and/or negative feedback. This is useful as the WLRS can then be shaped and steered accordingly in the future.

## Disadvantages

There were certain disadvantages of using a questionnaire as a tool for follow up. These were as follows:

Participation in the questionnaire was voluntary. Therefore results were dependent upon participants responding. This in turn meant that the fewer people who responded the less information the team would have to analyse. In order to offer an incentive for patients to complete their questionnaire and provide NHS Dudley with the information, the team offered patients a £10 gift voucher to use at any ASDA Superstore. A timescale of 28 days was also given to patients to respond if they requested their free voucher.

By providing an incentive the patient is given a reasonable amount of time to reply and they will also receive a reward. Questionnaires received after the deadline date and those that were not completed fully (i.e. weight or signature missing) will be used in the data analysis but the patient will not receive the £10 gift voucher incentive.

The issuing of gift cards did pose a potential issue of patient's not receiving their gift card in the post or opens the system up to fraud as patients may state that they have not received a gift card and potential duplicate gift cards may be issued. In order to prevent patients receiving more than one gift card and to ensure that they received their gift card in the post, it is suggested that the gift cards are sent by recorded delivery with the Royal Mail.

Patients who experience reading and writing difficulties or who cannot read and write in English will be at a disadvantage in using a questionnaire. In this instance patients will be advised to ask a relative / carer / friend to assist them in the completion of the form.

The use of patients' self reported weight may provide results that are not 100% accurate when using the results for analysis. Due to patients using different scales to the ones they were originally weighed on and being weighed at different times in the day, may cause self reported date to be skewed. There is nothing that can be done to alter this data, so therefore this will need to be taken into account when the results are analysed.

The collection of data and the data input into an excel spreadsheet will be a time consuming task due to the volume of questionnaires that are being sent out. Possible administrative assistance would be required or temporarily recruited for this purpose.

The WMT requested that patients would be required to supply their identity, if they wanted to receive a free ASDA gift voucher on completion of their questionnaire. This may have caused some patients to feel that they could not be completely honest about their experience of the WLRs, as they would be able to be identified by the WMT. Although all patient answers were kept completely anonymous and in line with the Data Protection Act, some patients may not have provided 'true' feedback for fear to consequence from the WMT. Furthermore, patients who choose to be anonymous so that they can provide honest feedback would be unable to receive the ASDA gift voucher incentive. In both instances this may deter patients from replying / replying honestly to the questionnaire.

## **12.1 Target population**

The follow up questionnaire was aimed all patients who had used the Weight Loss Referral Service and had requested Weight Watchers vouchers. As NHS Dudley has been funding its patients to use Weight Watchers since 2006, it was decided that only Weight Watches patients would be followed up at this time as there would be more data to analyse. Referrals to the Slimming World were chosen not to be included in the follow up project as this service had only been running since January 2009 and is still in its pilot stages. Furthermore, there would have not been enough patients to analyses sufficiently for a follow up. 7904 patients were contacted to provide follow up data.

## **13.1 Explanation of the Weight Loss Referral Service (WLRS)**

At present the WLRS is currently the most popular weight management service that the Weight Management Team (WMT) offers and is open to use by both children (aged 11 years plus) and adults. Patients can choose between a referral to either Weight Watchers (WW) or Slimming World (SW) and are able to attend any group of their own choice for a free 12 week period. Referral members get the same information and privileges as paying members.

Each week members are weighed and are required to stay to a group meeting that takes place after the weigh-in. Members are encouraged to stay to the group meeting as successes are celebrated and members are able to share best practice with each other

## **14.1 Eligibility Criteria**

Patients who would like to receive a free set of WW or SW vouchers are required to be referred into the service. This can be done in the following ways:  
Referral routes:

**GP Referral** – patients who are registered at a GP's Surgery within Dudley Borough can make an appointment to see any Healthcare Practitioner (HCP) at their surgery who will check their eligibility for the service. The HCP will complete the appropriate referral form and send this to WMT for authorisation and voucher issue.

### **Assessment with a Healthcare Professional**

- HCP's are required to weigh their patients or send a photocopy of the patient's weigh-in card attached to a referral form for proof of weight loss.
- HCP's are required to weigh their patients without their shoes and any heavy over garments e.g., coat, jacket, scarves etc.
- HCP's should not refer patients who are not eligible for the service. This can cause both confusion and disappointment for the patient and additional paperwork for WMT to return the non-eligible referrals back to the referrer.

**Self Referral** – patients are entitled to complete a patient Self Referral Form for their 1st referral only.

There is a 4 stage eligibility criteria for the WLRS:

### **1) - Geographic Criteria**

Eligible patients must either:

- Be currently registered with a Dudley GP (Example of evidence: Patient provides name of GP and GP's Practice address)
- Work within Dudley Metropolitan Borough public sector. Such as Police, Fire Service, Dudley Council, Dudley Group of Hospitals (DGoH), NHS Dudley.(Example of evidence: Photocopy of current pay slip or letter from employer)

Patients who live within Dudley Borough but who do not attend a GP Practice or work for one of the above will be directed to see their own GP/Practice Nurse for weight management options in their own Primary Care Trust.

### **2) – BMI**

To be eligible for vouchers the patient's Body Mass Index (BMI):

- Must be above 30; or 27.5 if the patient is of Asian origin.
- Referrals can also be accepted for patients who have a BMI of 28 and over or 23 and over if they are of Asian origin and have a relevant cardiovascular related health condition.

Cardiovascular related health conditions that are accepted for referral:

- Heart Attack (MI)
- Stroke
- Angina pectoris
- Transient ischaemic attack (TIA)
- Type 1 and Type 2 diabetes
- Impaired glucose tolerance
- Impaired fasting glucose
- Atrial Fibrillation (AF)
- Heart Failure
- Severe peripheral vascular disease (Not varicose veins)
- Chronic kidney disease
- Hypertension
- Rheumatoid arthritis

### **3) – Weight Loss Targets**

Patients are required to meet certain weight loss targets in order to be eligible to be re-referred into the service. Weight loss target information is provided to eligible patients on the letters that accompany their vouchers packs. HCP's also have a responsibility to alert their patients of the weight loss targets that they will be expected to meet, as it will affect future eligibility into the service.

**Patients who require a 2nd referral**

A 5% weight loss is required from the patient's start weight.

Patients who require a 3rd, 4th, 5th etc referral

A 5% weight loss is aimed for; however, referrals will be accepted for patients who have had a minimum 2.5% weight loss from the start weight of their previous referral.

**Patients who do not meet their weight loss targets**

Unless a HCP provides a valid medical reason or explanation (e.g. certain medication/ bereavement) as to why a patient has not met their weight loss target, the patient is not eligible for re-referral.

**Future use of service for patients who do not meet their weight loss target**

If a patient has not met their weight loss targets but would like to use the WLRS again, then a 6 month cooling off period from the date the current voucher pack would have ended must be observed, before a re-referral can be considered.

**4) – Paying Members**

Patients who have self funded in the 3 months prior to referral are not eligible to use the WLRS. Alternative weight management services such as SHAPES, Slimmers Kitchen or the Fit Blokes Club can be offered to patients in this instance instead.

## Child BMI's

Referrers wishing to refer children to either WW/SW need to ensure that the child is in the very overweight category of the Child BMI Table (correlated to the 98th centile). A completed 'Dear Doctor' form must also be sent with the referral.

<u>Gender</u>	<u>Age</u>	<u>Overweight (91<sup>st</sup> centile)</u>	<u>Very Overweight (98<sup>th</sup> centile)</u>
Boy	5	17.4	19.4
Boy	5.5	17.5	19.6
Boy	6	17.5	19.9
Boy	6.5	17.7	20.2
Boy	7	17.9	20.8
Boy	7.5	18.2	21
Boy	8	18.44	21.6
Boy	8.5	18.76	22.17
Boy	9	19.1	22.77
Boy	9.5	19.46	23.39
Boy	10	19.84	24
Boy	10.5	20.2	24.57
Boy	11	20.55	25.1
Boy	11.5	20.89	25.58
Boy	12	21.22	26.02
Boy	12.5	21.56	26.43
Boy	13	21.91	26.84
Boy	13.5	22.27	27.25
Boy	14	22.62	27.63
Boy	14.5	22.96	27.98
Boy	15	23.29	28.3
Boy	15.5	23.6	28.6
Boy	16	23.9	28.88
Girl	5	17.1	19.2
Girl	5.5	17.2	19.4
Girl	6	17.3	19.8
Girl	6.5	17.4	20
Girl	7	17.7	20.5
Girl	7.5	17.9	20.7
Girl	8	18.35	21.57
Girl	8.5	18.69	22.18
Girl	9	19.07	22.81
Girl	9.5	19.45	23.46
Girl	10	19.86	24.11
Girl	10.5	20.29	24.77
Girl	11	20.74	25.42
Girl	11.5	21.2	26.05
Girl	12	21.68	26.67
Girl	12.5	22.14	27.24
Girl	13	22.58	27.76
Girl	13.5	22.98	28.2
Girl	14	23.34	28.57
Girl	14.5	23.66	28.87
Girl	15	23.94	29.11
Girl	15.5	24.17	29.29
Girl	16	24.37	29.43

## **15.1 Delivery Method**

Patients were issued with a questionnaire and a pre-paid envelope. Members of the WMT packed the initial 7904 envelopes and sent the mailings via their own internal post room. Participating patients were required to fully complete their questionnaire and return it back to WMT by 26th March 2010. The information would then be sorted, collated and analysed by Ruth Cooper. Ruth Cooper also completed the administration of eligible patients who were entitled to a free £10 ASDA Superstore voucher. (Appendices 5 – 9) The company Printworks printed the questionnaire and envelopes and the company Central Mailing Service (CMS) facilitated the distribution of the mailings.

## **16.1 Deliverer**

### **WMT – WLRs Team Members / WLRs Steering Group**

**Sally Cornfield** – Weight Management Pathways Programme Manager, Service Lead.

**Tel:** 01384 366873 / 07796 693 286 **E-mail:** [sally.cornfield@dudley.nhs.uk](mailto:sally.cornfield@dudley.nhs.uk)

**Ruth Cooper** – Weight Management Team Service Co-ordinator.

**Tel:** 01384 366601 / 07920 534641 **E-mail:** [ruth.cooper@dudley.nhs.uk](mailto:ruth.cooper@dudley.nhs.uk)

**Brett Sibley** – Weight Management Team Project Support Officer (Administrator of the Weight Loss Referral Service)

**Tel:** 01384 366601 **E-mail:** [brett.sibley@dudley.nhs.uk](mailto:brett.sibley@dudley.nhs.uk)

### **Weight Management Team (WMT)**

Public Health Department  
2nd Floor, St John's House  
Union Street  
Dudley  
West Midlands  
DY2 8PP

### **Post Distribution**

Central Mailing Services (CMS)  
Unit 1, Tudor Industrial Estate  
Wharfdale Road  
Tyseley  
Birmingham  
B11 2DG

### **Printing**

Printworks  
Purbrook Road  
Wolverhampton  
WV1 2EJ

## **17.1 Quality assurance mechanisms for patients**

Patients were able to provide feedback on their questionnaires about their own experiences of using the WLRS and WW. Patients are able to contact the WMT by post, telephone, email or fax to provide feedback at any time.

## **18.1 Rationale for the follow up**

The nation is waking up to the fact that obesity has become a major public health epidemic. The main source of BMI prevalence for adults at a national level is the Health Survey for England. The proportion of people categorised nationally as obese (BMI 30kg/m<sup>2</sup> or over) increased from 13% of men in 1993 to 24% in 2008 and from 16% of women in 1993 to 25% in 2008.<sup>3</sup> A recent survey of Dudley residents revealed that 21% of respondents were obese, and 58% were overweight or obese in 2009 this is a rise of 4 percentage points from 17% in 2004 to 21% in 2009, an average increase of 0.9 percentage points per year.<sup>4</sup>

Obesity is a key risk factor for a number of conditions including heart disease, stroke, some cancers and type 2 diabetes and is widely recognised as being responsible for more than 9000 premature deaths per year in England. Obesity has grown by almost 400% in the last 25 years and on present trends will soon surpass smoking as the greatest cause of premature loss of life.

The ambition for obesity, as set out in the 2007 Comprehensive Spending Review and the 2008 Strategy Healthy Weight, Healthy Lives, is for England to “be the first major nation to reverse the rising tide of obesity and overweight in the population by ensuring that everyone is able to achieve and maintain a healthy weight.”<sup>5</sup> This goal was signed up to by Dudley’s Interagency Obesity Strategy Group and has consequently become Goal 1 in the 2009-2013 PCT Strategic Plan.<sup>6</sup>

In 2004, the “Choosing Health: Making healthy choices easier” white paper recommended that PCTs form partnerships with commercial diet providers and leisure centres to increase the obesity treatment options available to patients.<sup>7</sup> Recent NICE guidelines (NICE, 2006) support this, recommending that all options meeting best practice guidelines should be discussed with patients in order to decide which treatment best suits their needs.<sup>8</sup> Consequently Dudley PCT (now NHS Dudley) launched a referral to Weight Watchers in June 2006; to date (July 2010) the WMT has received approximately 21,609 eligible referrals for the WLRS. This figure includes both first and repeat referrals for patients who have requested either Weight Watchers or Slimming World vouchers. Approximately 10,000 individual patients have used the WLRS. At present (July 2010) 18,397 Weight Watchers and 3212 Slimming World voucher packs have been issued to patients.

In order to establish if the WLRS is meeting the needs and expectations of its service users it was deemed necessary to carry out a follow-up exercise and invite all of its service users to take part. Although NHS Dudley’s WMT does not provide the WW programme it does commission the whole of the service and provide all the GP practices and other referrers with full administrative support

in the running of the service. As the WMT commissions WW it was seen to be the public's best interest that this use of Public money was evaluated and considered to have been spent appropriately for its responsible population.

Since the WMT was established in 2008 the Team have been working hard to raise the profile of the Team and its services, as a consequence this financial year has been more about consolidating and embedding existing services rather than developing new services; although two new services have been introduced this year.

## **19.1 Incentives for participation**

Patients were offered a £10 ASDA Superstore gift voucher for fully completing the questionnaire and by the deadline date of 26th March 2010.

## **20.1 Timescale and facilitation**

Action	Estimated completion date	To be completed by
Set up of the project	W/ending 12/02/2010	Ruth Cooper
Letters and questionnaires printed	W/ending 19/02/2010	Printworks
Set up of licensing number with Royal Mail	10 working days timescale given by Royal Mail	19/02/2010
Initial letters addressed and envelopes packed and issued	W/ending 26/02/2010	WMT
Participants need to respond to the Questionnaires in 28 days	W/ending 26/03/2010	Patients
Gift vouchers to be issued by	W/ending 14/05/2010	Central Mail Service (CMS)
Questionnaire data to be inputted	End of July 2010	Bank Administrator
Reports	End of Sept 2010	Ruth Cooper

## **21.1 Results**

The results that follow have been collated from the information provided by patients who participated in the Weight Watchers follow up project. Where patients have been asked to provide a score from 1 – 10 and they have not done so, the figures were then rounded accordingly. Scores that were below 1 have been rounded up to 1 and scores above 10 have been rounded down to 10. Half scores have been rounded down, (example 4.5 as been rounded down to 4).

Rather than cataloguing all the individual patients' feedback and comments about the service it was decided that the feedback provided by patients should be split into six key areas. These are:

- 1) Weight Watchers Leader
- 2) The patient's surgery or referrer
- 3) Weight Watchers group
- 4) Weight Watchers diet
- 5) Weight Watchers vouchers
- 6) Weight Management Team / Service / NHS Dudley.

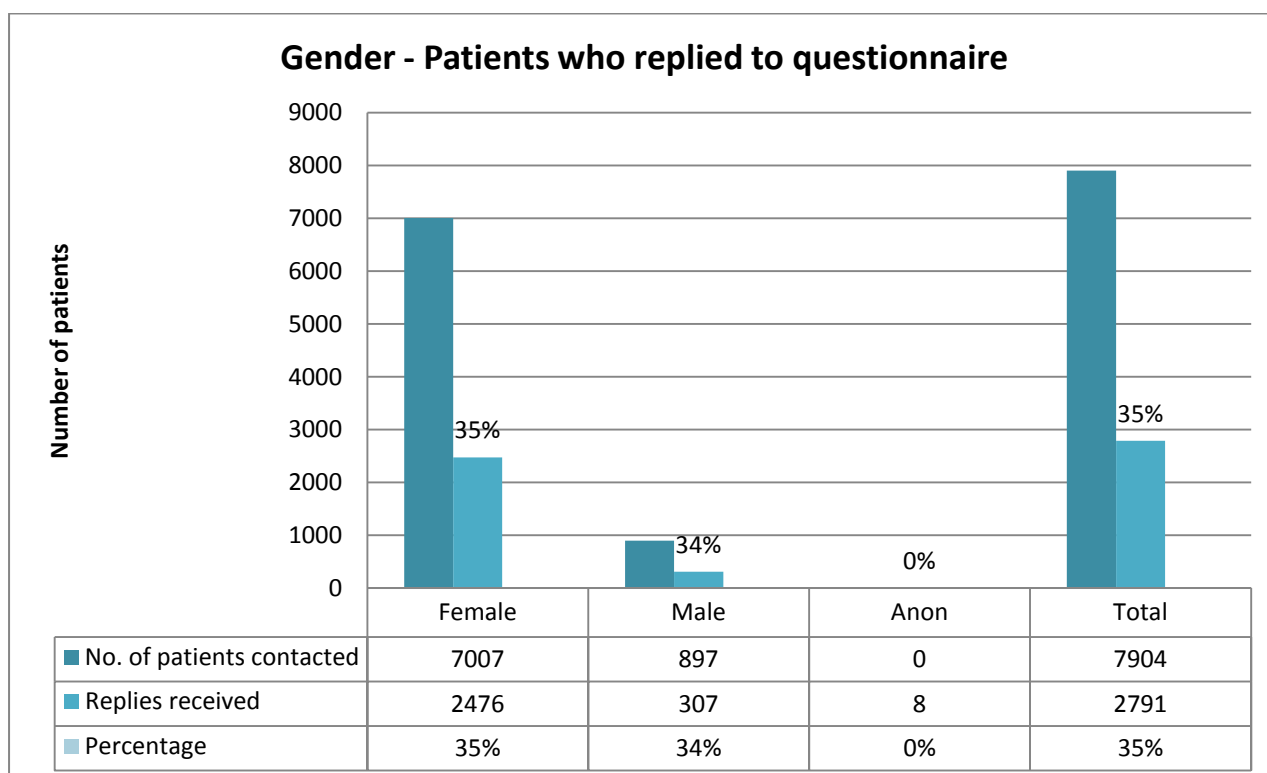
The feedback and comments were then categorised and determined to be positive or negative. It was decided that in order to reduce the bias of the person judging the feedback and because of limited staff capacity, a temporary bank administration staff member would read and input the results. By sorting the feedback in positive and negative comments, easier comparisons about the service can be made. The most popular specific comments and recommendations patients have made about the WLRS referral service have been summarised and listed within the summary section of this report (p.65).

