

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.**



A Derby City Council Project

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 see you at your initial 4-week Activation meetings and contact you at two, four and eight weeks as needed to check how you are getting on and support you if you need it. If you prefer a face-to-face meeting, our Health Hubs and 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 is accredited by the Royal Society for Public Health and 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 by emailing the Livewell Customer Contact Team (details at the end of this document).

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
- Aerobics
- Bootcamp
- Couch to 5k course
- Health walks

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.

Livewell clients can also attend Derby County Community Trust activities that are included in its Everybody Active membership for free. These activities include walking football, stadfit, exercise sessions for mums with young children and more. Livewell clients can check the Everybody Active programme on the Client Information page and register to access these activities by calling 01332 416140 or registering online at the Derby County Community Trust

website – details at bottom of this document.

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 Hubs or Drop-ins listed in the Livewell activity programme on our Client Information page.

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 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 Derby Arena, 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 Hubs and 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 Health Hubs and 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.

Livewell volunteers

During your time on the programme, you may meet some of our friendly volunteers who support the programme and help clients to succeed with lifestyle improvements. Many have been through the programme themselves, so they understand the challenges of making changes and have valuable experience of achieving success. It is their job to support you, alongside our advisor team, during many of our group sessions – even simple things like welcoming you to your first activity. However, they cannot advise on your health or the activities that you should attend; this is the job of your advisor. Please check with an advisor to ensure any activities you are planning to attend are suitable for you, particularly if you have any medical conditions.

Our volunteers want to give something back by helping others. If you are interested in becoming a volunteer please contact paul.mcginty@derby.gov.uk. There are various roles including supporting our Health Hubs, Lose Weight Feel Great courses or supporting clients in Livewell activities, such as our Couch to 5k courses. You could also become a Volunteer Walk Leader and help to lead one of our health walks or even start a new one. For the Walk leader role, you do not have to be a current or previous Livewell client, so feel free to tell friends or family members, particularly if they enjoy walking and meeting new people.

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.

*** Important – failure to return our calls to book a review or turn up for appointments**

If you fail to contact us within two weeks of us calling, emailing and if needed, writing to you to book your review, you will be discharged from Livewell and your membership will be cancelled.

If you fail to turn up for an appointment or review without giving at least 24 hours' notice, your leisure centre membership, if you have one, will be suspended automatically until you attend your next appointment.

If you fail to attend three appointments in a row, your leisure centre membership and Livewell membership will be cancelled.

Do I have to go every week?

It's important that you make every effort to attend the first four weekly meetings in order to get the most out of the programme. If you can't attend one of these activation meetings, please let an advisor know.

After that we recommend that you receive regular support by attending the various activities and sessions on offer as part of the Livewell activity programme, which is run by our advisors. You should aim to be weighed at least once every month. As part of your commitment to the programme, we expect you to be attending the Livewell activities as much as possible, as this will obviously help you to lose weight.

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

After attending your second 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 Client Activity 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 or 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 Hubs or Drop-ins

Hand in your completed card at a Health Hub or 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 or 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 or 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 and attend their 12-month review 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.

Derby County Community Trust's Everybody Active membership offers access to a wide range of group activities for under £1 a week. Open to everyone over the age of 16, classes include football, dancefit, bootcamp and selected Livewell sessions. Find out more at the Derby County Community Trust website – details at the bottom of this document.

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 Hubs or Drop-ins and speak to our team.

I am 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 Hubs or 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.

I've given consent for my photos to be used for promotional use – what does this mean?

We sometimes take photos and videos of clients during activities or classes. Photos and videos are used to inspire other people in Derby to join our programme and to promote our sessions to existing clients. We use these photos on our Facebook and Twitter pages, on our website, in local media and in Livewell publications.

Conditions of use

1. We will not include personal e-mail or postal addresses or telephone or fax numbers on video or on our website or in printed publications and advertising.
2. We may use group or class images with very general labels, such as 'a boxwell class' or 'a Lose Weight Feel Great session'.
3. We may use the image in literature unrelated to when the picture was actually taken.
4. We may include the full name of the subject with their image providing consent has been obtained.
5. These images may also be used by partner agencies of Derby City Council.

Derby City Council has ownership rights of all Livewell photographs taken. You must get written permission from us before you reproduce or distribute anything in this document.

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

To book a 30 minute Health Check appointment

Derby County Community Trust - <http://www.derbycountycommunitytrust.com/programmes/health/>

For information about the Everybody Active membership and other health programmes

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

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