

Programme FAQs

Please use this as an introduction to the Oviva Tier 3 Weight Management programme, Oviva Way to Wellness, to help in referral discussions with eligible patients. It can be used as a prompt when asked questions about the programme.

Why join the programme?

Oviva Way to Wellness provides flexible personalised support to help you lose weight, improve the quality of your diet, increase your confidence to achieve your goals and allows you to build habits to lead a healthier, happier lifestyle. The support provided from your health coach is tailored to your individual needs and background and you will also receive free unique digital tools and resources for self-led learning to support behaviour change.

What is the programme?

Oviva Way to Wellness is a 12 month programme that puts you in control of your health by offering personalised support from a team of healthcare professionals. As a 100% remote service, you can take part in the programme from the comfort of your own home and receive support at a time that suits you.

When you join, we will assess your needs and understand your preferences to provide you with your own personalised healthcare plan that makes sense for you. You will have the choice to be matched with either your own personal health coach or a coach-led support group to help you throughout your journey. You will also have the choice to receive support either via the Oviva app over secure app messaging, or over phone/video calls. Throughout the journey, you will have support at regular intervals with a specialist weight management dietitian. We will assess your need for psychology support and you may also receive support from a psychologist or psychology practitioner.

You will have access to the Oviva app where you can track your progress, your food, mood and activity and communicate with your coach.

Throughout the 12 month programme, new learning modules and resources on Oviva Learn will be available for you to read, watch and listen. This will provide you with information on how to best manage your dietary approach, lifestyle changes, diabetes and weight management, to help you with making long-term changes to your lifestyle. Oviva Learn is accessible via the Oviva app or you can log into your account on your desktop computer or laptop.

Who is Oviva?

Oviva is a digital behaviour change provider of remote NHS services in over 80 NHS regions. Oviva combines 1-to-1 support from health coaches, weight management specialists, and psychologists, via its NHS Digital-approved smartphone app or telephone consultations.

How do I start the programme?

You will first be sent a questionnaire to gather information about yourself and your health, to help ensure you are eligible for the programme and to tailor the care to suit you. This questionnaire must be completed in order for you to start your journey! Oviva will send the questionnaire via email and SMS. The final contact attempt is either an email or letter which is sent to your address. This gives you at least 7 days to contact Oviva, it also provides further

information about the service. If we fail to hear from you, you will be discharged from the programme.

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 2 weeks 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 specialist dietitian 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 as well as 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 patients 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 patient'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 patient 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 patient's capacity to understand, engage and therefore benefit from the programme during the initial telephone conversation. Please note, Oviva may request written confirmation of a patient's capacity, or lack of capacity, when required.