

## **APPENDIX 3 – Case Studies and Quotes**

### **Service User Quote**

“This has been life-changing. I feel like a completely different person to when I started. You’ve got to be in the right place to do it. When I started, I set this target of weight loss and a walking goal. It almost seemed unachievable. To have done it is amazing and bring on the next.”

### **GP Feedback**

“The One You service really helps my patients. As a GP I don’t always have the time to talk to patients about some of the wider issues they may be experiencing. Knowing I can refer to a service that will give the person that time to talk and explore what is going on in their life is really helpful. Also some of my patients are really vulnerable so knowing that the One You service will accompany that person on a health walk or into a gym for the first time for example is great. I am seeing patients now that have benefitted from referrals to the One You team, because they are focussed around that person and they provide an holistic service.”

### **One You Lifestyle Service**

Male, aged 72 years old, referred by the NHS Health Check Team to Hayley, One You Lifestyle Adviser to help with diet and lifestyle changes due to a raised BMI.

The client wanted to look at their diet specifically as they said they get confused by all the ‘healthy eating’ messages and wanted to hear factual, clear messages that he can put into his everyday life.

The client was really open and receptive at all of the appointments and attended on time and did not miss one. He embraced the messages and was open with regards to the lifestyle changes he would do and those he would not. He embraced a number of changes in his diet including cutting down on fruit juice, eating more fruit and vegetables and the importance of moderation and portion control.

Hayley, One you lifestyle adviser said “The client had lost his wife and was quite lost under all of the dietary guidelines, so I really wanted to ensure he had the correct information. His wife used to do all of the cooking and after losing her he said he found it quite difficult. Not only did he benefit from the appointments with me, he gained a lot from social interaction at the community group he attended first on a Thursday and then later on the Friday too. He was very engaging, responsive and open to discussion which made the appointments very enjoyable”.

### **One You Smoke Free Case Study**

This client was referred for support with quitting by her GP; she has COPD, which was having quite a negative impact with her breathing. When Helen met her she was smoking 40 cigarettes a day, and would smoke also during the night.

The client was extremely anxious on the first meeting, not feeling very positive about giving up as she relied heavily on her habit, but due to her worsening health, knew she had to try. She quit within the first week of being on the products and gained so much support from the other clients, that this gave her the encouragement to continue. She also downloaded the smoke free app, and every week and would inform the group how much money she had

saved. She became quite a positive role model within the group and everyone was inspired by how well she looked and of the financial gains she had made.

Helen, Smoke Free adviser said "I learnt how to trust my instincts, and never give up trying to help the people within our service. I saw so much positivity and changes to this lady's health and wellbeing. Taking time to talk and getting to know my client, created a positive rapport which I feel helped with her quit, and positive outcomes, she too felt confident with openly discussing her problems, which aided my responses with referrals and further support"

### **Weigh Loss Case Study**

The main intention in joining Counter - Weight was to lose weight for good and mitigate any future health concerns in being obese. I was also looking to join a group that all had similar desire so we can support and motivate each other In session one we were told one of the goals was to lose over 5% of body weight by session 6. Which initially I thought was really difficult. However, I embraced the challenge by reducing my calorie count to below recommended daily intake to lose weight and I went from zero days of exercise to 3 to 4 days.

The sessions were well run by One You Maidstone and participants were encouraged to share their stories when we met every other week. We were given three handbooks which were simple and clear to follow. As you can suspect there were varying degrees of success, but everyone was given the same encouragement. Finally, the sessions with a degree of fun so it was enjoyable. I like to thank Pat and Sanyo for their patience and encouragement. Without One You and them I am sure I will still be struggling to meet the 5%. Happily, I reached the goal in session 5 and happily took the challenge to lose another 5%. Thank you to you both

### **Weight Loss Case Study**

My weight loss journey started almost 2 years ago when all 133.5 kgs (21 stone) of me waddled into my GPs, for an appointment to see a nutritionist. I had been diagnosed with type 2 diabetes, my eating and drinking had spiralled out of control and my general health was a mess. The Nutritionist I saw that day was Jade Howlett who would, over the coming months, guide and advise me on all aspects of a healthier lifestyle. She also set me a target. Get to 99 kgs. (Later I revised this to 88 kgs). Jade also introduced me to walking football and an organisation called WHY WEIGHT now called ONE YOU. