

# HEALTHWISE HEALTHY LIFESTYLE PROGRAMME

## Referrer Manual





# CONTENTS

<b>GENERAL INFORMATION</b>	What is Healthwise?	04
	Who is Healthwise for?	04
	Where is the programme available?	04
	Who can make a referral?	04
<b>PROGRAMME INFORMATION &amp; REFERRAL CRITERIA</b>	Physical Activity on Referral	06
	Cardiac Phase IV	08
	Better Balance Class	12
	Aquatics for Health	15

<b>HOW TO MAKE A REFERRAL</b>	How do I make a referral?	17
	What happens next?	17
<b>FAQs</b>	Frequently Asked Questions	18
<b>CONTACT US</b>	How do I contact the team?	19

## WHAT IS HEALTHWISE?

**Healthwise is a healthy lifestyle programme, designed to support your patients to get active.** This service offers Physical Activity on Referral, Cardiac Rehabilitation and Falls Prevention pathways for participants and has been designed to encourage currently inactive participants with a long - term medical condition become physically active through behavior change interventions.

## WHO IS HEALTHWISE FOR?

The Healthwise programme is for people who are:



Aged 18 years  
or over



Rugby resident  
or registered with  
a Rugby GP



Ready to  
make significant  
changes to their  
daily habits



In need of  
structured support  
to make lifestyle  
changes

## WHERE ARE THE PROGRAMMES AVAILABLE?

Healthwise sessions are delivered from **The Queen's Diamond Jubilee Centre.**

For further information on which centres have upcoming programmes please contact the Healthwise Team on **01788435585** or **healthwise.rugby@gll.org**

## WHO CAN MAKE A REFERRAL?

Our Healthwise Team will accept referrals from relevant health and care staff, including:

- GPs and Practice Nurses.
- Secondary and community health care providers.
- Pharmacists.
- Adult Social Care providers
- Voluntary and community service providers.

Non health professionals should contact the team for more information on how to make a referral.

## HEALTHWISE PROGRAMMES

### PHYSICAL ACTIVITY ON REFERRAL

Our **Physical Activity on Referral (PARS)** programme is designed to support inactive people, at risk of disease or suffering with a condition that can be improved by physical activity. The programme aims to support these individuals to safely increase their activity level and become self sufficient at achieving the recommended daily activity guidelines.

### CARDIORESPIRATORY PHASE IV REHABILITATION PROGRAMME

The **Cardiorespiratory Phase IV Rehabilitation** programme is a 12-week programme designed to help people who have been diagnosed with a heart/chronic respiratory related medical condition to participate in exercise. All classes are delivered by instructors who have the necessary qualifications and experience to work with individuals with various medical conditions.

### BETTER BALANCE

Better Balance is a person centered, group based programme, offering adaptive movement patterns to support individuals with strength and balance exercises to improve confidence in activities of daily living. All Better Balance classes are led by Falls Prevention Specialists.

**The bespoke sessions we offer as part of these pathways include:**

### SUPERVISED GYM SESSIONS

A **supervised gym session** to assist members with their individual programmes. These sessions are to encourage safe independent exercise within a social environment.

### HEALTHWISE CIRCUITS

This is a **low-level circuit-based class** aimed to encourage safe exercise whilst increasing fitness levels. The class will help to improve strength and balance as well as a social aspect of meeting other participants.

### HEALTH WALK

Open to all age groups and free to join in, walkers can enjoy a number of routes taking in the nearby countryside and local parks. When each walk is completed, there will be the opportunity to enjoy refreshments at the leisure centre's café.

### AQUATICS FOR HEALTH

**Water based exercises** for physiological and psychological benefits. Designed for those with mild to moderate health conditions. A fun, individualised aquatic programme within a group setting to encourage physical and emotional support.



## WHAT CAN PARTICIPANTS EXPECT FROM PHYSICAL ACTIVITY ON REFERRAL (PARS)?

Our Physical Activity on Referral programme provides support and guidance to help inactive people, at risk of disease or suffering with a condition that can be improved by physical activity, to make long term lifestyle changes to increase their activity in a safe and enjoyable way.

The programme offers a 12-week intervention with a particular focus on behaviour change, alongside a offers a monthly all-inclusive peak membership. The programme delivers individually tailored physical activity opportunities and group-based activities. These activities are designed to support eligible adults to become physically active and gain the knowledge, skills and confidence to maintain and improve their physical activity levels.

The reduced price monthly membership lasts up to 2-years and is non-contracted. This allows individuals to continue partaking in physical activity post-programme to encourage self-management and long term adherence to physical activity, which the 12-week programme teaches.

All patients will receive an individually tailored physical activity programme, which is developed in partnership with the participant, by Level 3 Exercise Referral Facilitators, and meets their specific needs.

Activity options include, but are not limited to:

- Supervised gym sessions
- Group exercise classes
- Water based exercise
- Social sport options
- Healthy walks
- Home programme

I find the exercise helps me to keep fit and active, it helps body and mind and is enjoyable as well. The social side is important too, having a chat and coffee afterwards with friends, it gets me out and about.

Elizabeth

I'm very thankful for the support I have received which has changed my life for the better, I now provide peer support at MIND for people with similar conditions. I plan to continue with my exercise regime and encourage people I support to do the same.

Rob

## WHAT IS THE REFERRAL CRITERIA FOR PARS?

### THE PATIENT MUST BE:

- Aged 18 years or over.
- Rugby resident, or registered with a Rugby GP
- Initial assessment suggests 'ready to change' and in need of a structured programme.
- Inactive (less than 30 minutes exercise per week/ not an existing gym member in the last 6 months)

### And with one or more of the following conditions:

- Cardiovascular
- Established CHD
- Family History of Premature CHD
- Hypertension
- Stroke/TIA
- Peripheral Vascular Disease
- >20 % CVD risk over next 10 years
- Mental Health
- Depression
- Anxiety Disorders
- Metabolic
- Hyperlipidaemia
- Type 1/Type 2 Diabetes
- Obesity
- Musculoskeletal
- Fibromyalgia
- Chronic Fatigue Syndrome
- Osteoarthritis
- Osteopenia
- Osteoporosis
- Rheumatoid Arthritis
- Neurological
- Neurological Conditions
- Asthma
- COPD

### EXCLUSION CRITERIA

If your patient has one of the following conditions please ensure they do not have the relevant contraindication as detailed below.

Diagnosis	Description
Established CHD	Stable Angina, Post MI, CABG, Percutaneous Coronary Intervention (PCI/Stent), Valve Replacement (refer to Phase IV Rehabilitation classes).
Cancer	Patients who are receiving or post cancer treatment (<1 yr. ago).
Overweight/Obesity	BMI>60 or with a diagnosis of obesity but with no evidence of chronic disease or other risk factors listed in the inclusion criteria.
Acute Coronary Event/Intervention or Diagnosis	Referral to specialist services e.g Community Rehabilitation for 4-10 week multidisciplinary programme before referral to Healthwise (if appropriate).
Clinical Diagnosis Osteoporosis	BMD>2.5 SD from young adult mean, combined with one or more documented low trauma or fragility fractures.
COPD	Patients grade 1-5 MRC to be referred into Pulmonary Rehabilitation (PR) for a 4-10 week multidisciplinary programme.
Type 1/Type 2 Diabetes	With advanced complications.
Psychiatric Illness/ Cognitive Impairment/ Dementia	AMT score less than 8.
Severe Osteoarthritis/ Rheumatoid Arthritis	With associated mobility problem.
Sports/other Injuries	Individuals requiring a rehabilitation programme after an injury.
Stroke/TIA	Recent <3 months ago

## WHAT CAN PARTICIPANTS EXPECT FROM THE CARDIAC PHASE IV PROGRAMME?

Our Cardiac rehabilitation programme is a 12 week programme designed to help people who have been diagnosed with a heart/chronic respiratory related medical condition to participate in exercise.

The programme includes different exercise options at participating leisure centres. This includes a low intensity circuit class aimed to encourage safe exercise whilst increasing fitness levels, and a gym based class with a structured programme tailored specifically to your individual needs and goals.

After a period of regular attendance (minimum 12 sessions) you will be able to access our mainstream activities if

you and your instructor agree that it is appropriate. Your instructor will discuss with you the range of exit classes available for you to choose from.

For a list of classes available at The Queen's Diamond Jubilee Centre, scan the QR code below or visit [better.org.uk/leisure-centre/rugby/the-queens-diamond-jubilee-centre/healthwise-the-queen-s-diamond-jubilee-centre-rugby](https://better.org.uk/leisure-centre/rugby/the-queens-diamond-jubilee-centre/healthwise-the-queen-s-diamond-jubilee-centre-rugby)

Each session lasts for an hour within the designated time slot and is included in the discounted Healthwise membership, but you can also choose to pay per session.



Scan for classes



## WHAT IS THE REFERRAL CRITERIA FOR THE CARDIAC PHASE IV PROGRAMME?

### INCLUSION CRITERIA

Persons eligible for the programme include all Rugby residents or GP registered population of Rugby over the age of 18 years old:

To qualify for the Cardiac rehabilitation programme users must be:

- Following acute myocardial infarction.
- Before and after revascularisation procedures (CABG and percutaneous coronary intervention (PCI)).
- Stable/exertional angina.
- Stable heart failure and cardiomyopathy.
- Cardiac intervention (e.g. transplants, valve replacements), following hospital assessment for suitability.
- Congenital heart disease following hospital assessment for suitability.
- Other atherosclerotic disease e.g. peripheral vascular disease.
- Following implantable device interventions following hospital assessment for suitability.
- Able, willing and 'ready to change' to partake in physical activity.

### EXCLUSION CRITERIA

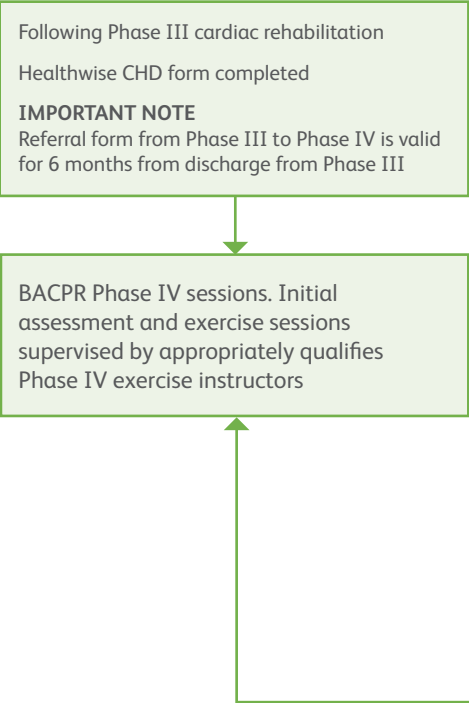
The Patient must not have any of the following contraindications:

- Unstable Angina.
- Symptomatic Hypotension.
- Systolic Blood Pressure  $\geq 180$ mmHg &/ or Diastolic Blood Pressure  $\geq 100$ mmHg.
- Resting tachycardia  $> 100$ bpm.
- Uncontrolled atrial or ventricular arrhythmias.
- Unstable or acute Heart Failure.
- Unstable Diabetes.
- Febrile Illness.
- Who are unsuitable for treatment on clinical grounds.
- Who are temporarily unsuitable for treatment on clinical grounds.
- That have not completed all phases of early rehab (Phase III).
- For any unreasonable behaviours unacceptable to the provider, or its staff responsible for the management of the care of the patient.