## 22.1 Demography of patient results

The demography of patients that were contacted and those who replied is outlined below. Figures have been rounded up to the nearest whole figure / percentage where necessary.

### Gender

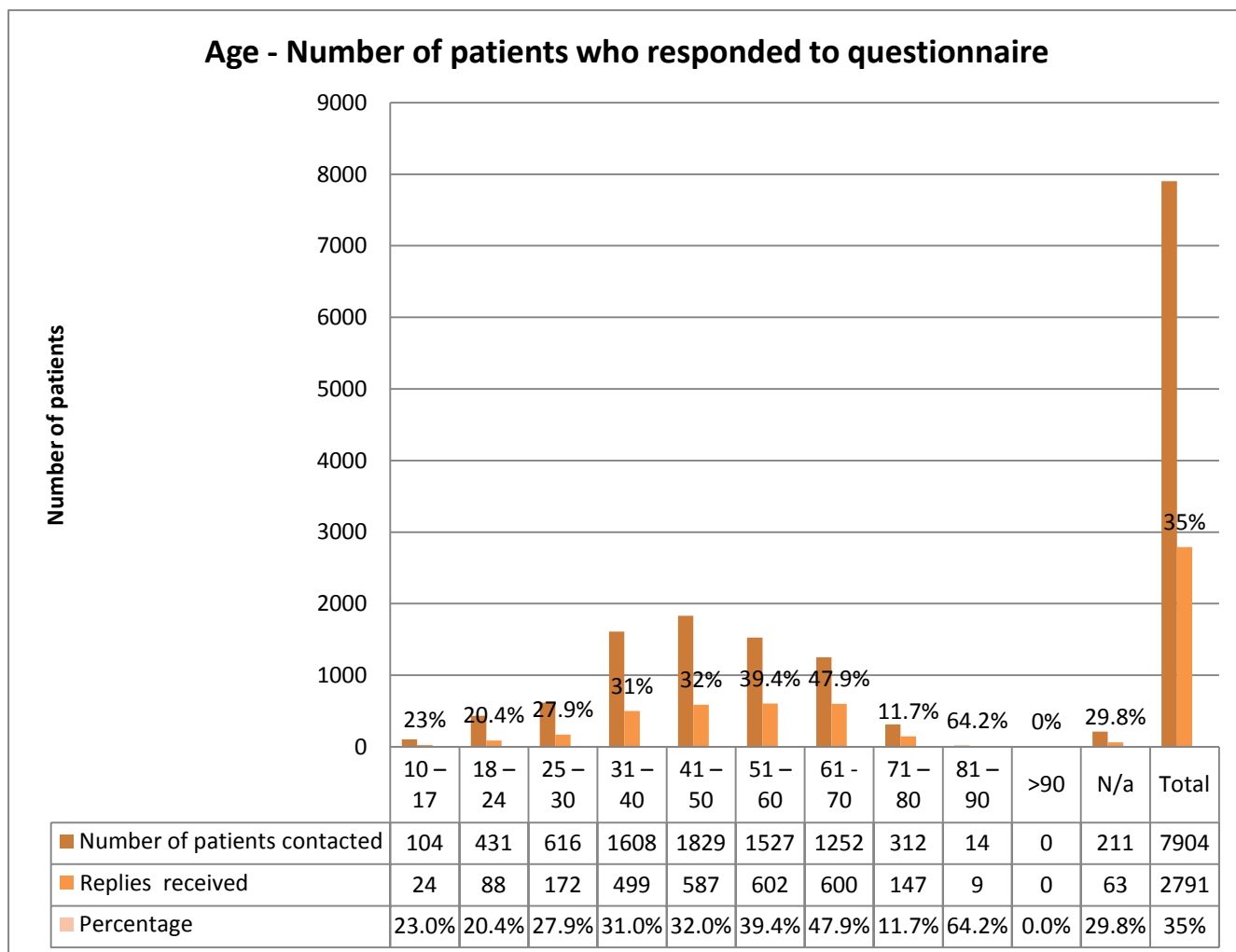
Men and women were both targeted with WW follow-up questionnaires. The number of men and women who responded to the questionnaire are outlined below:



Results indicate that although there were significantly more females patients who had received WW vouchers through the WLRS, approximately the same percentage of men and women responded to the questionnaire. It can be suggested therefore, that the questionnaire was not biased towards a certain gender and no changes would need to be made to the questionnaire.

## Age

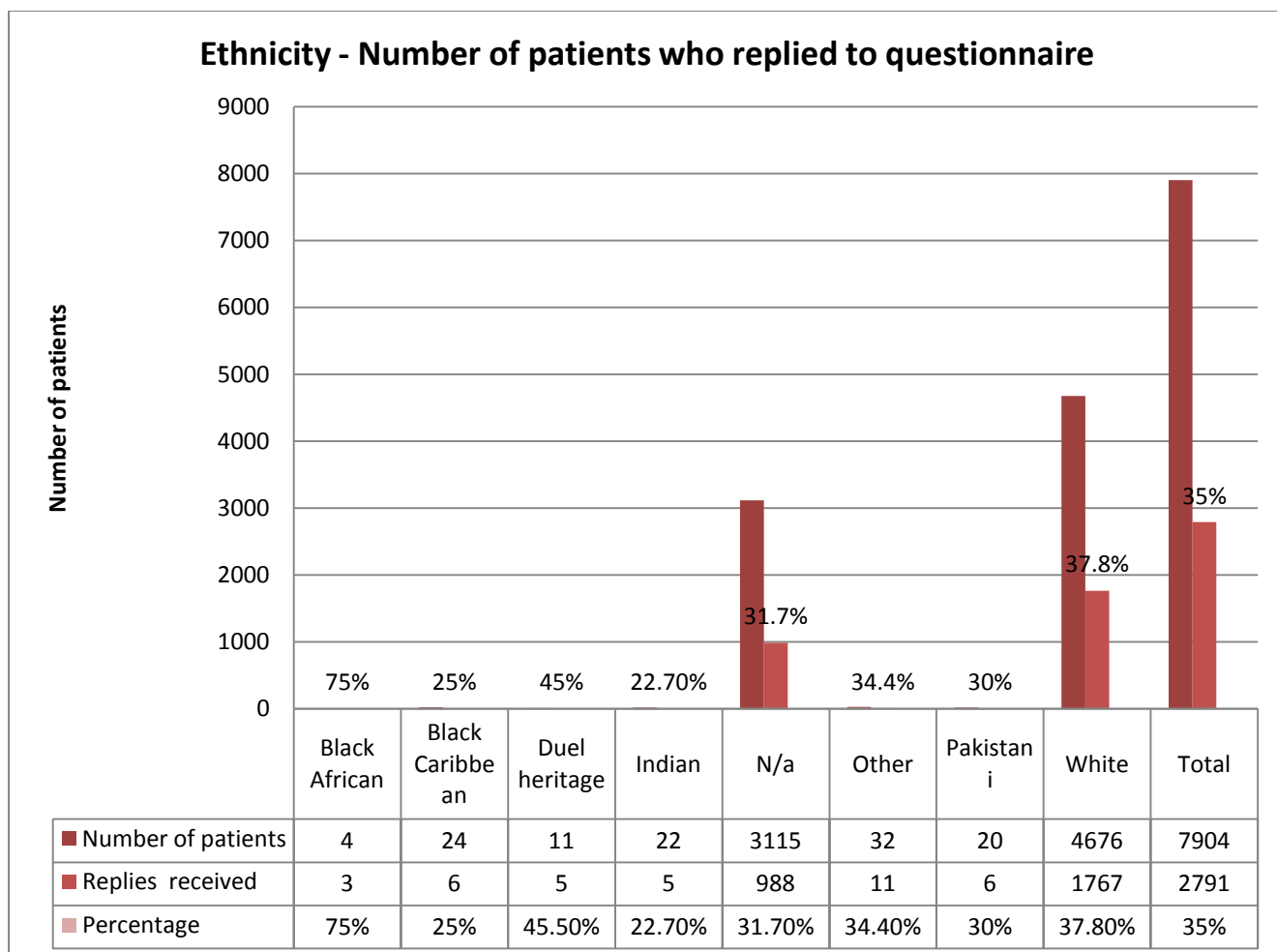
Patients of all ages have used the WLRS (WW route) where appropriate. In order to assess if the service was meeting the needs of all patients, of all ages, a questionnaire was sent to all patients regardless of age. The results are shown below:



The results indicate that patients aged between 31 – 70 had the highest result rate of the questionnaire. The lowest responders were patients aged between 71 -80 years, suggesting the query may not have been either appropriate or have been in a suitable format. For future follow-ups it can be proposed that different ages are consulted about what would be best format for follow-up. Answers to this would help the WMT guide the process in the future to ensure that all age groups are catered for in an equal and suitable manner.

## Ethnicity

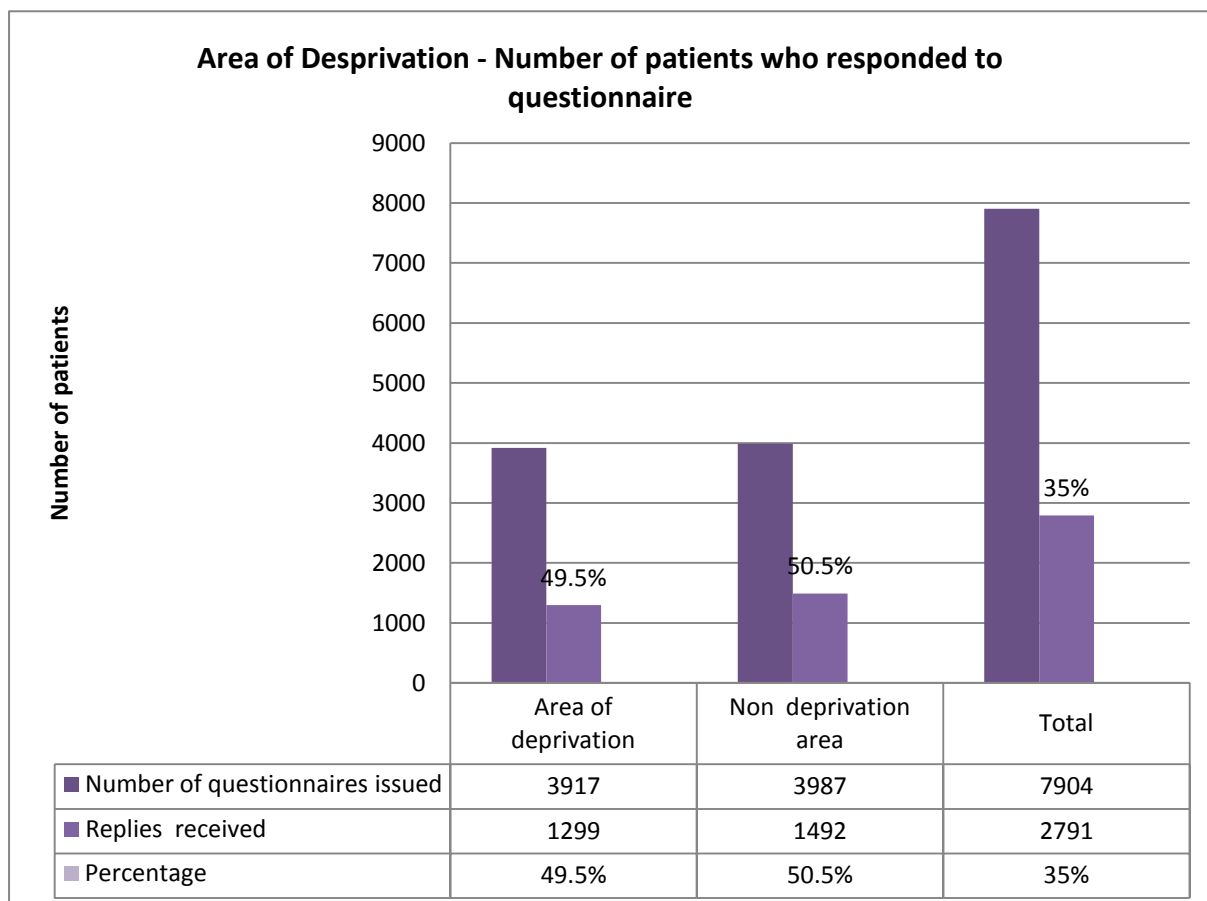
Patients from all ethnicities us the WLRS. Patients' ethnicity details have been obtained from the data supplied to Weight Watchers. In some instances patients have declined to submit this data or this has not been obtained. The demography result for ethnicity response are below:



The results indicate that the highest responding patients were Black African with 75% of this group responding to the questionnaire. It must however, be taken into account that this group had the smallest number of patients within it and that this result can be considered to be not weighted fairly against the other ethnicity groups. On average the other ethnicity groups responded in equal measure. Therefore, patients' ethnicity and how the questionnaire is tailored in the future may need to be discussed further; however it is not an immediate issue for change.

## Postcode – Areas of Deprivation

It has been suggested that 40% of the Dudley borough is classed as deprived. In order for the WMT to check if they are reaching sufficient numbers of patients within these areas an analysis has been completed. The results are shown below:



The results indicate that nearly equal numbers of patients from deprived and non-deprived areas have accessed the WLRS (WW route). In addition to this, nearly equal numbers of patients from both areas responded to the questionnaire. Therefore, it can be recommended that no changes to the questionnaire regarding this issue need to be made in the future.

### 23.1 Questionnaire Answer Analysis and Evaluation

The results from each question from the WW follow up questionnaire are shown as follows:

### **23.1.1 Question 1**

#### **Q1: When did you receive Weight Watchers vouchers from NHS Dudley?**

This question was for internal use only in order to give the WMT an indication of when the patient used the WLSR service and which pack of vouchers they are referring to when talking about their experiences. When analysed it was noted that the majority of patients could not remember when they received their voucher packs.

### **23.1.2 Question 2**

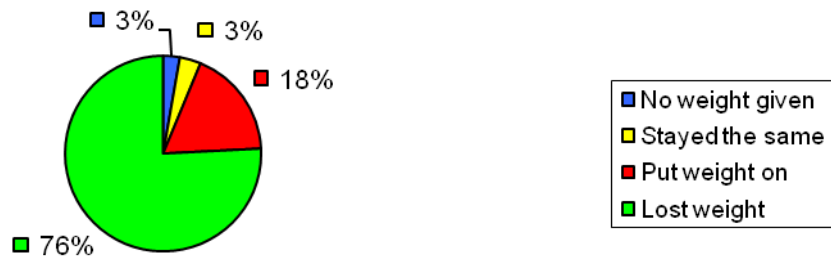
#### **Q2: What is your current weight?**

Patients were asked to provide a self reported weight in either stone and pounds or in kilograms. The results were then compared to the patients' original weights in order to establish if there had been any fluctuations. The results are as follows:

<b>Follow Up – Break Down</b>	
<b>Weight loss status</b>	<b>Number of patients</b>
No weight given	77
Stayed the same	98
Put weight on	500
Lost weight	2116
Total	2791

<b>Follow Up - Weight Loss % of Initial Body Weight</b>	
<b>Percentage of weight loss</b>	<b>Percentage of patients</b>
0%	3.5%
0.1 - 2.4%	11.1%
2.5 - 4.9%	12.6%
5 - 9.9%	24.0%
10 - 14.9%	13.9%
15 - 19.9%	7.3%
20 - 24.9%	3.6%
25 - 29.9%	1.9%
30 - 34.9%	0.8%
35 - 39.9%	0.5%
No weight provided	2.7%
Put on weight	17.9%
Total	100.00%

**Percentage of patients who have lost or gained weight since using NHS Dudley's Weight Loss Referral Service**



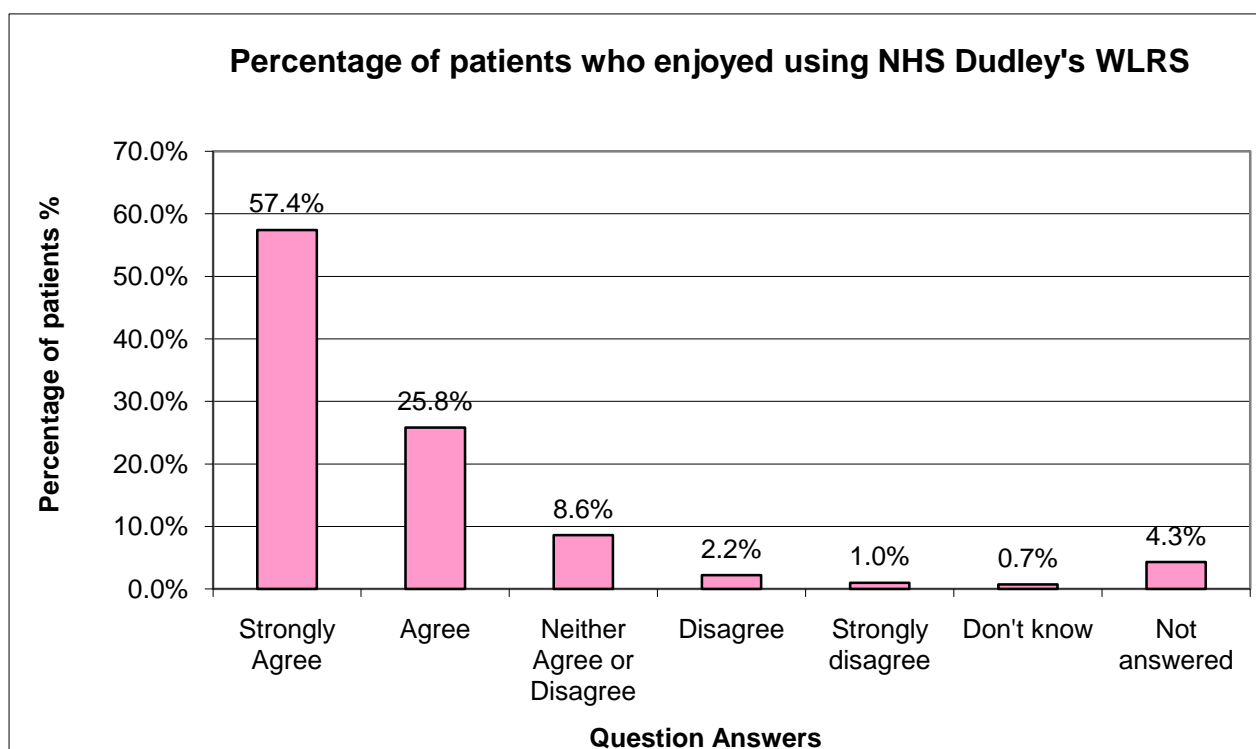
The results indicate that 76% of patients have lost weight or stayed the same since they initially started with Weight Watchers through the WLRS and have not regained their weight. This is a positive indication that that WLRS has assisted influenced or encouraged patients to keep the weight off that they lost or to lose further weight.

