FOR PATIENTS

# Patient Support FAQ

## Weight Management & Complex Obesity Service

Single Point of Access | Norfolk & Suffolk ICB

## Need further support?

**GENERAL SERVICE QUERIES**

wmcos-enquiries@esneft.nhs.uk

Please allow 12 weeks after completing your survey before you contact us.

**TECHNICAL QUERIES AND ACCOUNT ACCESS**

nwicb.clinicalsystemsteam@nhs.net

**OR SPEAK TO YOUR GP PRACTICE**

Alternatively, speak to your GP practice — they can raise a support request on your behalf.

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YOUR JOURNEY INTO THE SERVICE

Patient journey infographic — the five steps from GP referral to next steps

Your journey — text version

# Your Pathway & Communications

## 1 How long will it take to be prescribed weight loss medication?

Each patient's support/treatment options are personalised, and timelines will vary. The process begins once you have completed and submitted your questionnaires.

From your survey, a support or treatment recommendation is generated. This will be reviewed by the ESNEFT Clinical Nurse Specialist, who will confirm or adjust it based on their clinical judgement.

As the service matures, we will be able to share an approximate time for how long the process might take. If you have concerns about your wait time, please contact: **wmcos-enquiries@esneft.nhs.uk**.

## 2 I have submitted my questionnaires, but I have not heard back. What should I do?

After you submit your survey, your information is reviewed by the clinical team.

You will receive confirmation of the outcome of your referral once it has been reviewed and processed. This can take up to **12 weeks**.

> **Due to the number of referrals received, the service cannot give individual referral updates in the first 12 weeks after you submitted your survey.**

All referrals are assessed and passed to the most appropriate service according to national guidance.

Timelines vary from person to person. If you have not received any correspondence from the Weight Management & Complex Obesity Service Single Point of Access in over 12 weeks, please check your Junk and Spam folders. If you do not find an email from the service in either of those folders, please contact the clinical team via: **wmcos-enquiries@esneft.nhs.uk**.

## 3 Will my GP be notified about outcome decisions of my referral?

Yes, once the Clinical Nurse Specialist has confirmed the most suitable support/treatment for you, both you and your GP practice will receive correspondence confirming the outcome.

### 4 What does “questionnaire overdue” mean? Will I be removed from the service?

An overdue reminder means that a questionnaire has not yet been submitted within the expected timeframe. Receiving a reminder does not mean you have been removed from the service.

Please complete and submit your questionnaire as soon as possible. If you are having difficulty accessing the questionnaire online, support is available — please see the section below on digital access, or contact: **wmcos-enquiries@esneft.nhs.uk**.

### 5 I have questions about the service, my wait time, or why I was not accepted to the Complex Obesity Service. Who do I contact?

Please contact the Weight Management & Complex Obesity Service team at: **wmcos-enquiries@esneft.nhs.uk**.

You may also speak to your GP practice, who can raise a support request on your behalf if required.

## Account Access & the Weight Management & Complex Obesity Service Platform

### 6 Where is my welcome email for the Weight Management & Complex Obesity Service pathway?

Your welcome email is sent to the email address registered with your GP practice at the time of referral. Please check/search your spam or junk folder if you cannot find it in your inbox.

> **LOOK FOR THIS EMAIL**
>
> The subject title of the welcome email is ‘You’ve been invited to the Weight Management and Complex Obesity Service’, and it will come from Big Picture Medical.

If you are still unable to locate it, please contact your GP first to ensure the correct email address was put on the referral form.

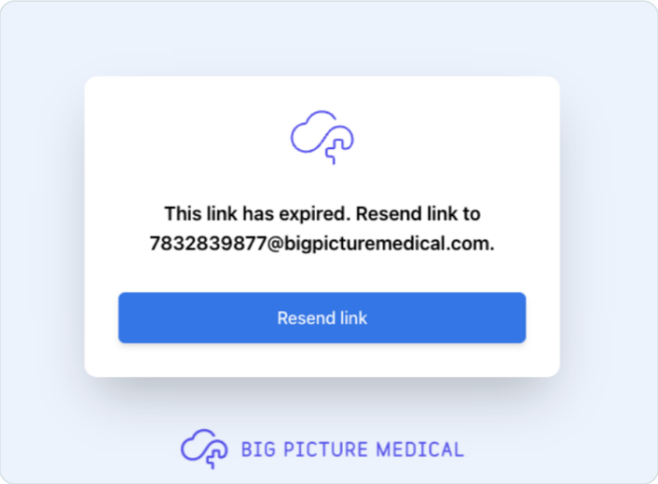
If your GP has the correct email, please contact the hospital team on **wmcos-enquiries@esneft.nhs.uk**, and they will resend your welcome email to you.