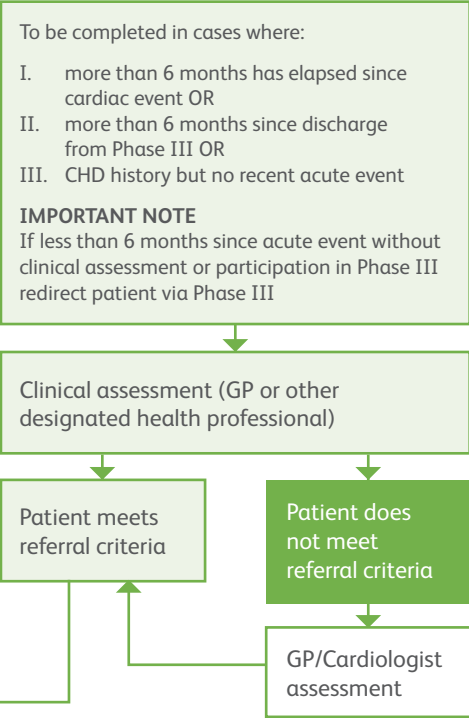


# CHD PATIENT REFERRAL PATHWAY

## PHASE III REFERRAL ROUTE 1 HEALTHWISE CHD FORM



## CHD GP REFERRAL ROUTE 2 HEALTHWISE REFERRAL FORM



“ I felt so nervous on my first session with Stephanie but she instantly put me at ease with a friendly approach. I have lost a stone over 12 weeks and I have never been happier.

My blood pressure and BMI have been reduced and I have lots more energy to enjoy life.

The programme tailored especially to me was easy to follow and manageable, it was safely increased at my reviews. The reviews helped motivate me to reach week 12 and I can confidently say that exercise will now be a part of my future to stay fit and healthy.

Hayley Cloughton ”

## WHAT CAN PARTICIPANTS EXPECT FROM A BETTER BALANCE CLASS?

Better Balance is a person centered, group based programme, offering adaptive movement patterns to support individuals with strength and balance exercises to improve confidence in activities of daily living. All Better Balance classes are led by Falls Prevention Specialists, following the evidence based FaME intervention\*.

FaME specifically includes teaching the backward chaining model, enabling clients to learn and practice how to get up from the floor, preventing the physical health and psycho-social impact of a long lie.

Studies have shown numerous benefits to the individual. It will help to reduce the number of falls-related injuries, which would lead to a reduction in the number of hospital admissions and emergency department attendances.

The Better Balance Class is scheduled to commence in **Autumn 2025**.

The programme will help to improve the quality of life for older adults, as it would enable them to live independently for longer. Sessions include a social element to facilitate group support reducing social isolation and improving wellbeing.

### THE PATIENT MUST BE:

- Aged 18 years or over.
- Rugby resident, or registered with a Rugby GP
- Initial assessment suggests 'ready to change'.

## WHAT IS THE REFERRAL CRITERIA FOR A BETTER BALANCE CLASS?

### INCLUSION CRITERIA

- Fear of Falling
- Feeling Unsteady
- History of Falls (injurious or non-injurious)
- Low Bone Density and/or family history of osteoporotic fractures
- If FRAT score is <2

### EXCLUSION CRITERIA

The Patient must not have any of the following contraindications:

- People who have had a recurrent fall in last 12 months (refer to specialist community falls service)
- People not at risk of a fall
- Uncontrolled angina
- Resting systolic BP >180mmHg or resting diastolic BP > 100mmHg
- Tachycardia >100bpm
- Significant dizziness due to postural hypotension or significant drop in blood pressure during to exercise
- Acute systemic illness (eg acute cancer-related problems, pneumonia)
- Visual or vestibular disturbance affecting safe mobility
- Unstable or acute heart failure
- Recent injurious fall without a medical examination
- Unable to maintain seated upright posture due to neurological deficits
- Impaired cognition where simple movement instructions cannot be followed
- People who place themselves or others at risk
- People who score mainly 5s/6s on the FaME functional grid (refer for specialist physio services)







Anxiety and depression  
no longer troubles me.

I feel healthier and less stressed  
which has enabled me to gain  
much needed confidence.

I have just completed 12 weeks  
and feel that I have accomplished  
something and will continue  
to exercise.

Fabian Crane

## WHAT CAN PARTICIPANTS EXPECT FROM THE AQUATICS FOR HEALTH CLASS?

Water exercise is an excellent way for people with arthritis to build strength, ease stiff joints, and relax sore muscles. The buoyancy of the water reduces the weight on painful joints, making movement more comfortable. This is why many find they can move more freely in water than on land.

