

Programme FAQs

What is the Oviva / Slimming World Tier 2 weight management service?

This new Tier 2 weight management service is a free, 12-week service that puts you in control of your health by offering personalised support from a team of healthcare professionals.

The service can help you to lose weight, improve the quality of your diet, learn about the benefits of having healthy balanced meals, increase your confidence to achieve goals and allow you to self-manage your wellbeing effectively. This will provide you with information on how to best manage your weight management and to help you make long-term changes to your lifestyle.

The new service includes a face-to-face programme, which will be delivered by Slimming World, and a digital programme, which will be delivered by Oviva. You will initially be offered the opportunity to attend face to face workshops delivered by Slimming World who offer a varied choice of community meetings across Hertfordshire. However, if face to face workshops are impractical for you, then you will be offered Oviva's digital service.

Who is Slimming World?

Slimming World is the UK's most advanced and effective weight management organisation. With thousands of weekly groups held across the UK, supporting millions of people each year to eat more healthily and adopt a more active lifestyle.

Slimming World offers weekly group support, led by trained Slimming World Consultants, all of whom have been members and lost weight on the plan themselves.

What is the Slimming World face to face Tier 2 weight management programme?

Slimming World Tier 2 weight management service is a 12-week programme which offers weekly face to face group support.

You'll be motivated and encouraged in the hour-long weekly meetings to share experiences, recipes and ideas with your fellow slimmers in a warm, supportive environment. We focus on building and encouraging peer-to-peer support to help you on the way towards your goals.

As a member of the programme, you choose the target weight that you feel happy with. Your weight always remains confidential, and your milestones are recognised and celebrated with awards in group for weight losses, and behaviour changes around physical activity.

Who is Oviva?

Oviva is a digital behaviour change provider. We use our unique technology and experienced team to support people to improve their health and better manage their conditions. To put it simply, we help people lead healthier and happier lives.

What is the Oviva digital Tier 2 weight management programme?

Oviva's digital Tier 2 weight management programme will allow you to take part in the programme from the comfort of your own home and receive support from a health coach at a time that suits you. You will have the choice to be matched with your own personal health coach or coach-led support group who will support you throughout the journey. You can receive your support either on the Oviva app via secure app messaging, or over phone/video calls. The Oviva app will allow you to track your progress, your food and activity and be able to communicate with your coach. As you make your way through the programme, new learning modules and resources on Oviva's online learning platform will unlock for you to read, watch and listen.

How do I start the programme?

Oviva's team aims to contact you within 2 working days of receiving your referral. You will receive a welcome email which will tell you more about the programme along with a sign-up survey. After completing the sign-up survey you will be able to book your first appointment with either Slimming World for face to face support or Oviva for digital support.

On Slimming World's Tier 2 weight management programme, you will have an initial phone call with an advisor who will discuss the programme and look to find you a Slimming World group at a time and location suitable for you. If you are unsure or nervous after speaking to the helpline, a local Slimming World Consultant can contact you to tell you more about Slimming World before your first attendance.

On Oviva's digital Tier 2 weight management programme, your first appointment will be with a dietitian or health coach who will help you prepare for the journey ahead. They will work with you either individually or in your group to agree on your goals for the programme and come up with an action plan to help you achieve them over the 12 weeks. As part of your plan, you will have remote personalised support with some periods of self-led learning.

The following questions and answers apply only for those who are having face-to-face support with Slimming World.

Where do I need to go for groups?

The programme is delivered at our groups in the local community, across 6 days a week with sessions in the morning, afternoon, and evening. You can find a group at a time and a place that suits you best, either on our group finder tool on [our website](#), or with our friendly Contact Team on your registration call. Once you're a member with us, you're welcome to swap between our groups week to week to flexibly fit in with your other commitments.

Are carers and family members able to join the group sessions?

Yes, you're more than welcome to bring along a carer to your group sessions.

What if I have a holiday booked or need to have a break in the programme?

During your 12-week referral, you have a couple of options if you're not able to make it to your usual group:

1. You're more than welcome to swap between our groups, so where possible, we'd encourage you to go along to another group to receive that all-important weekly support
2. You're also able to book in up to **2 weeks** for absences. All you'd need to do is let your Slimming World Consultant know you're not able to make it **before** the group you miss. They'll book this in for you, and the week will be added back on to the end of the referral, so you won't lose that week.

It's important that you're able to stay to group as much as possible to get the full benefit of your referral, so if you know you'll be away for more than 2 weeks, please let us know during your initial call so we can arrange for you to start at a time that would suit you better.

Do I need a smartphone to access the programme?

No – you don't need a Smartphone to access the programme as all information needed to successfully follow the programme is available in our member booklets provided on the first week, as well as via group materials.

We do offer a full range of digital and online support to complement our face-to-face programme, including our dedicated member app, members-only website and closed social media groups where you can build links with other members outside of your weekly face-to-face groups.

It's up to you how much or little you would like to access these additional resources, and they're not required to follow the programme successfully.

Do I need to download the Slimming World app?

As part of your referral, you have access to the Slimming World app, which offers a wealth of additional resources including recipes, articles, and our barcode scanner to name a few! We recommend members to download the app for that extra layer of support, but it's not needed to follow the plan successfully.

What is the start date for the programme?

Our service is delivered in our existing community groups, and the topics covered are based on the needs of the group each week, rather than set in advance. This means so you can join at any time without waiting lists!