## 7 I have been locked out of my account. What should I do?

Contact **wmcos-enquiries@esneft.nhs.uk** with your name and date of birth, clearly stating the technical problem you are having. Please provide screenshots where possible so the team can assist as swiftly as possible.

## 8 My link in the welcome email has expired. What should I do?

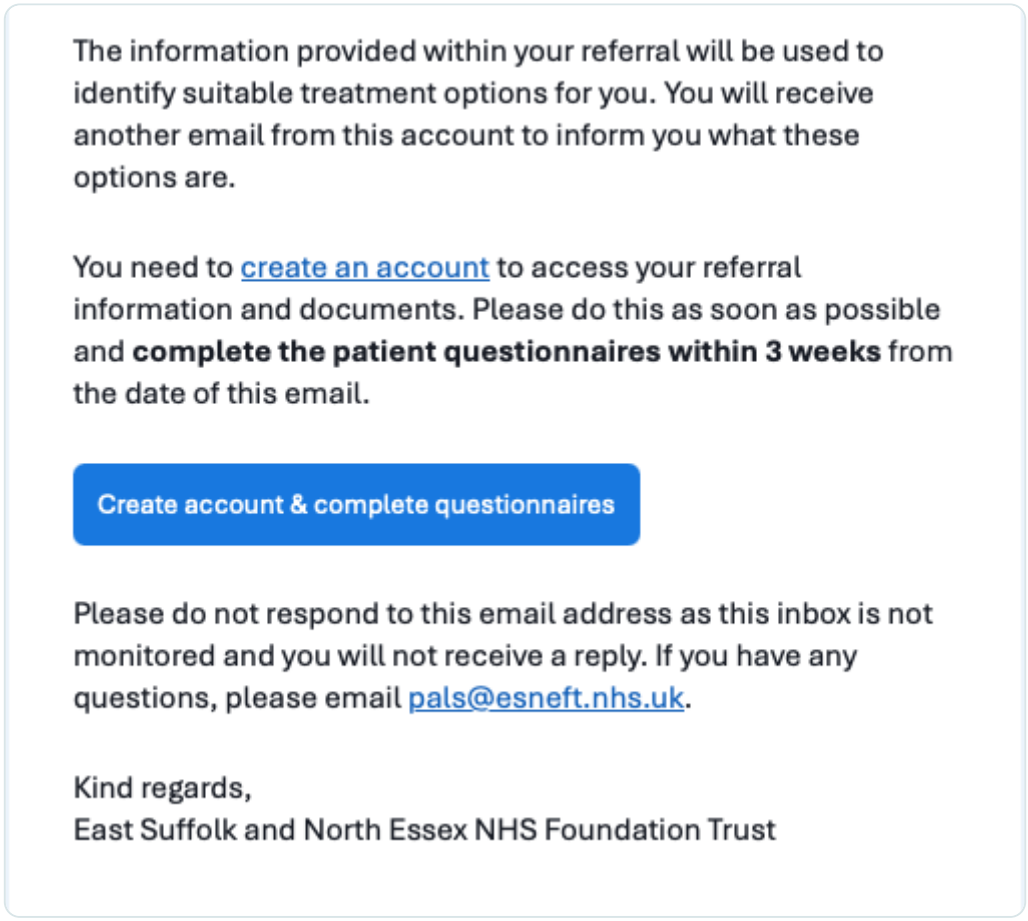
You can click the expired link, and it should take you to a screen with an option to resend a new link to the same email address. See example below:




> The expired-link screen, with the option to send yourself a new link.

## 9 How do I create an account?

Your onboarding email will have a blue ‘Create account & complete questionnaires’ button.


The information provided within your referral will be used to identify suitable treatment options for you. You will receive another email from this account to inform you what these options are.

You need to create an account to access your referral information and documents. Please do this as soon as possible and **complete the patient questionnaires within 3 weeks** from the date of this email.

Create account & complete questionnaires

Please do not respond to this email address as this inbox is not monitored and you will not receive a reply. If you have any questions, please email pals@esneft.nhs.uk.

Kind regards,
East Suffolk and North Essex NHS Foundation Trust

> The onboarding email, showing the blue ‘Create account & complete questionnaires’ button.

By clicking the blue ‘Create your account and complete questionnaire’ button, you will be sent to a page as per the screenshot below to finish setting up your account. From here you can create an account either:

- via your NHS login

**OR**

- you can create a BPM account by clicking ‘Set your password’. You must use the email address that your welcome letter was sent to.

The account set-up page, with the NHS login and ‘Set your password’ options.

> Instructions on how to create your account using either option are here at the Weight Management & Complex Obesity Service (WMCOS) — Knowledge NoW.

If you are having difficulty, please contact: **wmcos-enquiries@esneft.nhs.uk**.

## 10 Do I have to consent to use the web app?

Yes. You will be asked to provide your consent when setting up your account. This consent covers how your data is used within the Weight Management & Complex Obesity Service.

You will not be able to access the platform or complete your questionnaire without providing consent.

## 11 I am having trouble accessing the patient dashboard. Who should I contact?

Please email the support team at: **wmcos-enquiries@esneft.nhs.uk**.

Please include your name, date of birth, and a description of the issue you are experiencing, including screenshots of any errors so the team can help you quickly.

## 12 What if I need to change my email address?

Please contact **wmcos-enquiries@esneft.nhs.uk** to update your email address. You will need to provide your name, date of birth and new email details.

**To update your BPM account and patient dashboard** with your new address, please follow the steps below:

1. Log in to your dashboard, go to **Manage account** and enter the new email address.
2. The platform sends a verification link to the new email.
3. Click **Verify** to confirm the change.

## 13 What if I want a paper copy of the questionnaire or want to change my digital access preferences after referral?

If you are unable to complete the questionnaire online, the hospital team can help you. Please contact: **wmcos-enquiries@esneft.nhs.uk** to request an alternative format or to update your digital access preferences.

## 14 What if I have made a mistake on my Entry Questionnaire?

If you have submitted your Entry Questionnaire and believe it contains an error, please contact **wmcos-enquiries@esneft.nhs.uk** as soon as possible. Please provide your name, date of birth, and details of the correction required.

# Eligibility, Prioritisation & Next Steps

## 15 Why am I not eligible for the Complex Obesity Service?

- Based on a review by an ESNEFT Clinical Nurse Specialist, you do not meet the eligibility criteria for the Complex Obesity Service.
- For more information, please see the weight management eligibility criteria on the Norfolk & Suffolk ICB website.
- Please follow the advice you received in your letter, which tells you the service most suitable for your needs.

## 16 How do referrals work and why have I not been prioritised for treatment and when can I expect to be treated?

Information about the prioritisation process is available on the Norfolk & Suffolk ICB website.

WMCOS receives new referrals every week, and patients are prioritised by their clinical need rather than by when they were referred. This is why we can't give you an individual waiting time.

**WHILE YOU WAIT**

Please follow the advice in your letter, which explains the support available to you in the meantime.

**WHAT HAPPENS NEXT**

The hospital will contact you when we're able to invite you to begin treatment.

## 17 Why am I not eligible for tirzepatide (Mounjaro®)?

- A Clinical Nurse Specialist at ESNEFT has compared your referral to the eligibility criteria.
- You do not meet the criteria for assessment for treatment with Mounjaro®.
- NHS England has defined these criteria as follows:

Patients must meet the following criteria for treatment with Mounjaro® in the following years:

***Year 2 is the current criteria.***

> **Previous criteria Year 1 (2025/26)**
>
> A BMI of 40* or above and at least four of the following conditions: hypertension, dyslipidaemia, obstructive sleep apnoea, cardiovascular disease, type 2 diabetes mellitus.

> **Current criteria Year 2 (2026/27)**
>
> A BMI of 35 to 39.9* and at least four of the following conditions: hypertension, dyslipidaemia, obstructive sleep apnoea, cardiovascular disease, type 2 diabetes mellitus.

> **Future criteria 'Year 3', lasting 15 months (2027/28 and 2028/29)**
>
> A BMI of at least 40* and three of the following conditions: hypertension, dyslipidaemia, obstructive sleep apnoea, cardiovascular disease, type 2 diabetes mellitus.