Water exercise can be beneficial for people with any form of arthritis. It is particularly helpful for individuals:

- With musculoskeletal conditions
- Older participants
- Those with balance and mobility issues

- Those recovering from joint replacement surgery
- Carrying additional body weight
- Who find it difficult or painful to exercise on land

Our qualified instructors have the skills and abilities to deliver aquatic activities for those with confirmed health issues or injuries.

Contact [healthwise.rugby@gll.org](mailto:healthwise.rugby@gll.org) for more information.







## HOW DO I MAKE A REFERRAL?

To make a referral, please complete the Healthwise referral form on EMIS or included in this pack.

To best enable a referral please remember to:

- Discuss the programme with the individual concerned and ensure that they are ready to undertake a 12 week programme based around behaviour change and the adoption of healthy lifestyle behaviours.
- Use our Healthwise referral form and complete as fully as possible.
- Obtain your patients consent to be contacted by our team.

Call **01788435585** or email [healthwise.rugby@gll.org](mailto:healthwise.rugby@gll.org) for more support

## READINESS TO CHANGE ASSESSMENT

Not everyone is ready to receive targeted and tailored support to lose weight and get more physically active. This programme however, has been designed for those who are ready.

As such, it's important that you only refer those who feel that they are in a position to adopt the changes that they may feel challenged to make in their lives.

As part of our telephone triage we will undertake a further readiness to change assessment and will accept only those who meet the criteria. Those not ready to change will be supported and signposted to other more appropriate local services.

## REFERRALS CAN BE SENT VIA EMAIL:

[healthwise.rugby@gll.org](mailto:healthwise.rugby@gll.org)

## WHAT HAPPENS NEXT?

When we receive a referral our Healthwise advisors will check to ensure participants are eligible for the service. If a referral form is incomplete or highlights a condition that is not included within our referral criteria our team will contact the referring professional to request further information or condition clarifications. Our friendly team, who are trained in motivational interviewing, will then contact the participant to undertake a phone triage assessment. This call will last between 10 and 20 minutes, in which the Healthwise advisor will:

- Explore the participant's personal lifestyle goals.
- Explain the service and what we can offer.
- Assess their readiness to change and discuss barriers.
- Undertake a lifestyle assessment.

If the participant is ready to commit to the programme, they will be booked into an initial appointment for the programme which suits their needs. This appointment may include a 1-2-1 or a group based assessment.

If the participant is not ready to undertake lifestyle changes or the programme is not suitable for them, our team will give encouragement, brief advice and recommend other suitable local services.



## FREQUENTLY ASKED QUESTIONS (FAQs)

### How is Healthwise different from the previous Healthwise services?

The Healthwise advisors will undertake a phone-based triage and link patients to an appropriate programme in a leisure centre.

### Will I be kept up to date on my patient's progress?

We will contact you should we need any further information to support their referral, so please complete the referral form as completely as possible.

### What if my patient is not ready or suitable for this programme?

If your patient is not ready or eligible for this service but would still benefit from lifestyle change, there is lots to offer at the leisure center. Options will be discussed with the patient.

### Do participants get a free membership?

All referrals will be offered a 2 year membership at a reduced rate to support them to become more active and live a healthier lifestyle.

### Are all sessions supervised?

Our instructors will assess the level of support required for each individual and work with the participants to create an appropriate action plan.

### Can the Healthwise team come visit my department?

We would be delighted to come and visit your department, surgery or practice to talk you and your team through any aspect of our programme.

### Who is the programme suitable for?

The Programme is designed to be as inclusive as possible, no matter of age or gender. However some of our sessions have been specially adapted and tailored to support specific groups.



## HOW DO I CONTACT THE TEAM?

The Healthwise Team can be contacted between 8am and 5pm Monday to Friday.

The Queen's Diamond Jubilee Centre,  
Bruce Williams Way, Rugby CV22 5LJ

**Phone:**  
**01788435585**

**Email:**  
[healthwise.rugby@gll.org](mailto:healthwise.rugby@gll.org) (enquires only)





**BETTER**

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