### 23.1.3 Question 3.

#### **Q3: Did you enjoy using the Weight Loss Referral Service?**

Patients were asked to rate their experience of the service, by ticking the box that most represented their experience. The results are as follows:

<b>Q3. Did you enjoy using the WLRS?</b>		
Strongly Agree	1602	57.4%
Agree	718	25.8%
Neither Agree or Disagree	239	8.6%
Disagree	61	2.2%
Strongly Disagree	29	1%
Don't know	19	0.7%
Not answered	123	4.3%
<b>Total</b>	<b>2791</b>	<b>100%</b>



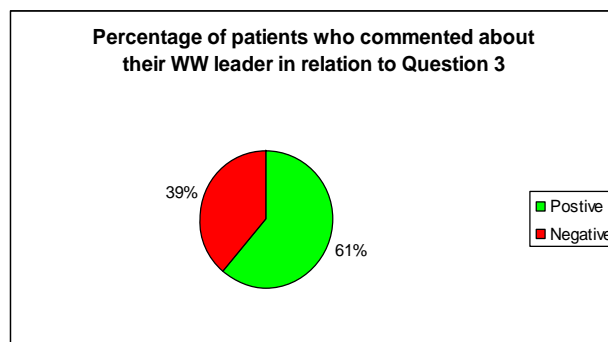
The results indicate that 83.3% of patients agreed or strongly agreed that they had enjoyed using NHS Dudley's Weight Loss Referral Service. 3.2% of patients did not enjoy using the service. This is a positive result for the WLRS as the majority of users had enjoyed using the service. Therefore, it can be suggested that the service offered by NHS Dudley is enjoyable and that patients were happy to use it.

### Q3: Would you like to provide any comments about your experience?

#### Comments about the WW Leader

93% of patients elected not to provide comments about their leader; of the 7% who did answer this question 61% offered a positive comment. The breakdown of answers are as follows:

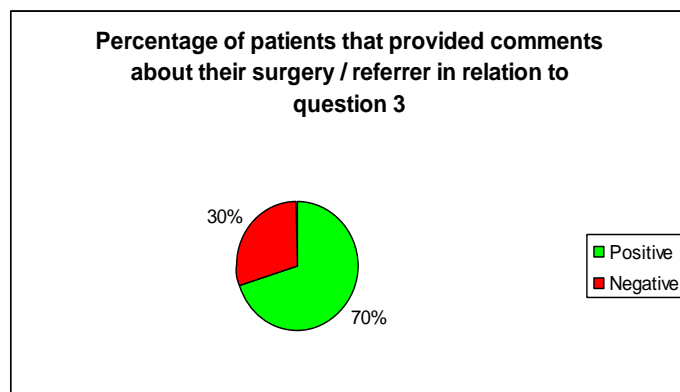
Q3. Any comments about experience? 1. About WW Leader	
Positive	107
Negative	69
Not Answered	2615
Total	2791



#### Comments about the patient's surgery of referrer

97% of patients elected not to provide comments about their surgery / referrer; of the 3% who did answer this question 70% offered a positive comment. The breakdown of answers is as follows:

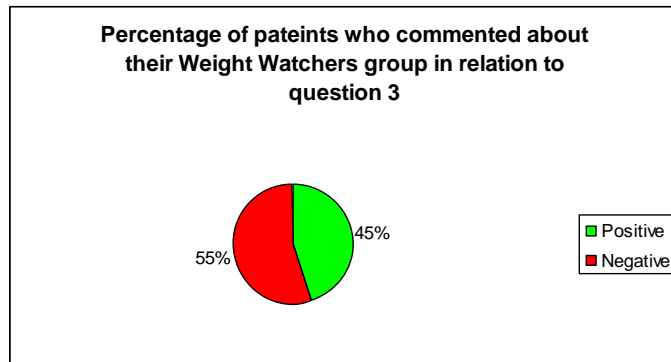
Q3. Any comments about experience? 2. About patient's surgery or referrer	
Positive	62
Negative	27
Not Answered	2702
Total	2791



### Comments about the patient's WW group

82% of patients elected not to provide comments about their WW group; of the 18% who did answer this question 55% offered a negative comment. The breakdown of answers is as follows:

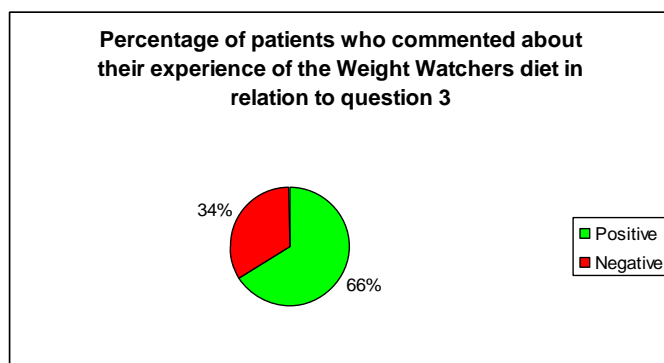
Q3. Any comments about experience? 3. About Weight Watchers group	
Positive	219
Negative	272
Not Answered	2300
Total	2791



### Comments about the Weight Watchers diet

96% of patients elected not to provide comments about the WW diet; of the 4% who did answer this question 66% offered a positive comment. The breakdown of answers is as follows:

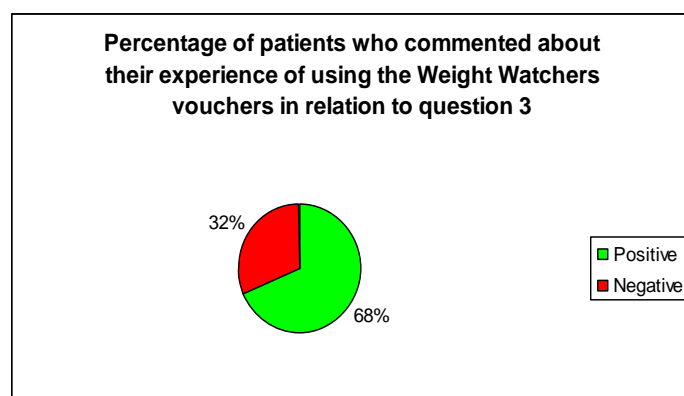
Q3. Any comments about experience? 4. About the Weight Watchers diet	
Positive	74
Negative	38
Not Answered	2679
Total	2791



### Comments about the Weight Watchers vouchers

95% of patients elected not to provide comments about the WW vouchers; of the 5% who did answer this question 68% offered a positive comment. The breakdown of answers is as follows:

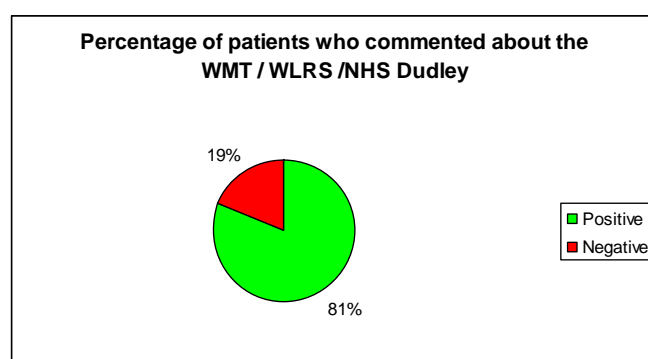
Q3. Any comments about experience? 5. About the Weight Watchers vouchers	
Positive	88
Negative	41
Not Answered	2662
Total	2791



### Comments about the Weight Management Team / NHS Dudley / WLRS

94% of patients elected not to provide comments about the WMT / NHS Dudley / WLRS; of the 6% who did answer this question 81% offered a positive comment. The breakdown of answers is as follows:

Q3. Any comments about experience? 6, About Weight Management Team / Service / NHS Dudley	
Positive	134
Negative	31
Not Answered	2626
Total	2791



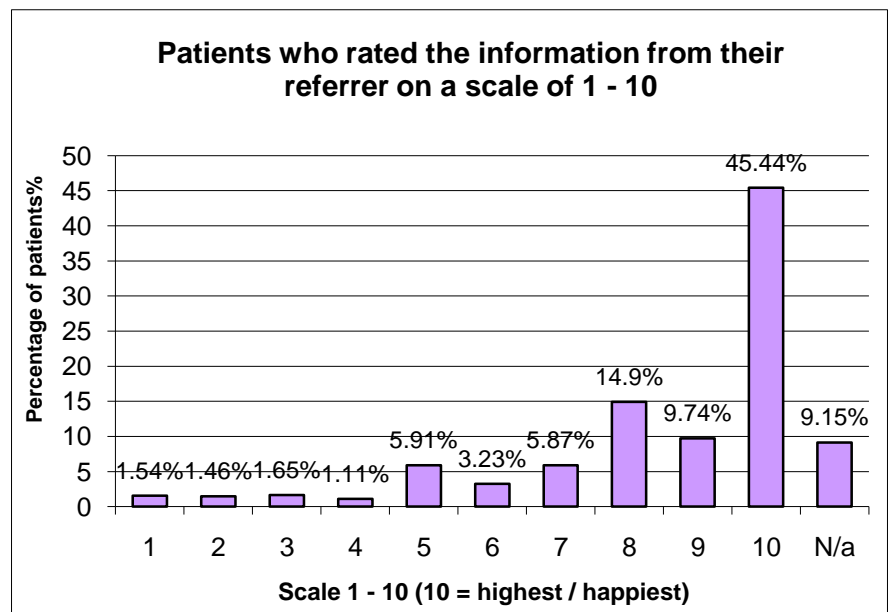
### 23.1.4 Question 4

#### Q4a: On a scale 1 – 10 how would you rate the following aspects of the Weight Loss Referral Service?

Patients were asked to rate their experience of the following aspects of the WLRS service, rating their experience out of 10. 1 represents the lowest / unhappiest and 10 represents the highest / happiest, the results are as follows:

##### Information provided from the referrer

Q4a. Scale of 1-10 how would you rate Information provided from their referrer? 1 – 10	
1 (lowest)	43
2	41
3	46
4	31
5	165
6	90
7	164
8	416
9	272
10 (highest)	1268
Not answered	255
<b>Total</b>	<b>2791</b>

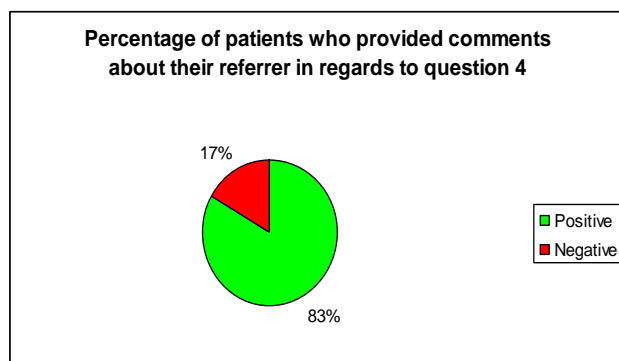


The results indicate that 79% of patients who answered this question gave the information they received from their referrer a mark of 6 or above for their satisfaction of the service. 12% of patients scored the information they received as 5 or below. This would indicate that the majority of patients are pleased / happy with the information they received by their GP / Referrer

#### Q4b: Would you like to provide any comments about your experience?

80% of patients elected not to provide comments; of the 20% who did, 83% offered a positive comment. The breakdown of answers are as follows:

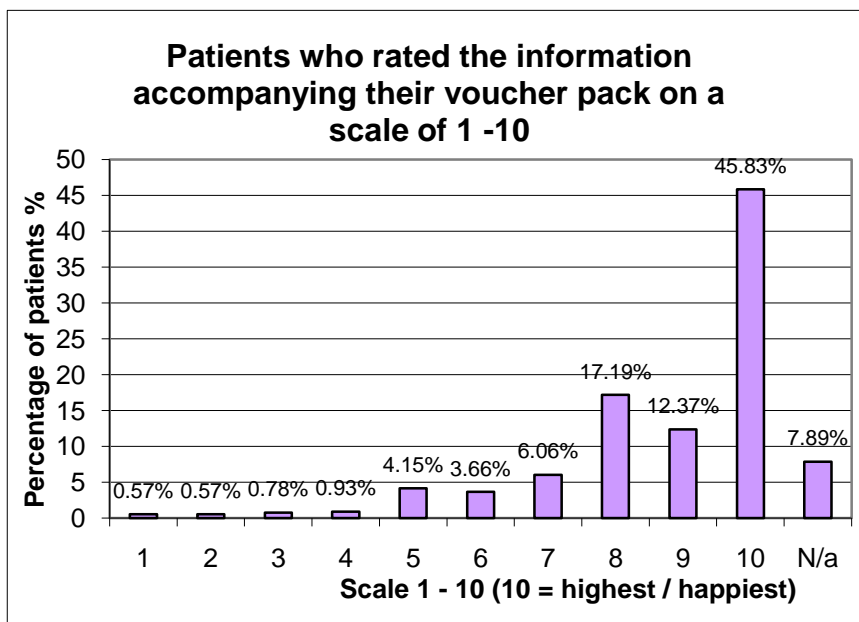
Comments provided from patients about their referrer	
Positive	464
Negative	93
Not Answered	2234
<b>Total</b>	<b>2791</b>



## Q4a: On a scale 1 -10 how would you rate the following aspects of the Weight Loss Referral Service?

### Information accompanying the voucher packs

Q4a. Scale of 1-10 Info accompanying your voucher pack? 1 – 10	
1 (lowest)	16
2	16
3	22
4	26
5	116
6	102
7	169
8	480
9	345
10 (Highest)	1279
Not answered	220
Total	2791



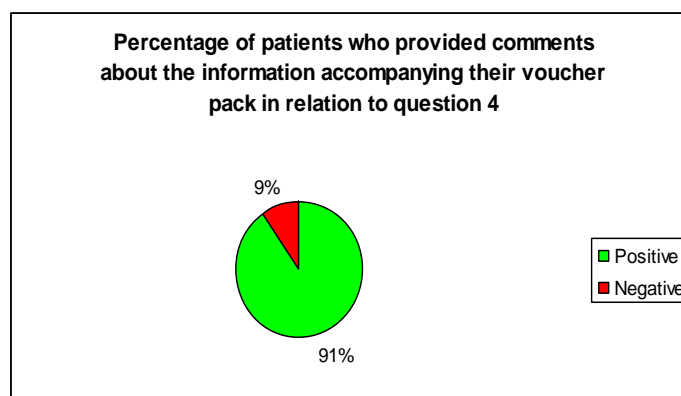
The results indicate that 90% of patients who answered this question gave the information accompanying their voucher pack a mark of 6 or above for their satisfaction of the service. 7% of patients scored the information they received as 5 or below. This would indicate that the majority of patients were happy with the information that accompanied their voucher pack. This result would suggest that no immediate changes to the accompanying paperwork were required at this time.

## Q4b: Would you like to provide any comments about your experience?

### Relating to information accompanying the voucher pack

86% of patients elected not to provide comments; of the 14% who did, 91% offered a positive comment. The breakdown of answers are as follows:

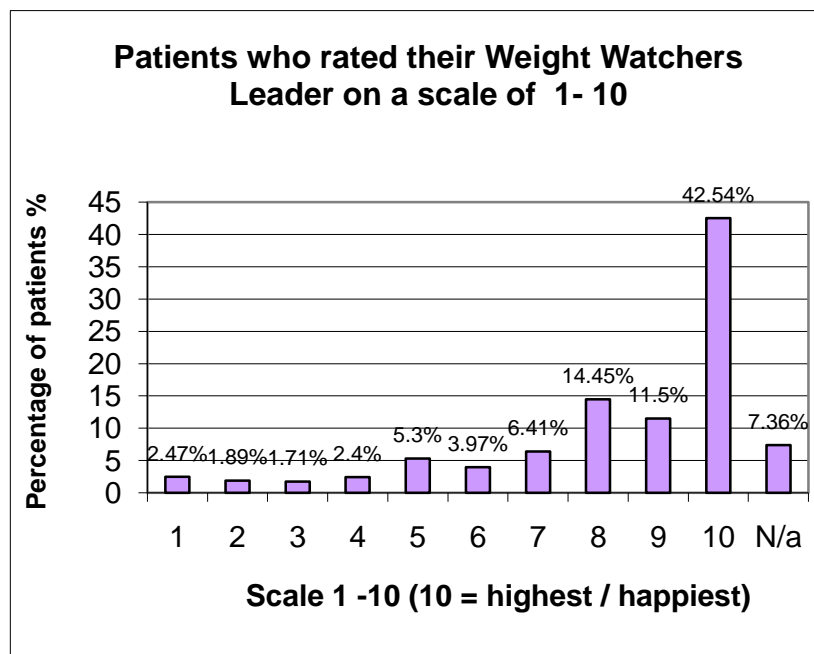
Comments provided from patients about the information accompanying their voucher packs	
Positive	357
Negative	37
Not Answered	2397
Total	2791



## Q4a: On a scale 1 – 10 how would you rate the following aspects of the Weight Loss Referral Service?

### The patient's Weight Watchers Leader

Q4a. Scale of 1-10 your WW leader? 1 -10		
Lowest	1	69
	2	53
	3	48
	4	67
	5	148
	6	111
	7	179
	8	403
	9	321
Highest	10	1187
Not answered (n/a)		205
Total		2791



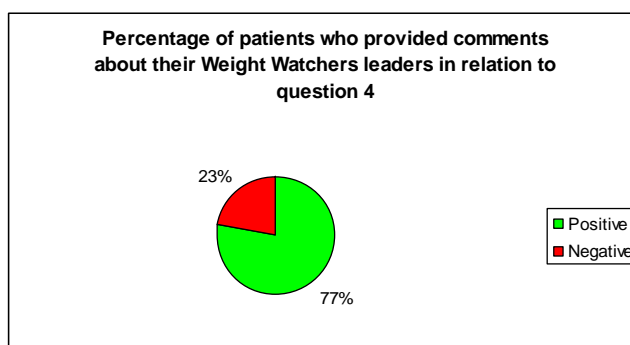
The results indicate that 79% of patients who answered this question gave their Weight Watchers Leader a mark of 6 or above for their satisfaction of the service. 14% of patients scored the information they received as 5 or below. The majority of patients indicated that they were happy with their WW Leader; this would indicate that no immediate training needs have been identified at this time

## Q4b: Would you like to provide any comments about your experience?

### Relating to their Weight Watchers Leader

78% of patients elected not to provide comments; of the 22% who did, 77% offered a positive comment. The breakdown of answers are as follows:

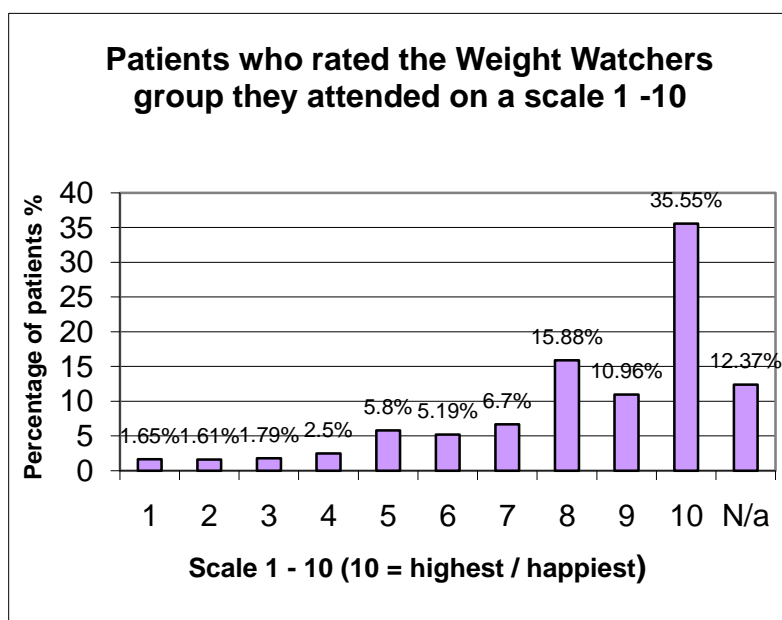
Comments provided from patients about their Weight Watchers leader	
Positive	482
Negative	141
Not Answered	2168
Total	2791



## Q4a: On a scale 1 -10 how would you rate the following aspects of the Weight Loss Referral Service?

### The patient's Weight Watchers group

Q4a. Scale of 1-10 your Weight Watchers group? 1 – 10	
1 (lowest)	46
2	45
3	50
4	70
5	162
6	145
7	187
8	443
9	306
10 (highest)	992
Not answered (N/a)	345
Total	2791



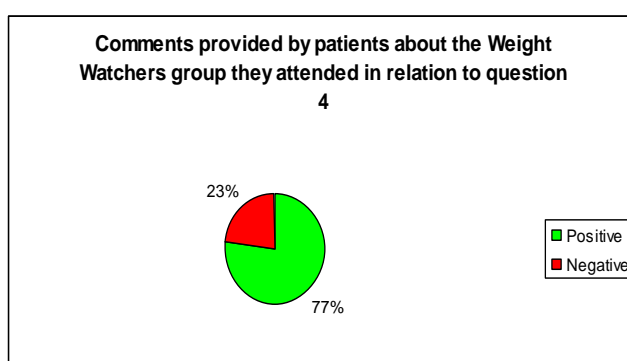
The results indicate that 74% of patients who answered this question gave their Weight Watchers group a mark of 6 or above for their satisfaction of the service. 13% of patients scored the information they received as 5 or below. The result would indicate that the majority of patients were happy with the WW group that they used and that no immediate changes are required at present.