> ***BMI is reduced by 2.5 for people from Black, Asian and ethnic minority backgrounds and people with a Mixed ethnic background.**

Here is the full **guidance from NHS England.**

### Key Prioritisation Factors

Some patients who are eligible for treatment with tirzepatide (Mounjaro®) will not be prioritised for treatment. Priority treatment is given to those patients who have the greatest clinical need. The prioritisation factors are:

- Body Mass Index
- Obesity-related conditions (see list below)*
- Waiting time — longer waits contribute to higher prioritisation
- Participation in previous weight management programmes, showing engagement and readiness for treatment

***Obesity-related conditions:**

**Priority 1**

- Type 2 Diabetes Mellitus (T2DM)
- T2DM with complications (e.g. retinopathy, neuropathy, diabetic foot)
- Obstructive Sleep Apnoea (OSA)
- Obesity Hypoventilation Syndrome (OHS)
- Heart Failure
- Ischaemic Heart Disease (IHD)
- Myocardial Infarction (MI)
- Stroke (CVA)
- Metabolic Steatohepatitis (MASH)
- Metabolic Cirrhosis
- Infertility (weight loss required for assisted conception in women only where under the care of a fertility service via a consultant-to-consultant referral)
- Obesity-related cancer

**Priority 2**

- Pre-diabetes
- Hypertension (HTN)
- Hyperlipidaemia
- Peripheral Vascular Disease (PVD)
- Metabolic Dysfunction-Associated Steatotic Liver Disease (MASLD)
- Chronic Kidney Disease (CKD stages 3–5)
- Lymphoedema
- Idiopathic Intracranial Hypertension (IIH)
- Abdominal wall failure/hernia (BMI-related)
- Unsuitable for surgery due to BMI being greater than 35

**Priority 3**

- Asthma
- Atrial Fibrillation (AF)
- Polycystic Ovary Syndrome (PCOS)
- Gastro-oesophageal Reflux Disease (GORD)
- Osteoarthritis (OA)

- Please follow the advice you received in your letter, which tells you the service most suitable for your needs.

## 18 Why have I been offered treatment in the Digital Weight Management Programme or the National Diabetes Prevention Programme rather than tirzepatide (Mounjaro®)?

- This is because you either do not meet the criteria for treatment with Mounjaro®, or you are not in a priority group for treatment with medication.
- Please see the section above this question for more information about how patients are prioritised and the eligibility criteria for treatment with Mounjaro®.
- The Single Point of Access has offered you the service and support best suited to your needs, and you do meet the criteria for this.

## 19 Why have I been referred to a service or programme which I have already been through?

- This is because your medical records did not show you have already been through this service or programme.
- Please ask your GP to update your medical records and inform the hospital team at **wmcos-enquiries@esneft.nhs.uk**.

## 20 I think the GP or Healthcare Professional who referred me to WMCOS hasn't included some information that's relevant on the referral form. What should I do?

- Please contact your GP regarding this. They will need to email the ICB Clinical Systems Team helpdesk, who will guide them on how to amend/update data on the referral form.

## Your Journey Into the Service

The five steps from GP referral to next steps, plus the essential things to know about your pathway. A text version of this graphic follows underneath.

## Your journey — text version

1. **GP referral.** Your GP refers you to the service. Once processed, you will receive an onboarding email.
2. **Invitation email.** Receive your invitation email and choose to sign in via NHS Login, or create a Big Picture Medical (BPM) account.
3. **Secure account setup.** Set up your account by following the emailed instructions. Your information is secure and protected.
4. **Access your dashboard.** Log in to view your personalised care pathway and begin your questionnaires.
5. **What's next.** Once you've completed your questionnaires, your information will be reviewed by the clinical team to determine the most appropriate next steps in your care pathway.

### ESSENTIAL PATHWAY INFORMATION

- **The "Rule of 9" questionnaires.** You must complete all 9 questionnaires before the clinical team can review your case.
- **12-week triage period.** Please allow up to 12 weeks for the clinical team to process your submission.
- **Prioritisation by clinical need.** Patients are treated based on clinical urgency rather than the date of referral.
- **You'll hear from us automatically.** We'll email you as soon as a decision is made — no need to contact us to check on progress.

### KEY CONTACT INFORMATION

- **Patient support.** Email wmcos-enquiries@esneft.nhs.uk
- **GP practice staff support.** Email nwicb.clinicalsystemsteam@nhs.net

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**Weight Management & Complex Obesity Service**

Single Point of Access | Norfolk & Suffolk ICB

General service queries: wmcos-enquiries@esneft.nhs.uk

Technical queries and account access: nwicb.clinicalsystemsteam@nhs.net

You can also speak to your GP practice, who can raise a support request on your behalf.