

A close-up photograph of a woman with dark hair and black-rimmed glasses, smiling warmly. She is wearing a light-colored collared shirt. The photo is set within a white, angular frame on a dark purple background.

xyla

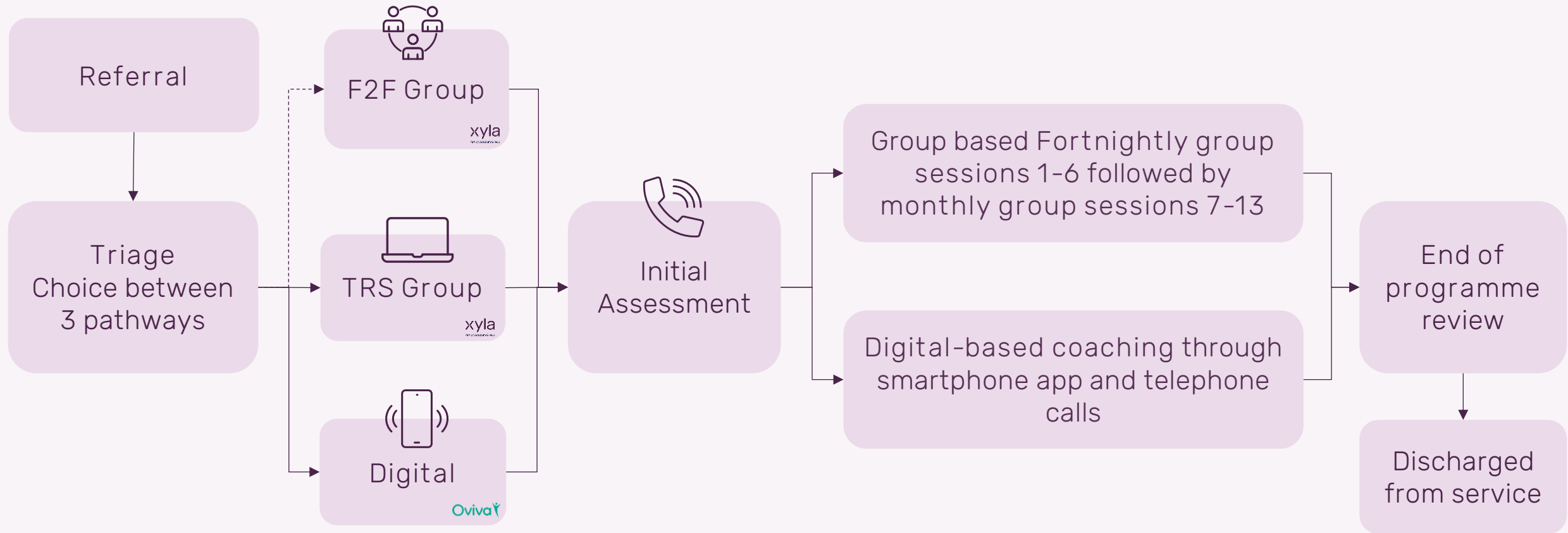
Part of Acacium Group

Healthier You: Behavioural Support for Obesity Prescribing (BSOP)

Service Overview

A photograph of a healthcare professional, likely a nurse or doctor, wearing a white surgical cap and a blue face mask. They are looking towards the camera. The photo is set within a white, angular frame on a dark purple background.

Service Model



Programme Delivery Selection

- Patients will be referred by their GP or tirzepatide prescriber
- Patients will be given the option to join the programme in three different ways:
 - Remote groups on Teams (BSOP tailored)
 - Digital programme via the app or 1:1 phone calls (BSOP tailored)
 - Face to face groups (mixed BSOP and NDPP cohorts)
- All patients with an email address will receive an email the day after their referral is processed, explaining the programme and the ways they can join. That email will have a link taking patients to a hidden BSOP-specific booking page on our website, where they can self select the programme/group that works best for them
- Our Patient Support Team will outbound call all other patients to explain the programme and offer the three group types, as well as outbound calling those who don't self select following the email communication
- Our Patient Support Team also have an inbound call line and a BSOP specific patient enquiry email address, so patients can contact us at any point through their programme if needed
- We will also have a public webpage available to explain the programme and with a selection of useful resources, for patients to access before and during their programme

Onboarding

- All patients will receive an email or letter (depending on their communication preferences) containing all the details of their sessions – including dates, times and location (or Teams link if remote).
- These communications also reiterate our telephone number and BSOP specific patient enquiry email address, to ensure patients know how to contact us throughout their programme.
- For patients who join a remote Teams group, we have guidance available on how to join a Teams session that we will share if required, as well as a webpage answering FAQs about Teams available if needed.
- For patients who join a mixed face to face cohort, our team will send tailored resources when booking the patient into the group giving them additional information on behavioural support for obesity prescribing to use alongside the more diabetes focussed group sessions.
- Patients on both the remote and mixed face to face groups will have a telephone initial assessment appointment before they start their group sessions. This session is to assess motivation, barriers, readiness, tailor goals and targets, but it is also another opportunity for our team to support the patient with any queries about either joining remote sessions or being in a mixed face to face cohort.