## Q4b: Would you like to provide any comments about your experience?

### Regarding their Weight Watchers group

83% of patients elected not to provide comments; of the 17% who did, 77% offered a positive comment. The breakdown of answers are as follows:

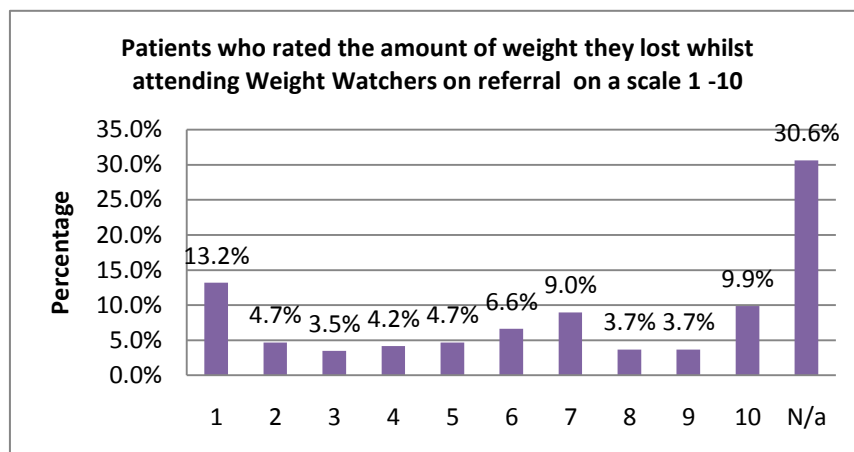
Comments provided from patients about their Weight Watchers group	
Positive	374
Negative	110
Not Answered	2307
Total	2791



## Q4a: On a scale 1 -10 how would you rate the following aspects of the Weight Loss Referral Service?

### The amount of weight the patient lost

Q4a. Scale of 1-10 The amount of weight you lost?	
1 (lowest)	113
2	61
3	63
4	78
5	208
6	119
7	199
8	334
9	157
10 (highest)	596
Not answered	863
Total	2791



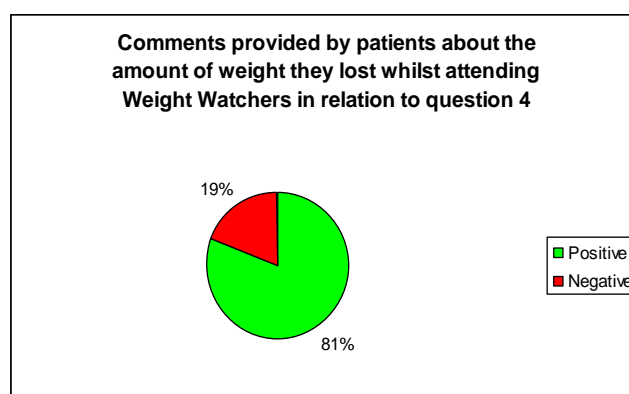
The results indicate that 50% of patients who answered this question gave the amount of weight that they lost a mark of 6 or above for their satisfaction of the service. 19% of patients scored their satisfaction about the amount of weight that they lost as 5 or below. The majority of patients who answered this question were happy with the amount of weight that they lost. This would be a positive indication that the service is meeting the patients' needs. It must be noted however, that a large number of patients did not answer this question or provide comments, instead they supplied their weight. This may suggest that patients found this question to be confusing.

## Q4b: Would you like to provide any comments about your experience?

### Regarding the amount of weight the patient lost

81% of patients elected not to provide comments; of the 19% who did, 81% offered a positive comment. The breakdown of answers are as follows:

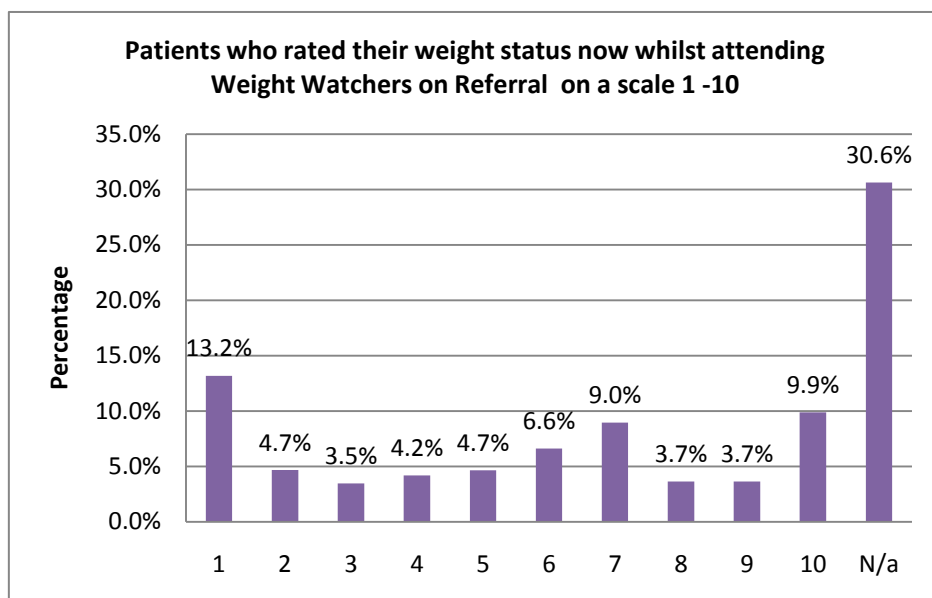
Comments provided form patients about the amount of weight that they lost whilst doing the programme	
Positive	200
Negative	47
Not Answered	2544
Total	2791



## Q4a: On a scale 1 -10 how would you rate the following aspects of the Weight Loss Referral Service?

### The patient's weight status now

Q4a. Scale of 1-10 your weight status now? 1 -10	
1 (lowest)	368
2	131
3	97
4	117
5	280
6	130
7	185
8	250
9	102
10 (highest)	276
N/a	855
Total	2791



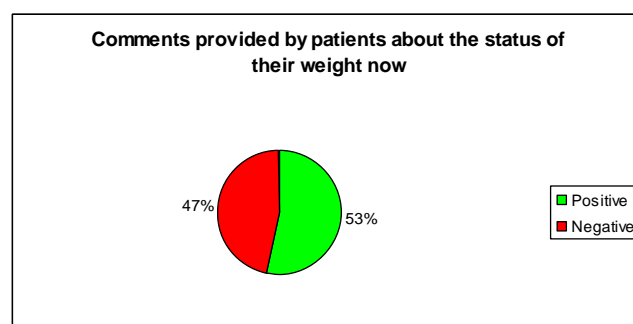
The results indicate that 34% of patients who answered this question gave their weight status now a mark of 6 or above. 36% of patients scored their satisfaction of their weight status now as 5 or below. The majority of patients were not happy with their current weight status. The answers provided can be interpreted in different ways. On the one hand, this may be an indication that a patient would like to use another WMS if they are eligible. On the other hand, the way an individual patient feels about their weight is subjective. Therefore, although they are not happy with their weight they may actually have a healthy weight status and would not be eligible to attend a further WMS.

## Q4b: Would you like to provide any comments about your experience?

### Regarding the patient's weight status now

93% of patients elected not to answer this question; of the 7% who did answer this question 53% offered a positive comment. The breakdown of answers are as follows:

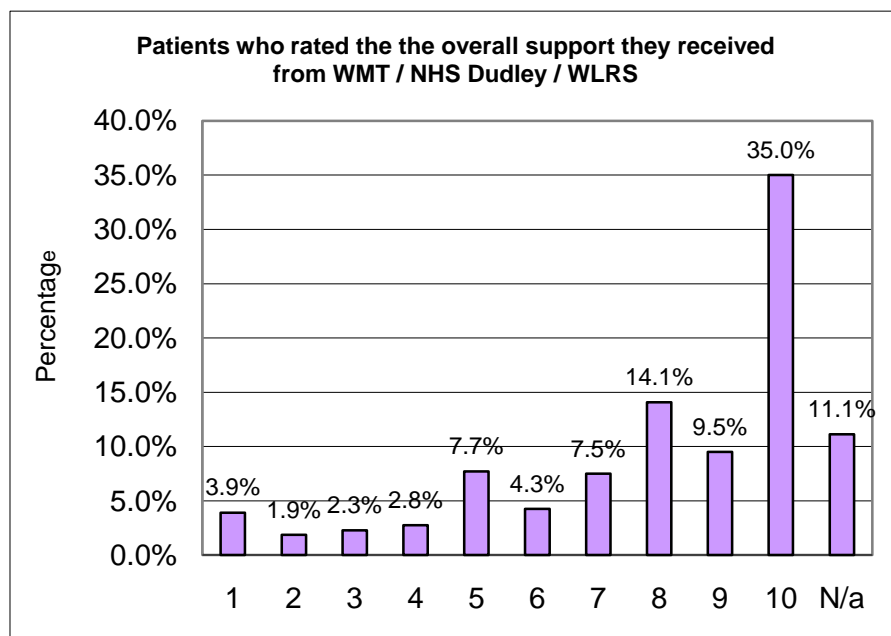
Comments provided by patients about their weight status now	
Positive	110
Negative	97
Not Answered	2584
Total	2791



## Q4a: On a scale 1 -10 how would you rate the following aspects of the Weight Loss Referral Service?

The overall support the patient received from the WMT / NHS Dudley / WLRS

Q4a. Scale of 1-10 overall support you received from WMT / NHS Dudley / WLRS? 1 -10	
1 (lowest)	109
2	52
3	64
4	77
5	215
6	119
7	209
8	393
9	265
10 (highest)	977
N/a	311
Total	2791



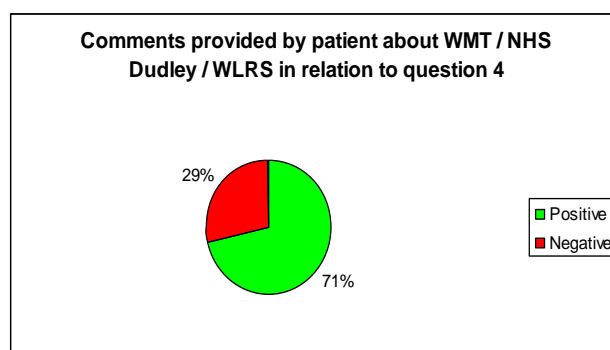
The results indicate that 70% of patients who answered this question gave the overall support they received from the WMT / NHS Dudley / WLRS a mark of 6 or above for their satisfaction of the service. 19% of patients scored the information they received as 5 or below. The results indicate that the majority of patients were happy with the level of support the WMT / NHS Dudley / WLRS provided. Therefore, no immediate changes would be required to this aspect of the service at present; however, the WMT reviews its processes and paperwork on a bi-monthly basis.

## Q4b: Would you like to provide any comments about your experience?

Regarding the overall support the patient received from the WMT / NHS Dudley / WLRS

82% of patients elected not to provide comments; of the 18% who did, 71% offered a positive comment. The breakdown of answers is as follows:

Comments provided by patients about WMT / NHS Dudley / Service	
Positive	353
Negative	143
Not Answered	2295
Total	2791

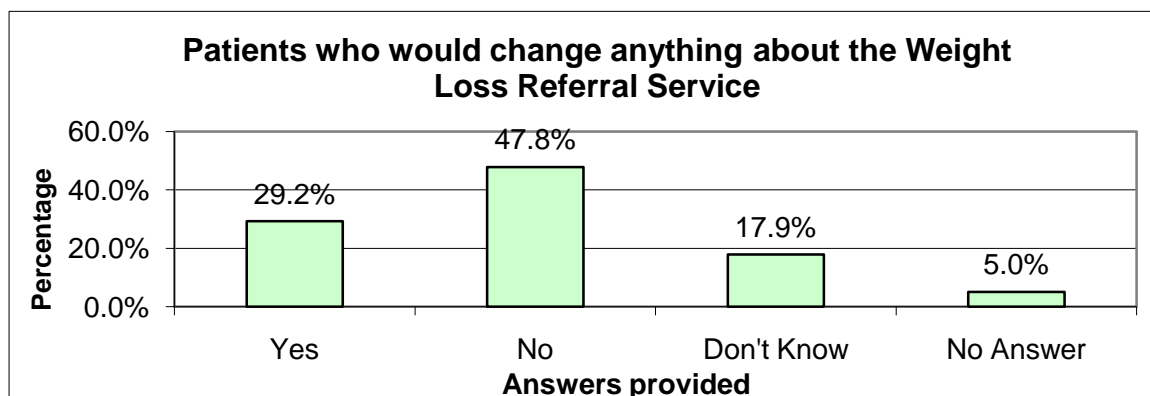


### **23.1.7 Question 5**

#### **Q5a: Would you change anything about NHS Dudley's Weight Loss Referral Service?**

Patients were asked to rate their experience of using the WLRS by ticking the box that most represented their views. The results are as follows:

<b>Q5a. Would you change anything about the service?</b>	
Yes	816
No	1335
Don't know	500
No answer	140
Total	2791



The results indicate that 48% of patients would not change anything about the WLRS. 29% of patients advised that they would make changes. The majority of service users reported that they were happy with the current format of the service. Therefore, no major change to service structure at this time is required.

The most common patient recommendations for service changes have been listed below:

- Patients want counselling or psychiatric evaluation to get to the route of the problem with their over eating
- Additional support and help after BMI goes below 30
- Patients want NHS Dudley and surgeries to follow up regularly and provide feedback
- Good service
- Motivated people to lose weight
- Phone call from NHS to see how person is doing continuing support and advice
- Provide more packs for people who are BMI 25 – 29.9

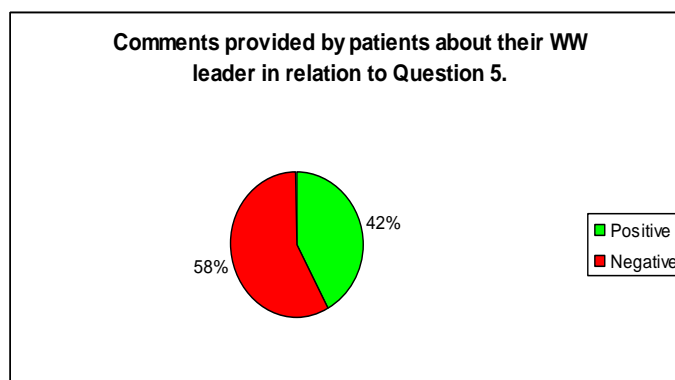
These recommendations will be discussed in the Summary / Evaluations part of this report on page 63.