On your initial call with our Contact Team, they will help you select a group that suits your needs best (e.g. on a day and time that works around your commitments, and in a location that you're easily able to get to) and send your unique voucher code. Once you've received this, we'd encourage you to activate it in group as soon as possible, and within the following 4 weeks.

When can I book on to a Slimming World group?

Slimming World groups run throughout the week, with sessions in the morning, afternoon, and evening in different locations. You're welcome to swap between them to work around your other commitments, and you can find your local groups either on our group finder tool on our

[website](#), or with the help of our Contact Team on 01773 302457 (lines are open Mon-Fri, 8.30am-6.30pm).

Will I be talking to a real person?

Yes. You'll receive a lovely welcome on your initial registration call with our Contact Team, who are based at our Head Office in the UK, and they will help you select one of our warm and friendly groups ran by a local Consultant.

Can I access any support after I have completed my programme?

Once you're 12-week programme has ended, we'd love to continue to support you in group as a self-funding member! When you reach your Target Weight (which you set for yourself), you can keep coming along to group free of charge while you stay within +/-3lbs of your target.

If you decide to continue your weight-loss journey on your own, you'll continue to have access to our members-only website and app for 4 weeks to help ease the transition. The hard-copy materials in your new member pack, and any others you've collected along your referral journey are yours to keep.

Who can I contact at Slimming World?

Slimming World's warm and friendly Contact Team are available call on 01773 302457. Lines are open Mon-Fri, 8.30am-6.30pm.

What languages does Slimming World offer?

Slimming World groups are run in English, and our materials are written in English. Whilst we aren't able to offer a multi-lingual service, members are welcome to bring a companion who can assist with language and participation.

Eligibility around learning disabilities

We're happy to support members with learning difficulties and mental health conditions within our groups, if this is the most appropriate pathway for them. We don't want to set up anyone to fail, so we'll explore this with the member on their initial registration call.

We encourage members to bring along a carer or family member to help with understanding and participation. For members with learning difficulties, their Slimming World Consultant will also make sure they receive a copy of our *Easy Read* new member materials. These were created specifically for our members with learning difficulties and present our programme in a simplified and visual way.

The following questions and answers apply only for those who are having digital support with Oviva.

Where do I need to go for appointments?

The programme is delivered 100% remotely giving you flexibility to take part in the programme and speak to your personal coach at a time and location suitable to you. You can have your appointments from the comfort of your own home.

Are carers and family members able to join the coaching sessions?

Yes, you can include a carer or family member in your coaching sessions.

What if I have a holiday booked or need to have a break in the programme?

It is important you are able to commit to the regular sessions to really benefit from the programme. If you are due to be away for more than 1 week during the programme, please tell us this during your initial call so we can arrange for you to start the programme when you return.

We aim to be as flexible as possible with your appointment times, so you can fit these around your lifestyle. We understand that sometimes plans can change, and you can work with your coach to try and schedule appointments so that you won't miss any.

Do I need a smartphone to access the programme?

You can choose to take part in the programme digitally using our online resources and app, or you can access an offline programme if you don't have a smartphone or would prefer phone calls. You are in control of how you'd like to take part and so you can interact with the programme in the best way for you.

Do I need to download the Oviva app?

We strongly encourage everyone to download the app as it will enhance your experience on the programme. The app will enable you to track your food and activity (either through manual input or by connecting the app to a wearable device like a FitBit), speak with your health coach and health coach through secure messaging, log a food diary and set and monitor goals.

The app is not compulsory, and you can complete the full programme without using the app if you prefer.

Please note participants can only login and use the app once they have been provided with their login details following the enrolment call with our Patient Pathway Coordinator.

What is the start date for the programme?

Your first appointment is arranged when Oviva calls to enrol you on the programme and books you in based on your availability. The key point here is the flexible nature of the booking process. It is based on your availability and preference, for example, day vs. evening, weekday vs. weekend.

When can I book appointments with the Coach?

Oviva's coaches are available from 8am-8pm Monday to Friday and on Saturdays from 9am-3pm. The time of the appointments are flexible around your schedule.

Will I be talking to a real person?

Yes. Everyone on the programme will receive support from a UK-based health coach. This expert coach is assigned based on availability and language requirements.

Can I access any support after I have completed my programme?

Oviva participants have lifelong access to the Oviva app, online materials and any printed materials given during the programme to support them in sustaining their healthier lifestyle long after the programme ends.

Who can I contact at Oviva?

Oviva's Patient Pathway Coordinators are available on 02076224777 Monday to Friday 8am - 8pm and Saturday 9am-5pm to answer any questions. Outside of these hours the team has an answer phone which is reviewed daily and participants can expect a call back within 24 hours.

What languages does Oviva offer?

The preference is for people to speak English as all the course materials are written in English. However, there is a provision for people who cannot speak English to use one of our multilingual health coaches who cover a wide range of languages (over 20 languages) including Punjabi, Urdu, Bengali and Gujarati. We can also support other languages through the use of a tele-interpreter service during the participant's consultation phone calls.

Eligibility around learning disabilities

The programme is not appropriate for people with a significant learning disability or untreated mental health condition that makes it difficult for them to engage in care. However, if a participant has a carer, friend or family member who can support them throughout the programme, and you feel is able to engage and understand the learning materials then please forward the referral to us. Our Patient Pathway Coordinator and Coaches can assess the participant's capacity to understand, engage and therefore benefit from the programme during the initial telephone conversation.