Xyla – Programme Overview

Session	Content
Initial Assessment	<ul style="list-style-type: none">• One-to-one review (collection of baseline data)• Understand motivations, perceived obstacles and readiness to change• Identify individual preferences and needs, establish weight management goals and set appropriate targets
1. Getting started	<ul style="list-style-type: none">• Introductions & motivations group activity• Understand weight loss medication and the importance of making behavioural changes for long-term success• Explore the health risks of carrying excess weight and the benefits of weight loss• Highlight factors contributing to overweight/obesity• An introduction to portion sizes• Identifying your why for lifestyle changes
2. Habits, problem solving and understanding energy balance	<ul style="list-style-type: none">• Understand our habits, the habit loop, and how to change habits• Explore the problem-solving cycle• Consider a range of dietary approaches and find which suits your needs• Outline energy balance and how this can change with medication
3. What is a healthy diet	<ul style="list-style-type: none">• Explore the fuelling formula and steps to ensure nutritional quality of meals• Overview of fats, proteins, dairy and fruits and vegetables, highlighting the importance, benefits and examples of protein sources
4. Functional fitness	<ul style="list-style-type: none">• Identify and explore the components of fitness & the importance of maintaining each (emphasis on resistance)• Understand the weekly guidelines for physical activity• Explore the benefits of keeping active & reducing sedentary time• Outline guidance for exercising safely and recommended adaptations for health conditions

Xyla – Programme Overview

Session	Content
5. Stress management and smart snacking	<ul style="list-style-type: none">• Discuss what is stress, the Fight or Flight response and stress management techniques• Understand the difference between emotional and physical hunger• Explore building a positive relationship with food• Consider perceptions around snacking and ideas for healthy snacks
6. Thoughts and community support	<ul style="list-style-type: none">• The power of thoughts and how to change them• Self-compassion• Visualisation• Signposting for local services
7. The impact of meal planning & understanding food labels	<ul style="list-style-type: none">• Understand the benefits of and guidance for meal planning & batch cooking• Explore top tips for shopping and budgeting• Understand food labels• Consider how healthy swaps can improve the nutritional quality of a favourite meal
8. Lifestyle planning and the impact of sleep	<ul style="list-style-type: none">• Explore the impact of Sleep quality and quantity• Highlight the link between sleep quality and appetite regulation/weight gain• Tips for improving sleep• Cognitive behavioural therapy for insomnia• Health checks• How to monitor your health
9. Standing strong	<ul style="list-style-type: none">• Highlight the importance of maintaining muscular strength/ endurance through resistance activities• Explore the differences between muscle and body fat• Understand personal motivations for undertaking PA and using this to increase activity levels• Recognise and take opportunities to progress weekly PA plans & daily lifestyle routines

Xyla – Programme Overview

Session	Content
10. Exploring mindfulness, salt, sugar and alcohol	<ul style="list-style-type: none">• Exploring Mindfulness and mindful eating• Managing eating and drinking out and celebrations• Understanding sugars and sweeteners, sugar content awareness quiz• Exploring fluid and the importance of hydration• Salt and tips on reducing salt• Alcohol guidelines and benefits of reducing intake.
11. Self-care and taking ownership of your health	<ul style="list-style-type: none">• Exploring strategies to prioritise your own health• Consider communication styles and assertiveness• Discuss social and cultural influences on food• Finding reliable nutrition info, myth busting quiz
12. Staying on track with movement	<ul style="list-style-type: none">• Guidance for creating a regular activity routine that fits your schedule and health needs• Consider how to manage movement on “good” and “bad” health days• Explore options for tracking movement and physical activity levels• Gain strategies for continued PA participations following completion of the NDPP
13. Maintaining change and managing setbacks	<ul style="list-style-type: none">• 10 Steps to maintain change• Managing setbacks• Sharing programme highs and lows activity• What’s next?
End of programme review	<ul style="list-style-type: none">• Review health plan and achievements (collection of all completion data)• Identify follow-up support options/provide local-national activity information to aid sustainability• Assessment of goal achievement/celebrate successes• Request feedback