## Q5b: Would you change anything about NHS Dudley's Weight Loss Referral Service?

### Comments about the WW Leader

99% of patients elected not to provide comments; of the 1% who did, 58% offered a negative comment. The breakdown of answers is as follows:

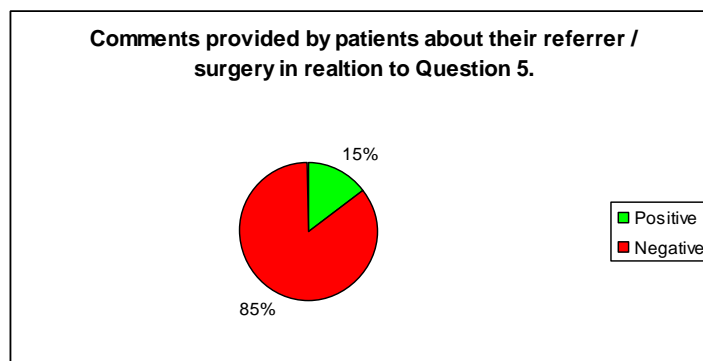
Q5b. Would you change anything about the service? 1. Comments about WW Leader	
Positive	16
Negative	22
Not Answered	2753
Total	2791



### Comments about the patient's surgery of referrer

98% of patients elected not to provide comments; of the 2% who did, 85% offered a negative comment. The breakdown of answers is as follows:

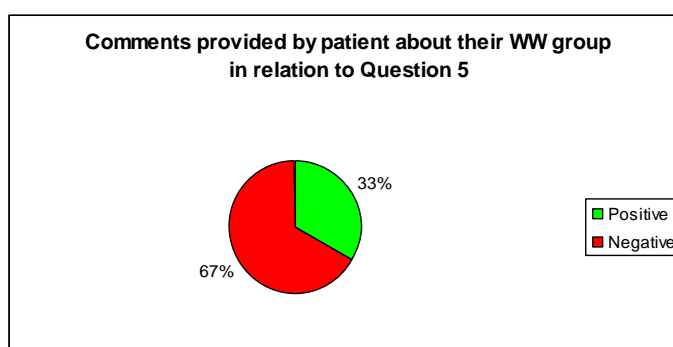
Q5b. Would you change anything about the service? 2. Comments about patient's surgery or referrer	
Positive	8
Negative	46
Not Answered	2737
Total	2791



### Comments about the patient's WW group

99% of patients elected not to provide comments; of the 1% who did, 67% offered a negative comment. The breakdown of answers is as follows:

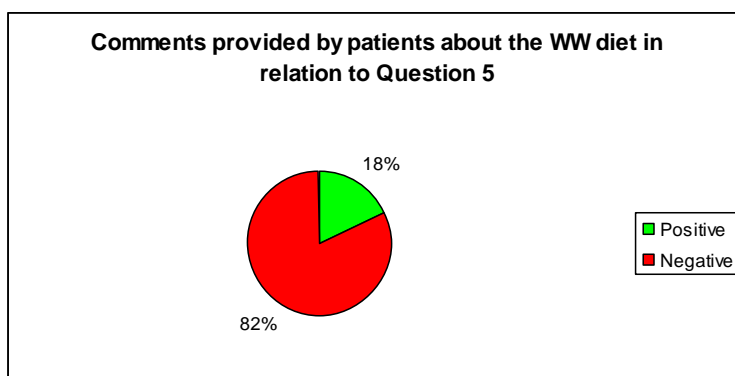
Q5b. Would you change anything about the service? 3. Comments about Weight Watchers group	
Positive	10
Negative	20
Not Answered	2761
Total	2791



### Comments about the Weight Watchers diet

99.6% of patients elected not to provide comments; of the 0.4% who did, 82% offered a negative comment. The breakdown of answers is as follows

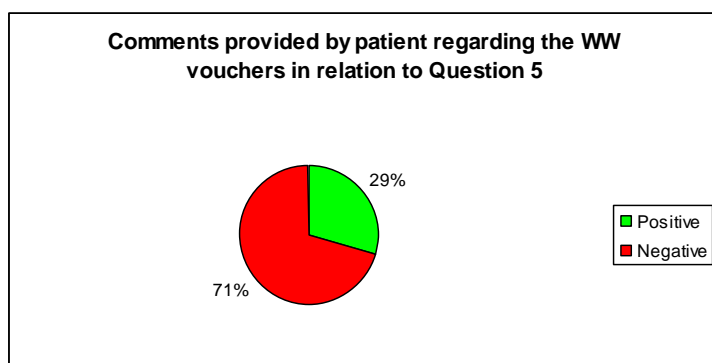
<b>Q5b. Would you change anything about the service? 4. Comments about the Weight Watchers diet</b>	
Positive	2
Negative	9
Not Answered	2780
Total	2791



### Comments about the Weight Watchers vouchers

98% of patients elected not to provide comments; of the 2% who did, 71% offered a negative comment. The breakdown of answers is as follows:

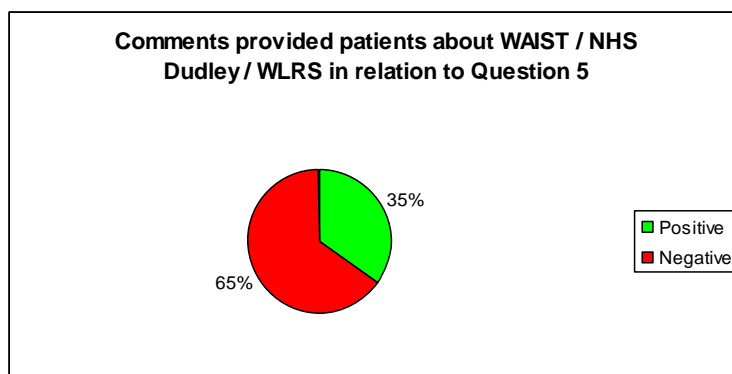
<b>Q5b. Would you change anything about the service? 5. Comments about the Weight Watchers vouchers</b>	
Positive	15
Negative	36
Not Answered	2740
Total	2791



### Comments about the Weight Management Team / NHS Dudley / WLRS

97% of patients elected not to provide comments; of the 3% who did, 65% offered a negative comment. The breakdown of answers is as follows:

<b>Q5b. Would you change anything about the service? 6, Comments about WMT / Service / NHS Dudley</b>	
Positive	27
Negative	51
Not Answered	2713
Total	2791

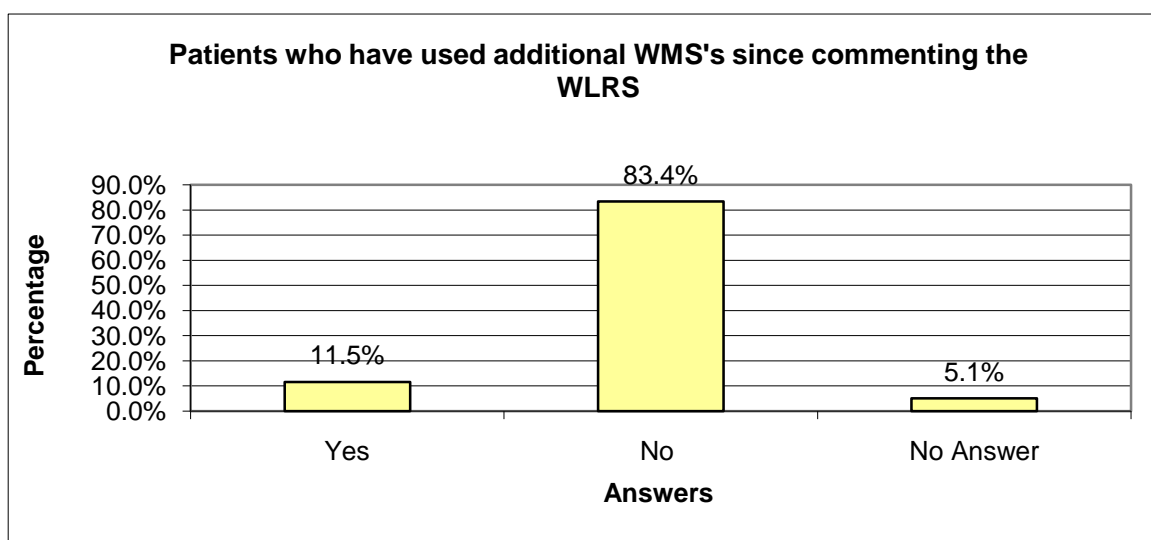


### 23.1.8 Question 6

#### **Q6a: Have you used any other NHS Dudley Weight Management Service since completing the NHS Dudley's Weight Loss Referral Service?**

Patients were asked to state if they had used any other Weight Management Service, by ticking the relevant box. The results are as follows:

<b>Q6a. Have you used any other Weight Management Service since completing WLRS?</b>	
Yes	321
No	2329
No Answer	141
Total	2791



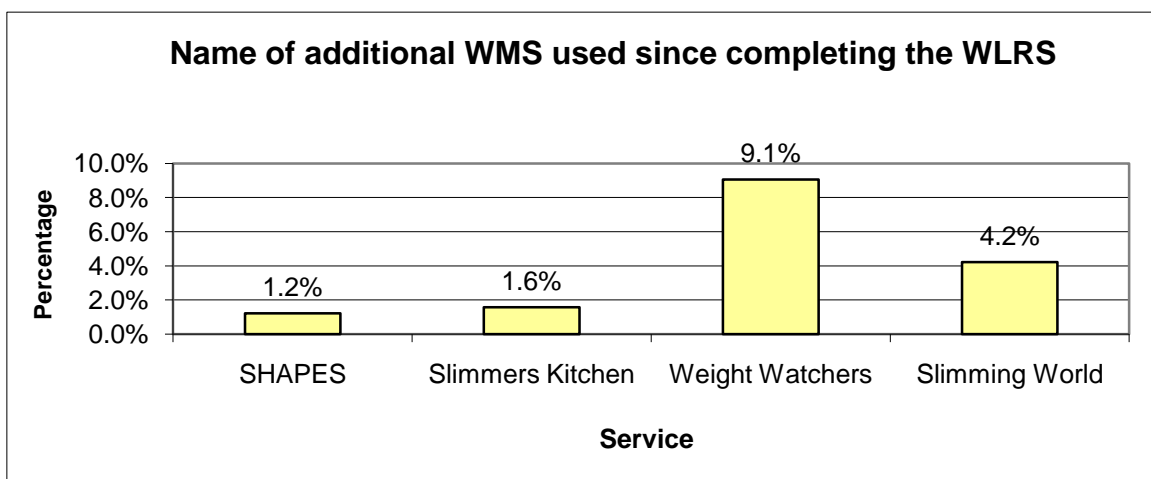
The results indicate that 83% of patients had not used any of the other weight Management Services NHS Dudley offers. 11.5% of patients advised that they had used another Weight Management Service. The results indicate that patients are not aware of the alternative services NHS Dudley's Weight Management Team offers or have chosen not to use them.

It can be put forward that results indicate that certain patients felt that they did not need to use another WMS after they had used the WLRS. It must be considered that some patients would be unable to use another WMS as their BMI may have been too low to be eligible. It must be noted that patients who used the WLRS in 2006/2007 would not have had the choice to use other WMS services, as they had not been commissioned at that time.

**Q6b: Have you used any other NHS Dudley Weight Management Service since completing the NHS Dudley Weight Loss Referral Service? If yes, which service did you use?**

Patients who ticked 'yes' to confirm that they had used an additional WMS were asked to state which service / s they had used by ticking all the relevant boxes. The results are as follows:

<b>Q6b. Name of additional WMS used since completing the WLRS</b>	
SHAPES	34
Slimmers Kitchen	44
Slimming World	118
Weight Watchers	253
Total	196



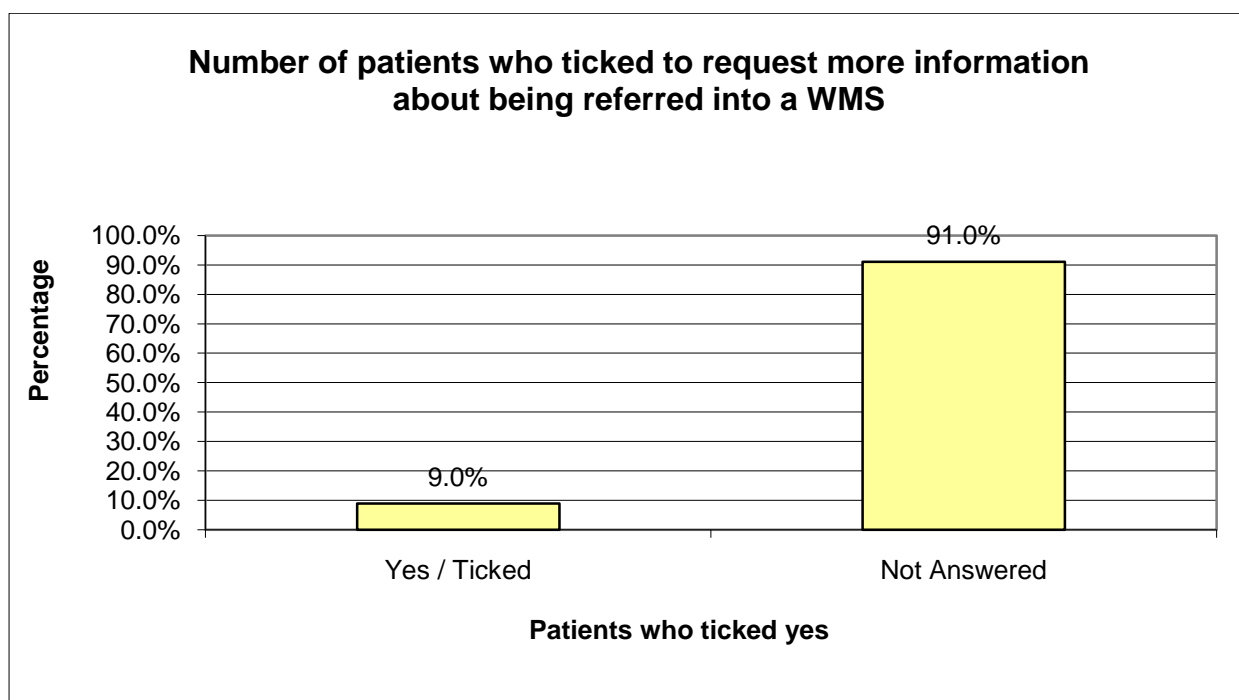
The results indicate that 9.1% of patients had advised us they had an additional referral to Weight Watchers after completing their initial referral to the WLRS. However, it must be stated that internal records the WMT collate suggest that this figure is questionable and in fact the repeat referral rate for patients is much higher.

The results can be interpreted in numerous ways. On the one hand it can be put forward that patients are not aware of the other services NHS Dudley's Weight Management Team offers. On the other hand, the figures may suggest that patients felt that they did not need to use another WMS after they had used the WLRS. It must also be considered that certain patients found this question to confusing and may have thought that they were requesting a referral by ticking the boxes next to the names of the services.

### Q 6c: Have you used any other NHS Dudley Weight Management Service since completing the NHS Dudley Weight Loss Referral Service?

Patients were invited to tick the relevant box if they would like to receive information about being referred into a WMS. The results are as follows:

Q6c. Patients who ticked to receive more information about being referred into a WMT service	
Yes / Ticked	251
Not Answered	2540
Total	2791



The results indicate that 9% of patients ticked the box to request more information on how to access another WMS. 91% did not tick to receive further WMS information. It must be noted that although the percentage was low for those who had ticked the 'yes' box, many patients put in the comment section below instead that they would like to use one of the WMS.

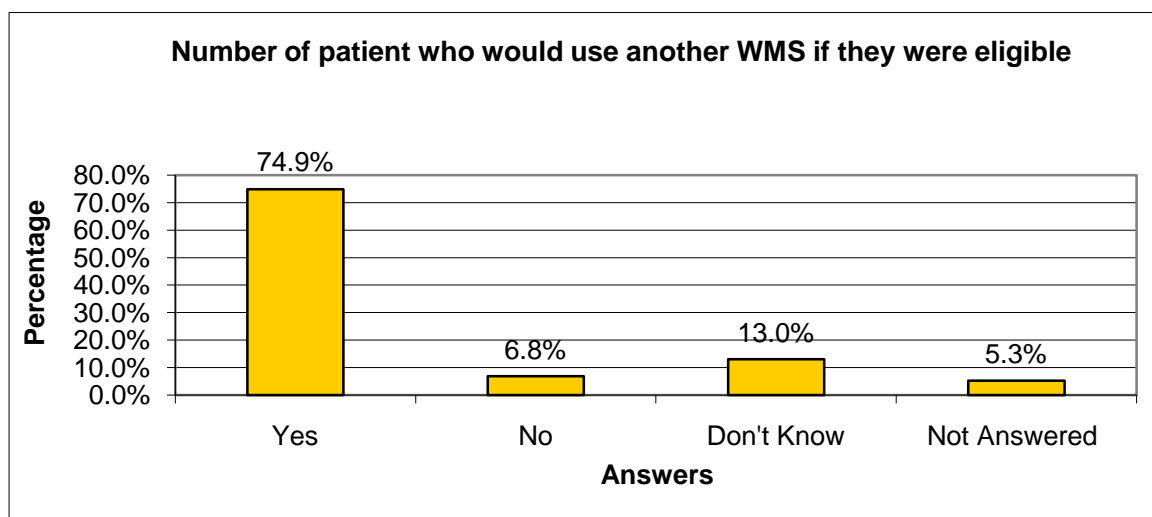
Due to large numbers of patients who requested more information about using another WMS, it was decided that all patients who had responded to the WW follow up questionnaire would receive information about all the WMS the WMT offers. Patients would also be given information about how to refer / self refer into the services.

### 23.1.9 Question 7

#### **Q7a: If eligible, would you use another NHS Dudley Weight Management Service?**

Patients were asked to state whether they were eligible, would they use another WMS. The results are as follows:

<b>Q7a. If eligible would you use another Weight Management Service?</b>	
Yes	2091
No	191
Don't Know	362
Not Answered	147
Total	2791



The results indicate that 75% of patients ticked the box to state that if they were eligible they would like to use another WMS. 7% of patients stated that they would not want to use another WMS if they were eligible.

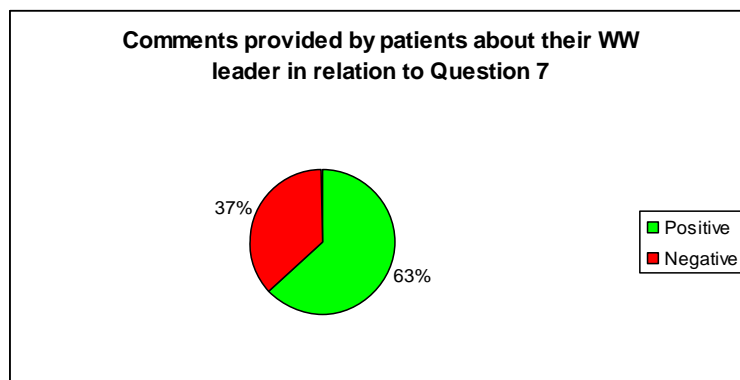
The majority of patients would like to use another WMS if they were eligible. This contributed to the decision that all patients who had completed the WW follow up questionnaire, should be provided with information about the available WMS and how to refer.

