

## 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. **All our website, social media and contact details are given at the end of this document.**

### COVID-19

COVID-19 has changed our service but we are working hard to offer a fun and supportive programme packed with safe activities and opportunities to get fit and healthy. We are following the latest [Government guidance](#) whilst taking a more cautious approach and we politely ask all clients to do the same.

### 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 essential you attend or respond to your advisor's call for 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 one working days' notice, your Livewell activity membership will be suspended automatically until you attend your next appointment.

If you fail to attend three appointments during your time on the service, you will be discharged from Livewell and your membership will be cancelled.

It's important that you inform your GP and other significant health professionals involved in your care that you are participating in the Livewell service.

You must bring any medication that may be needed during a physical activity session, for example an inhaler for asthma, GTN spray for angina or rapid acting carbohydrate such as glucose tablets/fruit juice for diabetic hypoglycaemia.

### 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 six weeks your advisor will see you at your initial Activation meetings and following this you will be encouraged to attend face to face sessions such as Livewell group exercise classes and drop in sessions, as this is where you will have the best opportunity to have regular and immediate contact with the advisor team. Your advisor will email you the client enews each week and contact you periodically by phone, text or email to see how you are getting on. 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 customer team or direct message us on Facebook.

## **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 and increasing your physical activity can have huge health benefits including lowering your blood pressure and your risk of certain diseases. As part of the Livewell activity membership, we are currently offering:

- Classes such as Boxwell and Circuits
- Virtual exercise sessions
- Couch to 5k courses/gentle jogs (delivered by Derby Joggers)
- Group Wellbeing walks
- Ladies only class

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 the Livewell activity programme on our homepage. Remember, to check back often as we add new sessions and make seasonal changes. Most exercise sessions require booking in advance, see instructions/information later in this document.

For a wide selection of home workouts, from gentle yoga to ad-break stretching to higher intensity circuits, there's something to suit everyone over on our [YouTube channel](#) but please check with your advisor first before trying anything new.

Our Livewell [Facebook page](#) and [weight management support group](#) show 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.

## **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 from the team – this includes attending our current face to face activities and keeping in touch with your advisor. On top of this our wide range helpful resources like [food diaries](#) and [eatwell booklet](#) will help to guide you and keep you motivated. Successful clients say that these are essential in helping them to lose weight and keep it off.

Another great way of receiving support is through our Twitter and Facebook pages including our [weight management support group](#). From inspirational client stories to live exercise sessions 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 as part of a live discussion or soon after 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. Our volunteers support our Health Hubs and lead the wellbeing walks and many of them 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](mailto:paul.mcginty@derby.gov.uk).

## Do I have to go every week?

We recommend that you receive regular support by attending the various activities and sessions on offer as part of the Livewell activity programme. You should aim to be weighed regularly at a Drop-in session at least once every month. Alternatively you can weigh yourself and keep your advisor informed so they can update your records. As part of your commitment to the programme, we expect you to be making sensible, sustainable lifestyle changes, as this will obviously help you to lose weight.

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

Your Livewell activity membership is set up from week two of your Activation and entitles you to go to all the Livewell group exercise classes (as mentioned above) for 12 months.

If you want to attend the gym and group exercise classes at **Springwood Leisure Centre** and/or **Derby Arena** you will need to complete your Commitment Card given to you at your Activation meeting.

## What is my Commitment Card 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 to include gym and leisure centre group exercise classes. Simply attend 10 Livewell sessions and record them on your card. Sessions included in the challenge are:

- Activation weeks 1-6 (you need to attend both the educational and exercise elements)
- Lose Weight Feel Great workshops
- Livewell Group Exercise Classes
- Wellbeing walks
- Couch 2 5k sessions (Derby Joggers or Normanton Ladies)
- Drop-ins (following completion of your 6-week activation)

Once completed, hand in your completed card at a Drop-in session and our team will check the sessions and upgrade your membership. The quicker you do the challenge, the sooner you get your upgrade!

Please note that non-Livewell activities are not included and cannot count towards your 10 activities.

## Can I attend leisure centre activities at any time?

As a Livewell client, there are restrictions to when you can attend the gym at Derby Arena and Springwood Leisure Centre. As part of your FREE access, you can attend the gym at any time (and as many times as you want) **except** Monday to Friday from 3.15 to 7.30pm.

You can attend leisure centre group exercise classes at any time, but you can only book onto these on the actual day of the class (you cannot book further in advance)

## How do I book onto an exercise class?

Livewell and Leisure Centre exercise classes can be booked by using Derby Active [online bookings](#) or the [InDerby app](#). You can also book classes by calling the relevant leisure centre that you plan to attend.

You can find instructions on [how to find and book leisure centre and Livewell exercise classes](#) on our website.

## 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 Drop-In session 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 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 live sessions 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 page/support group 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?**

Whilst you are on Livewell you will learn that small, gradual changes are needed to ensure a healthier lifestyle in the long term and therefore we will encourage you to continue with your improved eating and exercise habits following your time on the programme.

Clients who 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 centres. More information will be given to you at your 9- and 12-month reviews. For details and prices, visit the [Wellness Membership page](#) on our website.

Derby County Community Trust offers a variety of health and wellbeing programmes. Check [their website](#) for details.

## **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 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 Live IT programme (run in partnership with Derby County Community Trust) 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.

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

Yes our free NHS Health Checks for 40–74-year-olds. These 40-minute checks include simple tests such as Body Mass Index, blood pressure, cholesterol and heart age which are designed to spot the early signs of heart disease, type 2 diabetes and other conditions. Find out more on our [NHS Health Check webpage](#).

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

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

Opening times: Monday – Friday 9am-5pm

### **[Livewell website](#)**

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

### **[Client Resources page](#)**

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

### **[Livewell news page](#)**

For client success stories, meet the team and other news/information.

### **[Livewell NHS Health Check page](#)**

To book a 40-minute Health Check appointment.

### **[Livewell Stop Smoking page](#)**

To find out more about this service and to book a stop smoking appointment.

### **Ramblers Wellbeing [Walks](#)**

A list of free and friendly walking groups – open to everyone to join!

### **[Derby County Community Trust](#)**

For information about other health and wellbeing programmes.

### **[Livewell Facebook](#)**

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

### **[Livewell Facebook Weight Management Support Group](#)**

For live exercise sessions, virtual health hubs, client success stories and opportunities to share and discuss your progress with our expert team and other clients.

### **[Livewell Twitter](#)**

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

### **[Livewell YouTube Channel](#)**

For a wide variety of home workout sessions including seated exercise, yoga, body weight and more!  
Recipes/cooking demos are also available.

### **Leisure Centre contact numbers**

Derby Arena – 01332 640011

Springwood Leisure Centre – 01332 640333

### **Livewell Advisor phone numbers**

Casey Baxter – 07553 555679

Gemma Brooks – 07812 300295

Niamh Cripps – 07990 415497

Mark Dolman – 07812 301991

Kirsty Freeman – 07824 587319  
Stuart Hunt – 07795 516346  
Yasmin Marks – 07780 225744  
Andy Varney – 07553 555202  
Joe Wilkinson – 07812 302054  
Emma Winchester- 07796557213