Xyla – Programme Overview

- We have reminder comms set up to send 2 days before each group session – these remind patients of the date, time and location (or Teams link) of their sessions, as well as providing the patient with additional links and resources that are appropriate to that section of the programme.
- Patients are given our inbound telephone number and BSOP specific patient enquiry email address at the beginning of the programme to contact us to rearrange a session if they are not able to attend, and they are also prompted to do this in our reminder comms too.
- We already have a process set up to contact patients who have missed multiple sessions – our Central Health Coaching Team will call those patients to ask if there are any issues causing them to not attend that we can help with, re-engage the patients in the programme and rearrange a session for them if needed, and we plan to continue this process for BSOP patients too.
- We have developed BSOP specific surveys that we will send post session 1, when the patient completes or when the patient drops out. We will be reviewing the data from these surveys monthly, and incorporating the data into our service improvement cycle – so if there is any feedback from patients about specific issues on the programme, we can ensure we make changes as soon as possible to rectify that.

Oviva – Programme Overview

*Alternative phone pathway and access to Oviva Learn content via web platform is available



START (week 1)

Tell us about yourself, your health and wellbeing, your motivations and goals, and your barriers to change. Our coaching team will work with you to co-produce a personal action plan and help get you started on the Oviva app* and Learn!



CHANGE (week 1 -12)

The first 12 weeks focus on intensive behaviour change to work towards your personal health goal and give you the foundations to make long lasting changes. Regular coach support, self-monitoring and feedback in the app, and Oviva learn will help you get there!



SUSTAIN (week 12 and beyond)

Build confidence in maintaining your new healthier behaviour long term. Continue to self-track your activities and grow your knowledge using the weekly online resources in Oviva Learn, to help keep up your new habits.

- ✓ Regular coach support via the app, with optional add-on peer support.
- ✓ Tracking and self-monitoring features in the app for logging meals, physical activity, mood, health metrics and progress against your goals.
- ✓ Instant nutritional feedback in-app to food logs.
- ✓ **Learn content** that unlocks on a weekly basis via the app*, including videos, podcasts, meal plans, recipes and written information
- ✓ Optional fortnightly **webinars** by specialist clinicians covering topics such as weight management, eating on a budget, and making healthy food choices.

Oviva – Programme Overview

Coaching support

- Specialist and personalised 1:1 dietary support from a health coach over 9 months, with optional peer support.
- Coaching is provided via Oviva's NHS Digital-approved app. Entirely remote with no need to travel, so patients can access support wherever they are. (Alternative phone pathway and access to Oviva Learn content via web platform is available.)

Self-tracking and learning in the app

- The app supports patients in self-reflection and learning, allowing them to track your habits, receive instant nutritional feedback, and access weekly Learning materials.
- Access to the app is ongoing, and will continue after their 9 month programme finishes, helping patients to keep up their lifestyle changes in the long term.

The programme follows the Oviva method, which incorporates 3 key areas to drive behaviour change and help patients reach their health goals:

- understanding your behaviour
- providing actionable advice
- providing support from a caring team.

Our approach to weight management focuses on the following pillars; a healthy balanced diet (nutrition), increasing physical activity (movement), improving mental wellbeing (mind) and medication.

Oviva – Programme Overview

Coaching curriculum:

- Initial consultation; getting started with coaching, initial assessment, collaboratively agreeing a personalised plan, goal setting.
- Ongoing coaching; reviewing goals, problem solving, providing credible information, feedback, self-reflection, coaching to match the topic focus supported by the content articles e.g. carbohydrates and fibre, emotional eating and habit forming, physical activity etc.

Content plan = available articles, including videos, podcasts, videos, recipes and meal plans. New articles unlock weekly with a blend of nutrition, well-being and physical activity content, covering:

- Getting Started - Weight loss basics, app guidance, safety tips
- Nutrition & Eating Well - Balanced meals, portion control, food groups, recipes, eating on a budget
- Physical Activity - Beginner-friendly workouts, strength & cardio, staying active daily
- Mind & Habits - Emotional eating, cravings, stress, habit change, motivation
- Lifestyle & Health - Sleep, hydration, diabetes, heart & gut health, alcohol, smoking
- Goals & Progress - Setting goals, tracking success, maintaining results