## Q7b: If eligible, would you use another NHS Dudley Weight Management Service?

### Comments about the WW Leader

99.3% of patients elected not to provide comments; of the 0.7% who did, 63% offered a positive comment. The breakdown of answers is as follows:

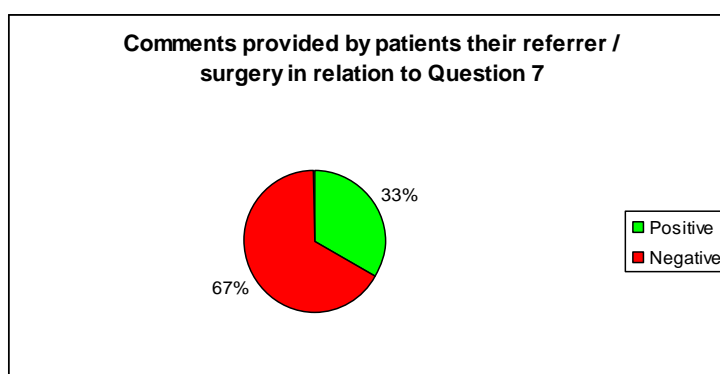
Q7b. If eligible would you use another Weight Management Service? 1. Comments about WW Leader	
Positive	12
Negative	7
Not Answered	2772
Total	2791



### Comments about the patient's surgery of referrer

99.5% of patients elected not to provide comments; of the 0.5% who did, 67% offered a negative comment. The breakdown of answers is as follows:

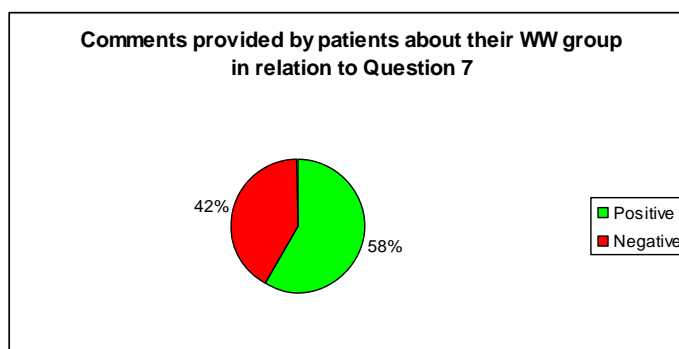
Q7b. If eligible would you use another Weight Management Service? 2. Comments about patient's surgery or referrer	
Positive	5
Negative	10
Not Answered	2774
Total	2789



### Comments about the patient's WW group

98% of patients elected not to provide comments; of the 2% who did, 58% offered a positive comment. The breakdown of answers is as follows:

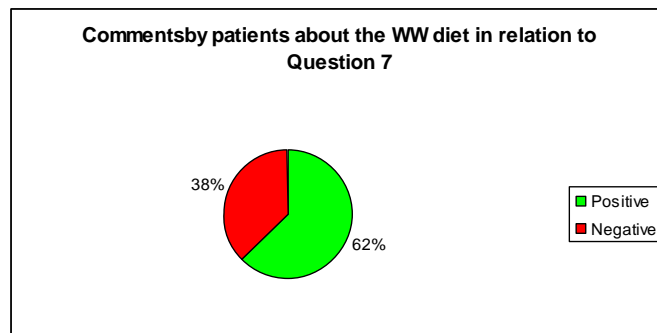
Q7b. If eligible would you use another Weight Management Service? 3. Comments about WW group	
Positive	32
Negative	23
Not Answered	2733
Total	2788



### Comments about the Weight Watchers diet

99.1% of patients elected not to provide comments; of the 0.9% who did, 62% offered a negative comment. The breakdown of answers is as follows

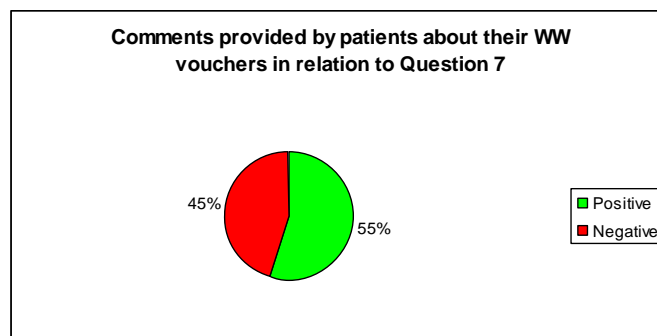
<b>Q7b. If eligible would you use another Weight Management Service? 4. Comments about WW diet</b>	
Positive	15
Negative	9
Not Answered	2765
Total	2789



### Comments about the Weight Watchers vouchers

99% of patients elected not to provide comments; of the 1% who did, 55% offered a positive comment. The breakdown of answers is as follows:

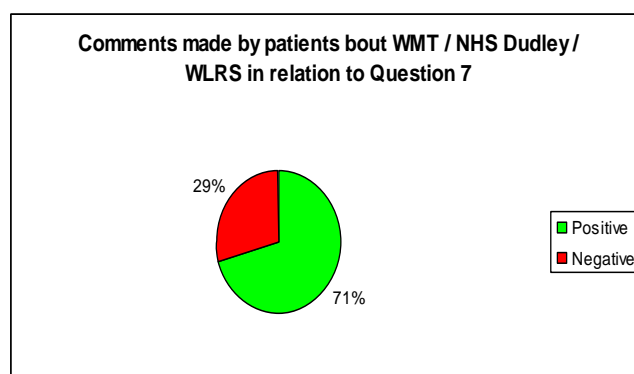
<b>Q7b. If eligible would you use another Weight Management Service? 5. Comments about vouchers</b>	
Positive	17
Negative	14
Not Answered	2758
Total	2789



### Comments about the Weight Management Team / NHS Dudley / WLRS

99.3% of patients elected not to provide comments; of the 0.6% who did, 71% offered a negative comment. The breakdown of answers is as follows

<b>Q7b. If eligible would you use another Weight Management Service? 6, Comments about WMT / NHS Dudley / WLRS</b>	
Positive	12
Negative	5
Not Answered	2774
Total	2791

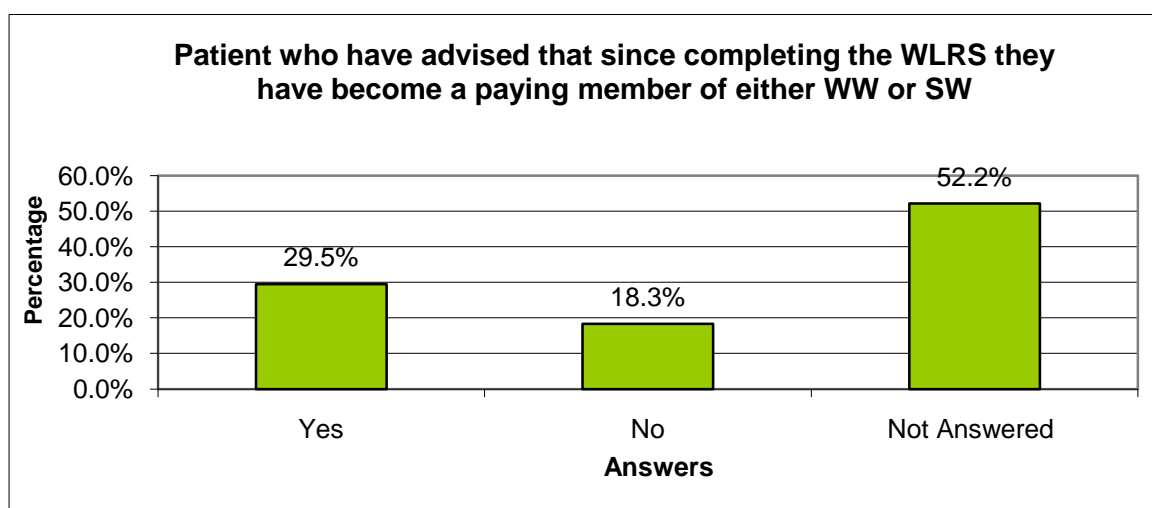


### **23.1.8 Question 8**

#### **Q8a: Since completing the WLRS have you continued as a paying member of either WW or SW?**

Patients were asked to state if they continued to attend either Weight Watchers or Slimming World as a paying member after completing the WLRS. The results are as follows:

<b>Q8a. Since completing the WLRS have you continued as a paying member of either WW or SW?</b>	
Yes	823
No	511
Not Answered	1457
Total	2791



The results indicate that 29.5% of patients ticked the box to state that if they had become a paying member of either Weight Watchers or Slimming World since their WLRS had finished. 18% of patients stated that they had not been a paying member of either service since they completed their referral.

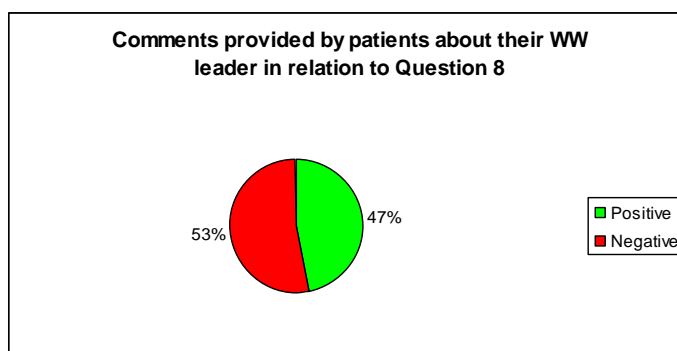
The results indicate that nearly a third of patients who replied to the WW follow up questionnaire had enjoyed the experience of using the WLRS and were happy to continue attending as a self funding, paying member. It should also be considered that a percentage of patients would no longer need to use a weight management service as they may have been at a healthy weight and would therefore not need to pay.

## Q8b: Since completing the WLRS have you continued as a paying member of either WW or SW? Comments.

### Comments about the WW Leader

96% of patients elected not to provide comments; of the 4% who did, 53% offered a positive comment. The breakdown of answers is as follows:

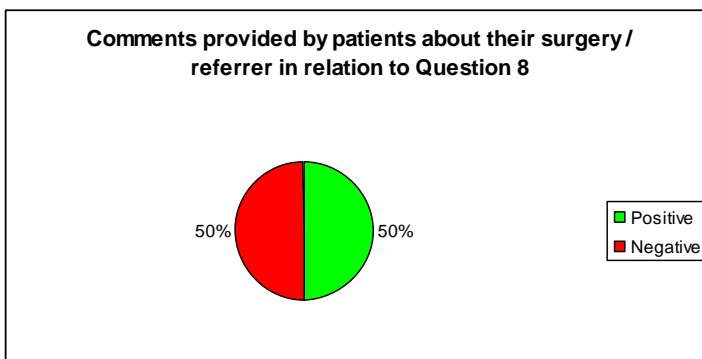
Q8b. Since completing the WLRS have you continued as a paying member of either WW or SW? Comments. 1. Comments about WW Leader	
Positive	47
Negative	53
Not Answered	2671
Total	2771



### Comments about the patient's surgery of referrer

98% of patients elected not to provide comments; of the 2% who did, 50% offered a positive comment. The breakdown of answers is as follows:

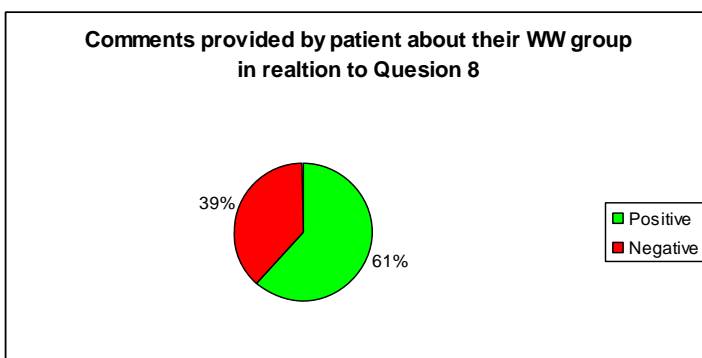
Q8b. Since completing the WLRS have you continued as a paying member of either WW or SW? Comments. 2. Comments about patient's surgery or referrer	
Positive	27
Negative	27
Not Answered	2737
Total	2791



### Comments about the patient's WW group

96% of patients elected not to provide comments; of the 4% who did, 61% offered a positive comment. The breakdown of answers is as follows:

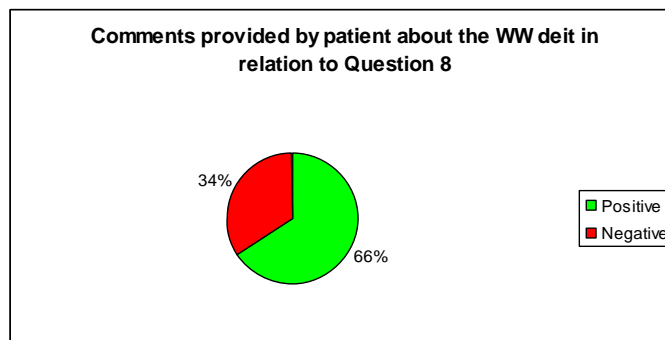
Q8b. Since completing the WLRS have you continued as a paying member of either WW or SW? Comments. 3. Comments about WW group	
Positive	68
Negative	43
Not Answered	2680
Total	2791



## Comments about the Weight Watchers diet

97% of patients elected not to provide comments; of the 3% who did, 66% offered a positive comment. The breakdown of answers is as follows:

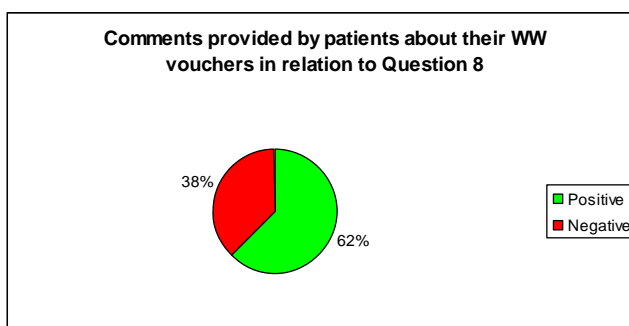
<b>Q8b. Since completing the WLRS have you continued as a paying member of either WW or SW? Comments. 4. Comments about WW diet</b>	
Positive	48
Negative	25
Not Answered	2718
Total	2791



## Comments about the Weight Watchers vouchers

97% of patients elected not to provide comments; of the 3% who did, 62% offered a positive comment. The breakdown of answers is as follows:

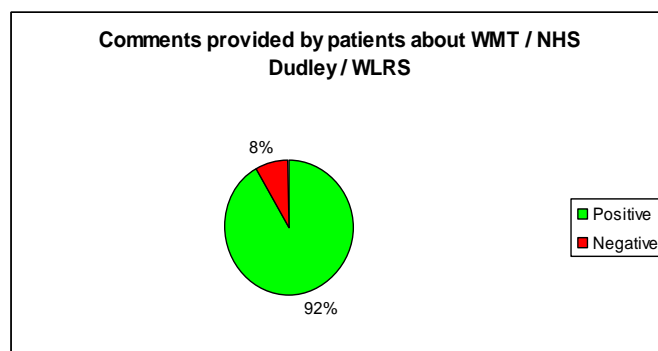
<b>Q8b. Since completing the WLRS have you continued as a paying member of either WW or SW? Comments. 5. Comments about vouchers</b>	
Positive	48
Negative	29
Not Answered	2713
Total	2790



## Comments about the Weight Management Team / NHS Dudley / WLRS

95% of patients elected not to provide comments; of the 5% who did, 92% offered a negative comment. The breakdown of answers is as follows:

<b>Q8b. Since completing the WLRS have you continued as a paying member of either WW or SW? Comments. 6, Comments about WMT / NHS Dudley / WLRS</b>	
Positive	119
Negative	11
Not Answered	2661
Total	2791



## **24.1 Patients who had been issued Weight Watchers vouchers but did not attend**

An adapted questionnaire was sent to patients who had been identified as 'none attendees'. These are patients who had been sent Weight Watchers vouchers by NHS Dudley but had failed to attend a Weight Watchers group. 160 patients were sent the adapted questionnaire. 38 patients (23.8%) responded.

Out of the 38 patients who responded to the adapted questionnaire, 5 patients stated that they did use the pack of Weight Watchers vouchers that had been issued to them and that the information that was held about their attendance was incorrect. It can be suggested that these patients were referred into the WLRS more than once and at a different times, thus causing confusion regarding attendance. Patient records have since been amended to reflect patients' true attendance.

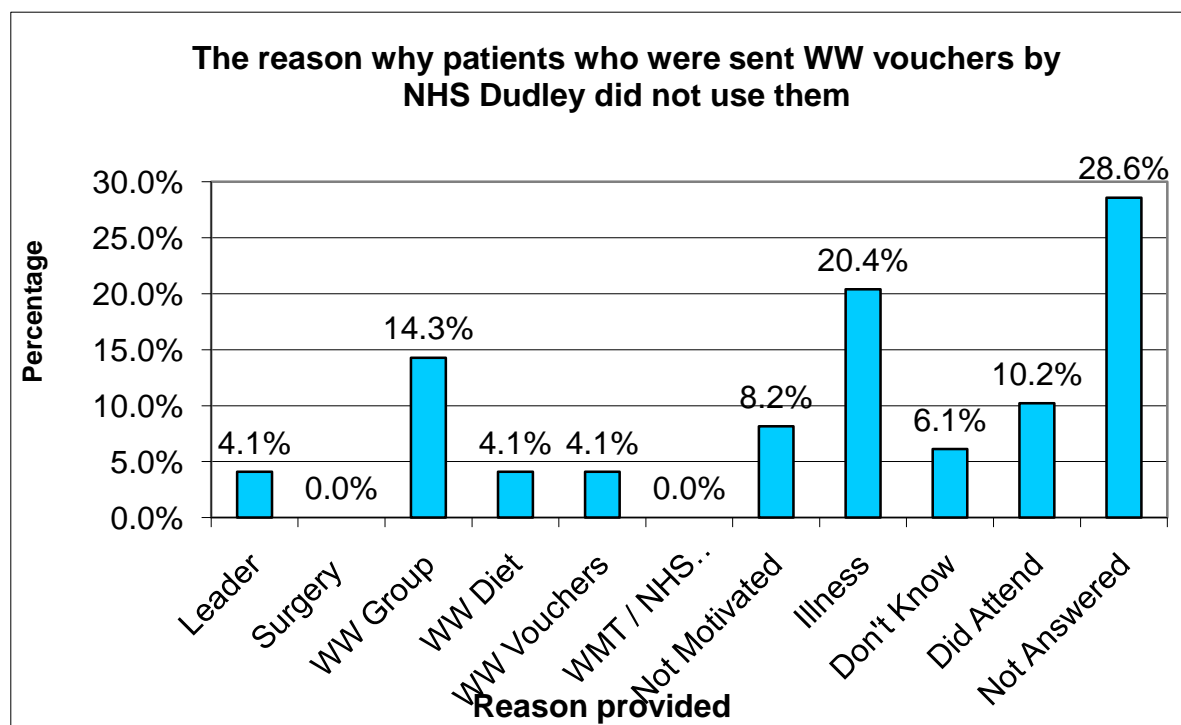
The results overleaf are the answers patients provided on the alternative questions on the amended questionnaire

### 24.1.1 Question 3 on the Amended Questionnaire

**Q3: Our records indicate that you did not use your vouchers. Please tell us why not?**

Patients may have provided more than one answer

<b>NEVER ATTENDED. Q3. Our records indicate that you did not use your vouchers. Please tell us why not? (patients may have provided more than one answer)</b>	
Leader	2
Surgery	0
WW group	7
WW Diet	2
WW vouchers	2
WMT/ NHS Dudley / WLRS	0
Not Motivated	4
Illness	10
Don't know	3
Did Attend	5
Not answered	14
Total	49



The results indicate that the majority of patients ticked the box to state that illness was the main reason that they had not used their Weight Watchers vouchers. As patients could tick more than one box this meant that some patients had multiple reasons for none attendance, rather than one specific factor.

## 24.1.2 Question 4 on the Amended Questionnaire

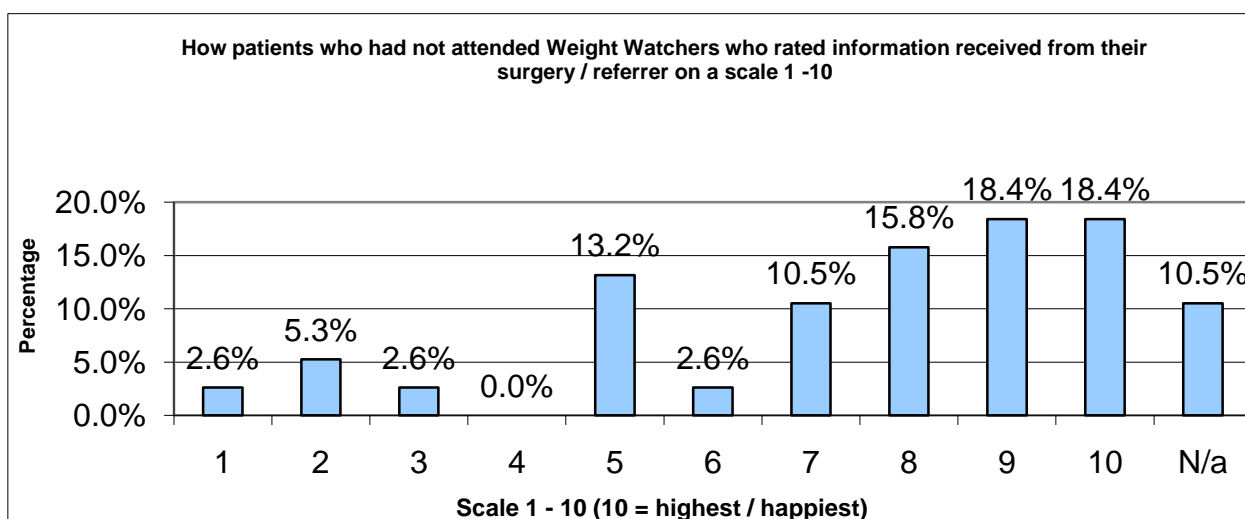
### Q4: Scale of 1 – 10 how would you rate Information provided from referrer?

