

## Frequently Asked Questions (FAQs)

### **Well done at taking this first step to make some positive lifestyle**

**changes!** The answers to our frequently asked questions are designed to give you practical and helpful information about the service. For a full list of Livewell Terms and Conditions visit our Client Information page. **All our website, social media and contact details are given at the end of this document.**



### **When and how do I contact my advisor?**

We know from evidence and experience that the more contact you have with the service, the more likely you are to succeed in reaching your health goals. As a result you have a Livewell advisor who is your key contact point supported by our full advisor team who may also see you during your 12-month programme. In the first couple of months your advisor will contact you at two, four and eight weeks to check how you are getting on and support you if you need it. If you prefer a face-to-face meeting, our Health Hub drop-ins are available across the city at a range of day/times, which can be found in our downloadable Livewell activity programme on our Client Information page. You can also text, ring or email your advisor but please allow 48 hours for a response as the team is very busy. Alternatively, you can contact the Livewell team or post a question on our Facebook or Twitter pages.

### **I need more help with my diet/eating habits, is there anything for me?**

Lose Weight Feel Great is our 8-week weight management course which gives you the knowledge and motivation to lose weight sensibly and keep it off for good! The course is designed by our Livewell Nurse and Dietician and incorporates the very latest national guidance around healthy eating and long-term weight loss/management. We get fantastic feedback for this fun and practical course and **evidence shows that clients attending all eight sessions lose an average of 10lbs by the end.**

Due to its success and popularity the best time to book is at your activation session but don't worry if you didn't do this, check upcoming courses on the Livewell activity programme on our Client Information page and get booked today!

### **I really want to get fitter straight away, what is available for me?**

We know that to lose weight, moving more often is just as important as what you eat so we have a whole host of activities that are available for Livewell clients and their buddy. Increasing your physical activity can have huge health benefits including lowering your blood pressure and your risk of certain diseases. We deliver activities across the city in community buildings, leisure centres and parks, which take place at a variety of times including evenings and Saturday mornings. Our activities include;

- Boxwell
- Circuits
- Legs, bums and tums
- Bootcamp

We also offer gender-specific activities such as Clubbercise for women and walking football for men.

For clients that have certain medical conditions or those that haven't been active for a while, we offer a personalised prescription of activities to ensure that clients safely achieve their goals for long-term, sustained weight loss.

You will be asked at activation to book onto the Livewell activities you're interested in. For a full list of activities, visit our Client Information page, click on the Livewell activity programme and get booked on. Remember, to check back often as we add new sessions and make seasonal changes.

Our Livewell Facebook page shows videos and pictures of clients enjoying our activities and lets you know about any changes to our activity programme. We'd love you to share and like our content!

## I'm worried about going on my own - can someone join me at the activities?

Yes, you are able to nominate one buddy who will be able to attend the Livewell activities with you for free. If they would like to access any of the leisure centre activities (like gym or swim) with you they will need to pay a discounted rate. To register your buddy ask your advisor or pop into one of our Health Hub drop-ins listed in the Livewell activity programme on our Client Information page.

Alternatively, your buddy may be able to join one of the free DCFC fitness programmes – Active Supporters for men or Active Ewe for women. These programmes for inactive people are run in partnership with Livewell and offer your buddy the chance to take part in our full range of Livewell activities for free with or without you. Your buddy can find out further details and book their first group meeting to get started at the Livewell website.

## How do I book a Livewell activity or course online?

Most of our activities can be booked from the comfort of your home online through a click and book system. Use the instructions below:

### Step 1 – Getting started

To book online you will need to have a Livewell membership card with a membership number, which you should receive at your activation session. Ask your advisor if you don't have one.

### Step 2 – Completing your registration

Visit [www.derby.gov.uk/sports](http://www.derby.gov.uk/sports) and click on the online booking link. As a first time user you will need to register. The system will ask you to create a user name, insert your card number, your email address and answer security questions. An email will be sent to you to complete your registration.

### Step 3 – Booking an activity or course

1. Click on log in and enter your card number and user name.
2. Select Livewell from classes if you want to book a Livewell activity **not held** at a leisure centre. Select by leisure centre if your Livewell activity is at Queen's or Springwood.
3. Select the activity you want to do.
4. Select the booking slot, choosing a date, time and duration – click search.
5. Your booking selection will now be shown and you can add to your basket.
6. In your shopping basket, select who this booking is for.
7. An email confirmation will be sent to you, which you can take when attending your activity. It can be printed or shown on a mobile device.

## What if I have any queries or want some support?

The more you get involved in the Livewell programme, the higher the level of support you'll receive. On top of this our wide range of Health Hub drop-ins are a great way of keeping in touch with your advisor, picking up helpful resources like food diaries, getting a regular weigh-in and receiving any extra help you might need. Successful clients say that these sessions are invaluable for motivation boosts particularly at times when they struggled. For a full list of the drop-ins check the Livewell activity programme on our Client Information page (details at bottom).

Another great way of receiving support is through our Facebook and Twitter pages. From inspirational client stories to motivational tips and activity/eating advice, you can really feel part of the programme by joining our social on and offline community. Many clients ask questions either by posting to the page or by direct message, which are answered swiftly by our dedicated team.

## What are my obligations to the Livewell programme?

The popularity and success of the programme means places are limited so we need to make sure that clients achieve their goals through the right level and type of support. Our client review appointments evaluate your goals and record measurements such as blood pressure, weight and activity levels **every three months** to help you keep on track and support you if you have encountered any speed bumps on the way. These sessions are here for you to get the support you need to keep up the good work and make the most of the one chance on the Livewell programme.