#### Information provided from the referrer

Patients were asked to rate their experience of the following aspects of the WLRS service, rating their experience out of 10. 1 represents the lowest /

NEVER ATTENDED. Q4. Scale of 1-10 how would you rate Information provided from surgery / referrer?	
1 (lowest)	1
2	2
3	1
4	0
5	5
6	1
7	4
8	6
9	7
10 (highest)	7
N/a	4
Total	38

unhappiest and 10 represents the highest / happiest, the results are as follows:



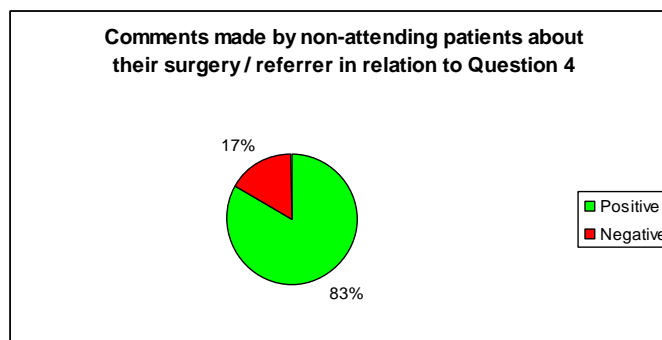
The results indicate that 65.8% of patients who answered this question gave the information that they received from their referrer a mark of 6 or above for their satisfaction of this service. 23.7% of patients scored the information they received as 5 or below. The results indicate that the majority of patients were happy with the information that they had received from their surgery / referrer. Although the non attending patients were happy with the information their surgery / referrer provided, this information did not encourage their use of the vouchers. As the majority of patients were happy, it can be suggested that no immediate changes would be required to this aspect of the service, as it may not make a vast improvement on voucher usage figures.

## Q4: Would you like to provide any comments about your experience?

### Relating to the information received from their surgery / referrer

84.2% of patients elected not to provide comments; of the 15.8% who did, 83% offered a positive comment. The breakdown of answers is as follows:

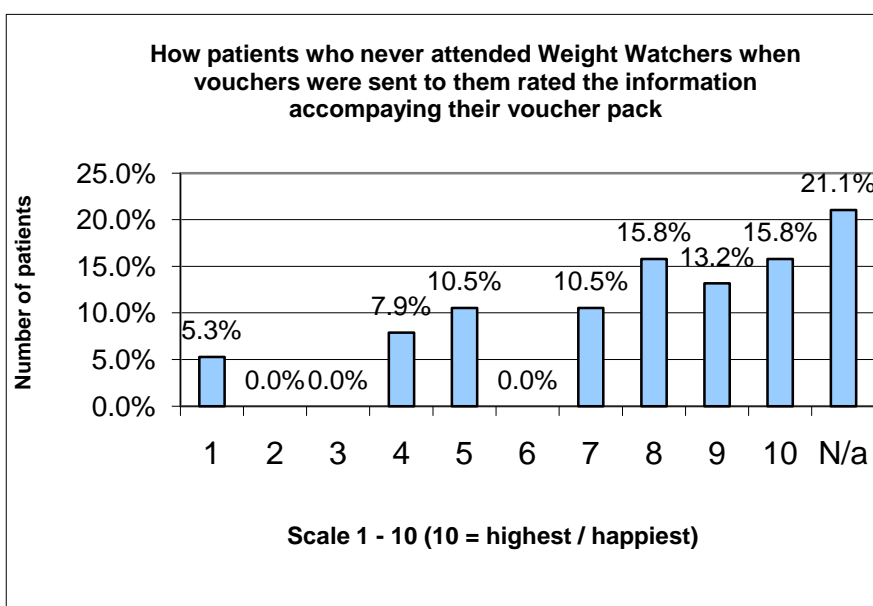
Comments provided by patients about surgery / referrer	
Positive	5
Negative	1
Not Answered	32
Total	38



## Q4: On a scale 1 – 10 how would you rate the following aspects of the Weight Loss Referral Service?

### Information accompanying the voucher packs

NEVER ATTENDED.Q4. Scale of 1-10 Info accompanying your voucher packs?	
1 (lowest)	2
2	0
3	0
4	3
5	4
6	0
7	4
8	6
9	5
10 (highest)	6
N/a	8
Total	38

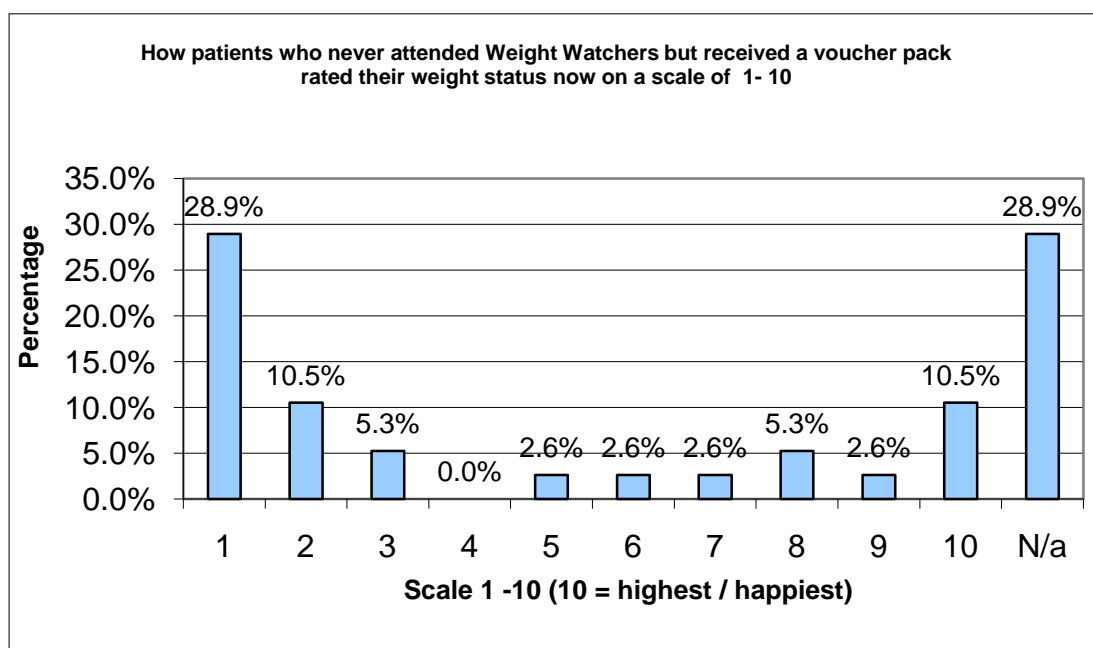


The results indicate that 55.3% of patients who answered this question gave the information accompanying their voucher pack a mark of 6 or above for their satisfaction of the service. 23.7% of patients scored the information they received as 5 or below. This would indicate that the majority of patients were happy with the information that accompanied their voucher pack. As the majority of patients were happy, it can be suggested that no immediate changes would be required to this aspect of the service at present as it would arguably not make a vast improvement on voucher usage figures. Only one person provided comments about this aspect of their experience. The comments provided were positive

## Q4: Would you like to provide any comments about your experience?

The patient's weight status now

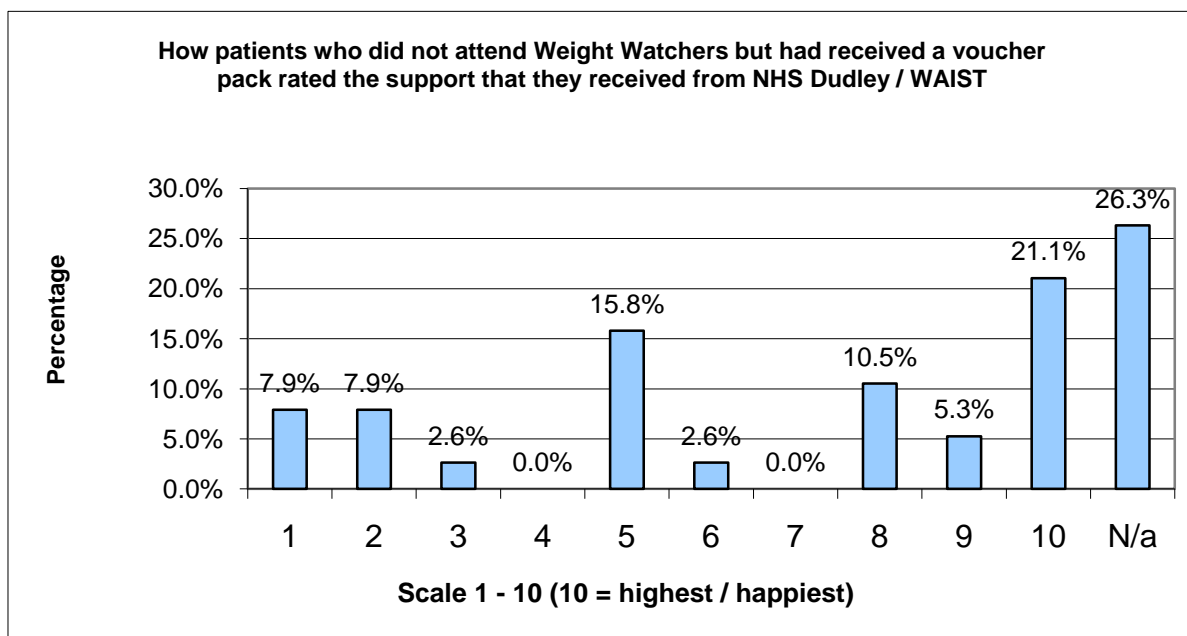
NEVER ATTENDED.Q4. Scale of 1-10 your weight status now?	
1 (lowest)	11
2	4
3	2
4	0
5	1
6	1
7	1
8	2
9	1
10 (highest)	4
N/a	11
Total	38



The results indicate that 26.3% of patients who answered this question gave their weight status now a mark of 6 or above for their satisfaction. 47.4% of patients scored their weight status now as 5 or below. This would indicate that the majority of patients were unhappy with their current weight. It can be put forwarded that by not using their WW vouchers, patient's satisfaction about their current weight status was affected. Therefore, it can be suggested that all the patients who were unhappy about their weight status should be given the opportunity to use one of the WMT's WMS if they are eligible. Only three people provided comments about this aspect of their experience. The comments provided were negative.

**Q4: On a scale 1 – 10 how would you rate the following aspects of the Weight Loss Referral Service?**

The overall support the patient received from the WMT / NHS Dudley / WLRS



The results indicate that 39.5% of patients who answered this question gave the overall support from NHS Dudley / WMT a mark of 6 or above for their satisfaction. 34.2% of patients scored the overall support from NHS Dudley / WMT as 5 or below. The figures for this question are very similar, however the majority of patients were happy with the overall support from NHS Dudley / WMT and therefore any changes made would not increase the patient usage of their voucher packs.

**Q4: Would you like to provide any comments about your experience?**

Relating to the overall support from NHS Dudley / WMT

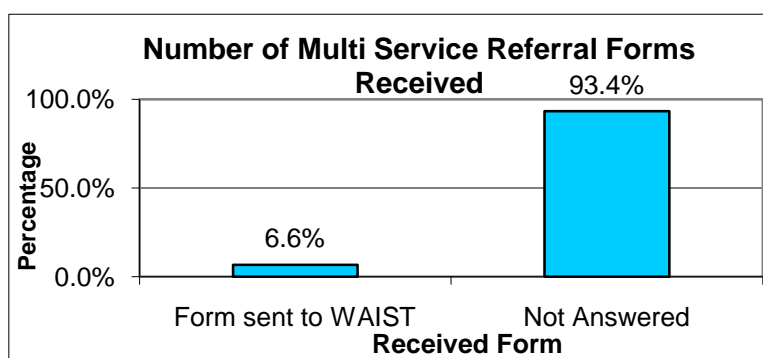
34 patients elected not to provide comments; of the 4 people who did, 3 people offered a negative comment. The breakdown of answers is as follows:

Comments made by patients about the support they received from NHS Dudley / WMT	
Positive	1
Negative	3
Not Answered	34
Total	38

## 25.1 Multi Service Referral Form (MSRF)

It was noted that a high volume of patients had stated on their questionnaire that they would like to use another WMS if they were eligible. Therefore, the WMT issued all patients who had responded to the questionnaire with a letter that provided information about all of the adult weight management services MHS Dudley offers and a referral form to allow patients to self refer into services. The referral form / letter issued offered patients information about both WMS and Physical Activity Services (PAS). The number of patients who sent back a MSRF is as follows:

Number of patients who sent WAIST a Multi Service Referral Form to use a WAIST Service	
Form Sent in	183
Not Answered	2608
Total	2791

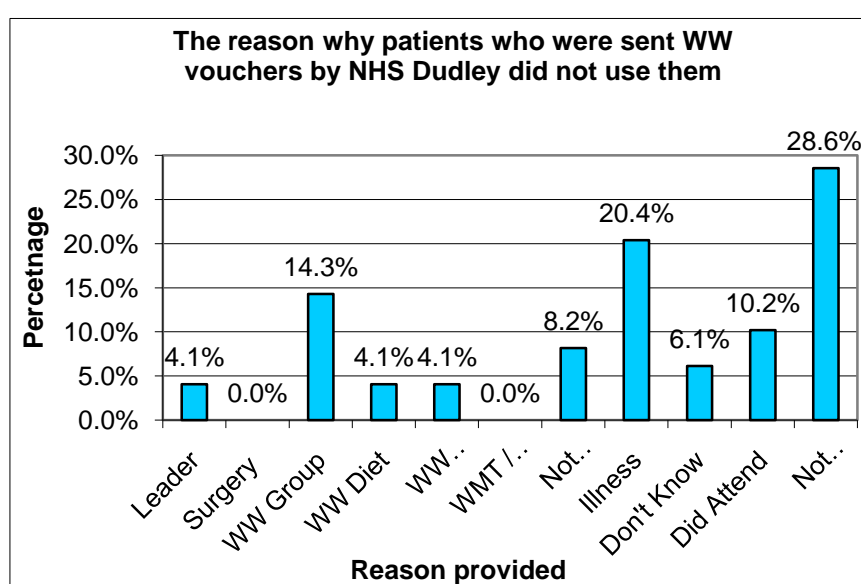


The results show that 6.6% of patients used the MSRF for request to use another of NHS Dudley's free WMS and / or PAS. This figure does not include patients who went to their GP's surgery or to another Healthcare Practitioner to ask for a referral into a WMS / Physical Activity Service.

### Services patients requested to use via the MSRF

(Patients may have asked to use more than one service)

Services patient requested to use via the MSRF (patients may have asked for more than one service)	
SHAPES	21
Slimmers Kitchen	11
Weight Watchers	134
Slimming World	74
Fit Blokes Club	4
Pink Letter	41
Supervised Exercise	31
Walk Fit	24
Total	340



73% of patients advised that they would like to receive another referral to Weight Watchers. Therefore, this would indicate that at present Weight Watchers is the most popular choice amongst patients for weight loss.

## **26.1 Summary / Evaluation**

The follow up project was a largest data capture project undertaken by the WMT. The project was well received by patients, which resulted in a large number of responses (35%). The overall consensus from patients was that the follow up project was a positive initiative. Results would indicate that patients enjoyed being given the opportunity to provide feedback about the service they had used. Of the suggested improvements to the service, most are at this time, beyond the scope of the WMT. This would include:

- Patients want counselling or psychiatric evaluation to get to the route of the problem with their overeating.
- Patients want NHS Dudley and surgeries to follow up regularly and provide feedback.
- Phone calls from the NHS to see how person is doing and to provide continuing support and advice.
- Provide more packs for people who are BMI 25 – 29.9
- Additional support and help after BMI goes below 30

The results provided were interesting and provided a wide ranging spectrum of views. Areas have been highlighted for changes and / or improvement, whilst other aspects of the WLRS have been praised and will remain the same until they are next reviewed. The most positive aspect of the WW Follow-up project was that 75% of patients had lost weight and had not put weight back on (from their original start weight), since they initially started with Weight Watchers. Although this figure does not state that these patients are all at a healthy weight, it does indicate that patients are losing weight. As losing weight in its self brings about health benefits and reduces the need for the NHS to pay for patients to receive bariatric surgery, the results would suggest that the WLRS (WW route) is an effective means for weight loss and cost saving for the NHS. All the proposed improvements will be taken forward to the Obesity Steering Group for consideration in the Weight Management Pathway.

## **27.1 Recommendations**

The list below details the following recommendations that have resulted from undertaking the WW Follow-up Questionnaire.

- Patients who use the WLRS should be followed up every two years. This should be done by a questionnaire as it is the easiest and most cost effective way to gather the data.
- The WMT should continue to commission WW.
- A copy of the WW Follow Up report should be sent to WW, so that they can use it internally for business needs.

- Limited / no modification to the resources that are sent out by NHS Dudley's WMT to patients.
- Feedback and concerns that have been raised by patients (e.g. the use of counselling etc) should be discussed at the Obesity Steering Group in order to establish possibility and / or funding.
- A business case should be developed for additional staff to be recruited temporarily by the WMT when following up patients again in the future.
- Make more people aware of the services that can be used by patients with a BMI of 29.9 and under.
- A longer period of time to prepare and send follow up information out. The packing of envelopes and distributing in under one week meant that staff were working very long hours and pressure was being put on the internal post room at St John's House.
- A longer period of time for the collation of replies. Again this task had to be done in a very quick timescale. Staff worked very long hours and weekends in order to complete this task within the set timescale.
- Use a different mailing company, due to the number of disappointing occurrences (lost mail, lost gift cards, damaged printing items etc) whilst using CMS.
- The questionnaire should be simplified or some questions worded differently as the results indicate that for some questions a very high proportion of patients did not answer or put answers that were not relevant to the question being asked.

## **28.1 Conclusion**

In conclusion, the results received would indicate that the WW Follow-up project has met the aims it set out to achieve:

1. **To find out if patients who have used the Weight Loss Referral Service (Weight Watchers option) have lost additional weight, stayed the same weight or increased their weight since completing their Weight Watchers referral.** This information was provided by the majority of patients who completed the questionnaire.
2. **To assess patient satisfaction.** This was achieved by analysing the comments and feedback patients provided on their questionnaires,
3. **To establish if patients require a further weight management intervention.** This was achieved by assessing patient feedback and by providing all responding patients with information and a referral form for all the WMS and PAS.

The WW follow up report was also able to meet its proposed objectives:

1. **To issue a follow-up questionnaire to every patient that has used the WLRS and requested Weight Watchers WW vouchers.** The WMT was

able to achieve this and a questionnaire was sent to all eligible patients who had used this service at that time.

2. **The post-programme data gained from participating patients can then be used for statistical analysis and to establish if further a weight management intervention is required.** This has been completed in the evaluation and analysis of results.
3. **All patients who completed a follow-up questionnaire would were also given the option of having a copy of the completed report for their own reference.** This was achieved and 6 patients requested a copy of the results. This will be distributed once the report has been published.

The WW follow-up project of 2010 was deemed a success and will therefore be replicated again in 2012.

## **29.1 Glossary of Terms and Abbreviations**

<b>Term / Abbreviation</b>	<b>Meaning</b>
WW	Weight Watchers
WLRS	Weight Loss Referral Service
WMT	Weight Management Team
WMS	Weight Management Service/s
NICE	National Institute of Clinical Excellence
CMS	Central Mailing Services
MSRF	Multi Service Referral Form
PAS	Physical Activity Services
PAT	Physical Activity Team
PCT	Primary Care Trust
SW	Slimming World

## **30.1 References**

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Weight Management Team  
Public Health Department  
St John's House  
Union Street  
Dudley  
West Midlands  
DY2 8PP

## 32.2 Appendix 1

Tel: 01384 366601

March 2010

Dear Patient,

### RE: Weight Loss Referral Service Follow up

In June 2006 NHS Dudley (previously Dudley PCT) set up a free service to allow people to be referred into Weight Watchers. You have previously received a free set of or Weight Watchers vouchers and agreed via the referral form that you could be contacted for evaluation purposes.

My name is Ruth Cooper and I am the Service Coordinator for the Weight Management Team. I would really like to hear about your experience of our Service and also like to find out if we are able to offer you any additional advice and support. I have enclosed a questionnaire for you to complete. The questionnaire asks you eight quick questions and should take no longer than 5 minutes to complete. I would very much appreciate your participation.

Completion of the questionnaire is voluntary and if you like, you can choose to remain completely anonymous (by not completing the Personal Data section of the questionnaire). All data provided will be treated confidentially and will be held in accordance with the 1998 Data Protection Act, only anonymous details will be published without your expressed consent. All personal information will be destroyed within 3-months of the evaluation.

The questionnaire asks you to provide us with details of your current weight and also asks you provide us with feedback of how you found the service. Please answer the questions as honestly as possible and do not feel you 'have' to answer the questions in a particular way. Participants who **fully** complete the questionnaire (to include their weight status and contact details) and return it, using the freepost envelope provided by Friday 26<sup>th</sup> March 2010 will receive a **free £10 gift voucher** to use in any ASDA Supermarket store.

I would like to thank you for your time and for participating in this evaluation. If you would like more information, please contact me at the above address, call me on 01384 366 601 or email me at [weight.management@dudley.nhs.uk](mailto:weight.management@dudley.nhs.uk)

I look forward to hearing from you,

Best wishes,



**Ruth Cooper**

NHS Dudley's Weight Management Team

## **32.3 Appendix 2**

### **NHS Dudley Weight Loss Referral Service Evaluation Questionnaire**

Name: .....  
Date of Birth: \_\_\_/\_\_\_/\_\_\_  
Address: .....  
.....  
Postcode: .....  
Telephone number: .....  
GP's Surgery: .....

#### **1. When did you receive Weight Watchers vouchers from NHS Dudley?**

Date: \_\_\_/\_\_\_/\_\_\_

#### **2. What is your current weight?**

.....stones.....pounds Or .....Kilos

#### **3. Did you enjoy using the NHS Dudley Weight Loss Referral Service? (Please tick box that best represents how you feel)**

Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Don't know
☺		☹		☹	?

Would you like to provide any comments about your experience?

.....  
.....  
.....

#### **4. On a scale of 1-10 how would you rate the following aspects of the Weight Loss Referral Service? (10 being entirely satisfied, 1 being entirely dissatisfied)**

	Score	Comments
Information provided by your referrer (GP/Nurse /HCA/Dietitian/Consultant/Other.....)		
Information accompanying your voucher pack		
Your Weight Watchers / Slimming World Leader		
Your Weight Watchers / Slimming World Group		
The amount of weight you lost		
Your weight status now		
Overall the support you received from NHS Dudley		

**Continued overleaf.**

**5. Would you change anything about the NHS Dudley Weight Loss Referral Service?**

Yes  No  Don't Know

If Yes or No what would you change?

.....  
.....  
.....

**6. Have you used any other NHS Dudley Weight Management Services since completing the NHS Dudley Weight Loss Referral Service? (Please tick all boxes that apply)**

Yes  No

**If yes please tick all that apply:**

SHAPES  Slimmers Kitchen  Weight Watchers  Slimming World

*Please tick here if you would like to receive information about these services*

**7. If eligible, would you use another NHS Dudley Weight Management Service?**

Yes  No  Don't know

Please provide comments?

.....  
.....  
.....  
.....

**8. Since you completed your Weight Loss Referral, have you continued with either Weight Watchers or Slimming World as a paying member?**

Yes  No

**Please provide any other comments or feedback about your experience of this service here:**

.....  
.....  
.....  
.....

**Thank you for completing your questionnaire! Please sign and date below:**

I the patient understand the Weight Management Team will view and keep my personal details in order to deal effectively with my questionnaire and for auditing and evaluation purposes in accordance with the Data Protection Act. Only anonymous details will be published with my expressed consent. I agree that I may be contacted in the future for evaluation purposes. I agree that only fully completed questionnaires that are returned by Friday 26<sup>th</sup> March 2010 will receive a free £10 ASDA gift voucher. Only one voucher per person.

**Name (Print)..... Signature .....**

**Date.....**

**Please return your completed questionnaire in the freepost envelope provided – Thank you!**

### **32.4 Appendix 3**

March 2010

Tel: 01384 366601

Dear Patient,

#### **RE: Weight Loss Referral Service Follow up**

In June 2006 NHS Dudley (previously Dudley PCT) set up a free service to allow people to be referred into Weight Watchers. You have previously received a free set of or Weight Watchers vouchers and agreed via the referral form that you could be contacted for evaluation purposes.

My name is Ruth Cooper and I am the Service Coordinator for the Weight Management Team. Our records indicate that you did not use the vouchers that were issued to you. We would really like to know why you chose not to attend Weight Watchers, whatever the reason so that we can improve our service for other users. We would also like to know whether we are able to offer you any additional advice and support. I have enclosed a questionnaire for you to complete. The questionnaire asks you eight quick questions and should take no longer than 5 minutes to complete. I would very much appreciate your participation.

Completion of the questionnaire is voluntary and if you like, you can choose to remain completely anonymous (by not completing the Personal Data section of the questionnaire). All data provided will be treated confidentially and will be held in accordance with the 1998 Data Protection Act, only anonymous details will be published without your expressed consent. All personal information will be destroyed within 3-months of the evaluation.

The questionnaire asks you to provide us with details of your current weight and also asks you provide us with feedback of how you found the service. Please answer the questions as honestly as possible and do not feel you 'have' to answer the questions in a particular way. Participants who **fully** complete the questionnaire (to include their weight status and contact details) and return it, using the freepost envelope provided by Friday 26<sup>th</sup> March 2010 will receive a **free £10 gift voucher** to use in any ASDA Supermarket store.

I would like to thank you for your time and for participating in this evaluation. If you would like more information, please contact me at the above address, call me on 01384 366 601 or email me at [weight.management@dudley.nhs.uk](mailto:weight.management@dudley.nhs.uk)

I look forward to hearing from you,

Best wishes,



**Ruth Cooper**

NHS Dudley's Weight Management Team

## **32.5 Appendix 4**

### **NHS Dudley Weight Loss Referral Service Evaluation Questionnaire**

Name: .....

Date of Birth: \_\_\_/\_\_\_/\_\_\_

Address: .....

Postcode: .....

Telephone number: .....

GP's Surgery: .....

#### **1. When did you receive Weight Watchers vouchers from NHS Dudley?**

Date: \_\_\_/\_\_\_/\_\_\_

#### **2. What is your current weight?**

.....stones.....pounds Or .....Kilos

#### **3. Our records indicate that you did not use your vouchers. Please tell us why not?**

Please comment on why you did not use the vouchers issued to you.

.....  
.....

#### **4. On a scale of 1-10 how would you rate the following aspects of the Weight Loss Referral Service? (10 being entirely satisfied, 1 being entirely dissatisfied)**

	Score	Comments
--	-------	----------

Information provided by your referrer		
---------------------------------------	--	--

(GP/Nurse

/HCA/Dietitian/Consultant/Other.....)

Information accompanying your voucher		
---------------------------------------	--	--

pack

Your weight status now		
------------------------	--	--

Overall the support you received from NHS		
---	--	--

Dudley		
--------	--	--

#### **5. Would you change anything about the NHS Dudley Weight Loss Referral Service?**

Yes  No

Don't Know

If Yes or No what would you change?

.....  
.....  
.....

**Continued overleaf.**

**6. Have you used any other NHS Dudley Weight Management Services since you were issued your free set of Weight Watchers vouchers?**

*(Please tick all boxes that apply)*

Yes  No

**If yes please tick all that apply:**

SHAPES  Slimmers Kitchen  Weight Watchers  Slimming World

*Please tick here if you would like to receive information about these services*

**7. If eligible, would you use another NHS Dudley Weight Management Service?**

Yes  No  Don't know

Please provide comments?

.....  
.....  
.....  
.....

**8. Since you were issued your free set of Weight Watchers vouchers have you become a paying member of Weight Watchers or Slimming World?**

Yes  No

**Please provide any other comments or feedback about your experience of this service here:**

.....  
.....  
.....  
.....  
.....  
.....

**Thank you for completing your questionnaire! Please sign and date below:**

I the patient understand the Weight Management Team will view and keep my personal details in order to deal effectively with my questionnaire and for auditing and evaluation purposes in accordance with the Data Protection Act. Only anonymous details will be published with my expressed consent. I agree that I may be contacted in the future for evaluation purposes. I agree that only fully completed questionnaires that are returned by Friday 26<sup>th</sup> March 2010 will receive a free £10 ASDA gift voucher. Only one voucher per person.

**Name (Print)..... Signature .....**

**Date.....**

**Please return your completed questionnaire in the freepost envelope provided – Thank you!**

## **32.6 Appendix 5**

April 2010

Dear Patient,

### **RE: NHS Dudley Follow Up Questionnaire**

Thank you for completing and returning your Weight Loss Referral Service Questionnaire!

Your free £10 ASDA Supermarket store gift voucher will be on its way to you shortly. Due to the number of responses we have received, we are unable to give a delivery date for gift vouchers to be issued. Please only call us if you have not received your voucher by Friday 28<sup>th</sup> May 2010.

Most people who responded to the questionnaire asked for additional information or support from NHS Dudley. Therefore please find enclosed an information sheet detailing all of our free Weight Management Services. Unfortunately, due to the volume of patients who responded to the questionnaire, we are **unable to take general enquires about our services over the telephone and we are unable to respond to individual comments, at this time.**

If you would like to access any of these services please read the accompanying information carefully to see if you are eligible. If you are eligible, please complete the form enclosed and return it to us at the above address. Alternatively you can book an appointment at your GP Practice to discuss your options. **Due to the number of requests we expect to receive please do not call us to chase your referral/vouchers until after Friday 28<sup>th</sup> May 2010.**

The Weight Management Team really appreciates your feedback. We believe that it is really important for people to be able to tell us if we have, or haven't met their expectations. NHS Dudley will use your feedback to develop and improve our service for future users. In order to maintain patient confidentiality the information we share, both positive and negative, with Weight Watchers will be anonymous.

I would once again like to thank you for participating in this evaluation. A report summarising the results will be available after September 1<sup>st</sup> 2010 on [www.nhsdudley.nhs.uk/WeightManagement](http://www.nhsdudley.nhs.uk/WeightManagement) If you would like a paper copy of the report please email the Weight Management Team at [weight.management@dudley.nhs.uk](mailto:weight.management@dudley.nhs.uk) or write to us at the above address.

Best wishes,



**Ruth Cooper**

NHS Dudley's Weight Management Team  
01384 366601

## **32.7 Appendix 6**

### **NHS Dudley Services**

NHS Dudley offers a wide range of services to help you lose weight and feel great!

#### **BMI Dependent Services**

##### **ACES**

A free **Activity, Cooking, Education Service** for 12 weeks; once a week. Every other week you will take part in either light physical activity such as walking or a practical cookery session using calorie counted recipes. Each week you'll receive nutritional information to help you make healthier food choices. You will be set a weight loss target.

##### **Fit Blokes Club**

A free **MEN ONLY** 12 week programme; once a week, run by a male instructor to explore physical activity, good grub & healthy living! You will be set a weight loss target.

##### **Weight Watchers / Slimming World**

12 weeks worth of vouchers for either Weight Watchers or Slimming World. ***You cannot access this service if:***

- ***You have paid to attend your chosen service in the last 3 months.***
- ***You received your last voucher pack in the last 6 months (this is checked by the Weight Watchers/Slimming World Leader so to avoid embarrassment please do not apply)***

You will be set a weight loss target.

##### **SHAPES**

A free, twice weekly programme for 10 weeks. Experience a new activity each week such as aqua aerobics, dance mats, circuit training, spinning etc. and take part in weekly nutrition sessions which will help you to make healthier food choices. You will also get to take part in a weekly aerobic workout. You will be set a weight loss target.

#### **Non BMI dependent services**

##### **Pink Letter**

50% subsidy at all Dudley Council Leisure Centres. This entitlement is for a ONE OFF continuous period of three months, starting from your first visit to the Leisure Centre and is subject to availability.

##### **Walk Fit**

A series of guided walks, led by qualified walk leaders. The programme includes weekly short walks, lap walking, longer walks, tours that take in local attractions as well as Nordic walking and rambles. To request a brochure or find out more please contact Kim Braznell on 01384 816992 or email [kim.braznell@dudley.gov.uk](mailto:kim.braznell@dudley.gov.uk)

### **Exercise Referral**

Three months, half price, supervised gym programme on a 1-1 basis at one of Dudley Council's Leisure Centres or Action Heart. You will need to be referred to this service by your GP so please book an appointment.

**If you would like to access one of the above services please see overleaf for eligibility criteria and details on how to enrol.**

### **Eligibility Criteria for BMI dependent services**

In order to use a Weight Management Services you must meet **one** of the following criteria:

- The surgery you attend must be registered with NHS Dudley. *If you are unsure if this applies to your surgery please speak to your Practice Manager.*
- Your employer must be part of the public sector in Dudley i.e. DGOH, Dudley Council, Dudley Community Services, NHS Dudley, Police/Fire or Ambulance Service.
- For the following **ACES, Fit Blokes, SHAPES, Weight Watchers & Slimming World** your body mass index must be:
  - Over 30 / 27.5 if you are of Asian Origin
  - Over 28 / 23 if you are of Asian Origin if you have any relevant heart related health condition (your GP will be contacted to confirm this). See FAQ on [www.nhsdudley.nhs.uk/WeightManagement](http://www.nhsdudley.nhs.uk/WeightManagement)
- For **SHAPES**
  - Your body mass index must be over 28 / 23 if you are of Asian Origin
  - Your GP will need to refer you to this service

*If your GP's surgery is in another area, please make an appointment to see your GP to see what services are available for you to access. Acceptance onto a programme may be subject to an additional completed health declaration form filled in by your GP.*

### **Eligibility Criteria for Non BMI dependent services**

In order to attend one of the physical activity programmes you must meet **one** of the following criteria:

- The surgery you attend is registered with NHS Dudley.
- You pay your council tax to Dudley Council.

Please note: Your GP will need to refer you to the supervised Exercise Referral Service.

### **Not eligible?**

The above information is for NHS Dudley Services only. If you do not live in Dudley or are not registered with a Dudley GP, contact your local Primary Care Trust to find out what services are available in your local area.

Sandwell PCT: 0845 155 0500  
Wolverhampton PCT: 01902 444 888  
Walsall Teaching PCT: 01922 618 388  
Heart of Birmingham Teaching PCT: 0121 224 4600  
Birmingham East & North (BEN) PCT: 0121 333 4113  
South Birmingham PCT: 0121 442 5600  
Worcester PCT: 01905 760 000

If your Primary Care Trust is not listed access [www.nhs.uk](http://www.nhs.uk)





Weight Management Team  
Public Health Department  
St John's House  
Union Street  
Dudley  
West Midlands  
DY2 8PP

## **32.10 Appendix 9**

Date as per postmark.

Dear Patient,

### **RE: ASDA Gift Voucher**

Please find enclosed your free £10 ASDA Supermarket store gift voucher. Your gift voucher can be used inside any ASDA Supermarket store.

A report summarising the results of the follow-up evaluation will be available after September 1<sup>st</sup> 2010 on [www.nhsdudley.nhs.uk/WeightManagement](http://www.nhsdudley.nhs.uk/WeightManagement)  
Alternatively, if you would like a paper copy of the report please email the Weight Management Team at [weight.management@dudley.nhs.uk](mailto:weight.management@dudley.nhs.uk) or write to us at the above address.

I would like to take this opportunity again to thank you for participating in our evaluation!

Best wishes,



**Ruth Cooper**

NHS Dudley's Weight Management Team  
01384 366601

Weight Management Team  
Public Health Department  
St John's House  
Union Street  
Dudley  
West Midlands  
DY2 8PP

## **32.11 Appendix 10**

July 2010

Dear Patient,

### **RE: NHS Dudley Follow Up Questionnaire**

Thank you for completing and returning your Weight Loss Referral Service Questionnaire. Unfortunately your returned questionnaire was either incomplete or did not reach NHS Dudley before the deadline date of Friday 26<sup>th</sup> March 2010, therefore you are not entitled to receive a free ASDA gift voucher.

Most people who responded to the questionnaire asked for additional information or support from NHS Dudley. Therefore please find enclosed an information sheet detailing all of our free Weight Management Services. Due to the volume of patients who responded to the questionnaire, we are **unable to take general enquires about our services over the telephone and we are unable to respond to individual comments, at this time.**

If you would like to access any of these services please read the accompanying information carefully to see if you are eligible. If you are eligible, please complete the form enclosed and return it to us at the above address. Alternatively you can book an appointment at your GP Practice to discuss your options. **Due to the number of requests we expect to receive please do not call us to chase your referral until after Friday 18<sup>th</sup> June 2010.**

The Weight Management Team really appreciates your feedback. We believe that it is really important for people to be able to tell us if we have, or haven't met their expectations. NHS Dudley will use your feedback to develop and improve our service for future users. In order to maintain patient confidentiality the information we share, both positive and negative, with Weight Watchers will be anonymous.

I would once again like to thank you for participating in this evaluation. A report summarising the results will be available after September 1<sup>st</sup> 2010 on [www.nhsdudley.nhs.uk/WeightManagement](http://www.nhsdudley.nhs.uk/WeightManagement) If you would like a paper copy of the report please email the Weight Management Team at [weight.management@dudley.nhs.uk](mailto:weight.management@dudley.nhs.uk) or write to us at the above address.

Best wishes,



**Ruth Cooper**

NHS Dudley's Weight Management Team  
01384 366601