It's important you attend the four quarterly review appointments during your 12-month programme. The Livewell customer contact team or your advisor will contact you when you are due a review. If you feel you are coming up to a review but haven't been contacted, please get in touch with our Customer Contact Team. Remember the more contact you have the more successful you will be.

### **Do I have to go every week?**

It's up to you. Our advisors run the Livewell activity programme so if you want to see an advisor by attending activities or by visiting a Health Hub drop-in every week you can but please don't feel you have to. As part of your commitment to the programme, we expect you to be attending the Livewell activities as much as possible.

### **I want to use the leisure centres what can I access?**

After attending your activation session, your Livewell journey begins. The card you'll receive at your activation entitles you to go to public swimming sessions at Queen's Leisure Centre and to all Livewell activity sessions including the Lose Weight Feel Great 8-week course. For a full list of the activities we deliver please visit our Client Information page and click on the community programme to find out where they take place and to get started!

To access the leisure centres' group exercise programme or the gyms you will need to complete your Livewell Commitment Card given to you at activation and take this to a Health Hub drop-in to receive your membership upgrade.

To find the Livewell Terms and Conditions including access to leisure facilities visit our Client Information page.

### **I've been given a Commitment Card but what is it for?**

Your Commitment Card can support you to reach your health goals sooner. If like most people, you like a challenge and to be rewarded for your hard work, then this card will help you monitor your progress and achieve a membership upgrade of either gym or group exercise. Simply attend 10 Livewell sessions and record them on your card. Sessions included in the challenge are:

- Lose Weight Feel Great (one session recorded for each class attended)
- Any Livewell activity class (including health walks)
- Health Hub drop-ins

Hand in your completed card at a Health Hub drop-in or at your review. Our team will check the sessions and upgrade your membership with either gym or group exercise. The quicker you do the challenge, the sooner you get your upgrade!

Please note that swimming and other non-Livewell activities are not included and cannot count towards your 10 activities. For full Commitment Card Terms and Conditions visit our Client Information page.

### **What if my details or circumstances change?**

If your name, contact number, address, health or any other personal information changes it is your responsibility to let us know. You can do this by contacting an advisor, visiting a Health Hub drop-in or by calling/emailing the Livewell Customer Contact Team. If your situation changes so that you can no longer participate in the programme, you need to let us know as soon as possible.

### **Can I extend my Livewell programme/membership?**

We cannot extend programmes/memberships due to the strict way we are funded. However, if your health/personal situation changes so that it impacts on your ability to participate in the Livewell programme, we can consider putting your programme on hold. This needs to be arranged in advance. To put your programme on hold, contact your advisor, visit a Health Hub drop-in or call/email the Livewell Customer Contact Team.

### **Why should I like/follow Livewell's social media?**

Our social media community is growing every day and our clients tell us they love the motivation they get from our posts and indeed the shared content from other clients. It's a really good way to keep motivated and stay on track so we highly recommend you join our Facebook and/or Twitter page. As we post daily updates, events, programme

changes and cancellations, it's also the best way to keep up to date with Livewell news as it happens. And evidence shows that when changing lifestyle behaviours like losing weight or stopping smoking, the more people you tell the more likely you are to succeed so make sure you post, like and share as much as possible! See addresses/links at the bottom of this document.

### **What happens after my 12-month programme?**

Clients that complete their 12-month programme are entitled to a heavily discounted 12-month Wellness Membership with Derby City Council leisure facilities. More information will be given to you at your 9 and 12 month reviews. For details and prices download the Wellness Membership booklet on our Client Information page.

### **I also want to quit smoking, can my advisor help?**

Yes, of course! Livewell advisors are trained to support people to quit smoking and can also give medication directly to clients. For more information about our Stop Smoking support visit our website or attend one of our Health Hub drop-ins and speak to our team.

### **I am really worried about my family/child's health – can Livewell support us?**

We recognise that despite our best efforts children can sometimes not be as active or as healthy as we would want them to be. Livewell is here to help with a specialist service that is welcoming, supportive and most importantly appealing for children and families. Our fun-packed programme for children aged 5-17 is filled with exciting activities to help children to enjoy being active and support families to eat well. For more information visit the Livewell website or speak to one of our advisors at our Health Hub drop-ins.

### **Are there any other Livewell services I can use?**

If you or your family/friends are aged 40 to 74 you may be eligible for a **free NHS Health Check** with Livewell. It's a simple 30 minute appointment that checks things like your height, weight, blood pressure, cholesterol and heart age. Following the tests, our friendly Livewell advisors will help you find ways to prevent health problems in the future.

Livewell offers checks at community venues across the city including Council leisure centres, church halls, Peartree library and health centres. To find out if you're eligible and to book an appointment go to [livewellderby.co.uk/healthcheck](http://livewellderby.co.uk/healthcheck).

## **Contact Information**

**Livewell website** – <http://www.livewellderby.co.uk/>

For programme information and to apply/register to lose weight, stop smoking or get an NHS Health Check.

**Client Information page** – <http://www.livewellderby.co.uk/client-info>

For client resources, activity programmes, recipes, Wellness membership.

**Livewell NHS Health Check page** - [http://www.livewellderby.co.uk/episodes/join/health\\_check](http://www.livewellderby.co.uk/episodes/join/health_check)

To book a 30 minute Health Check appointment

**Livewell Facebook** - <https://www.facebook.com/livewellderby>

For client success stories, up to date news, motivation, tips and advice.

**Livewell Twitter** - <https://twitter.com/livewellderby>

For client success stories, up to date news, motivation, tips and advice.

**Livewell Customer Contact Team** – 01332 641254 or [livewell@derby.gov.uk](mailto:livewell@derby.gov.uk)

For general enquiries about Livewell or if you can't reach your advisor.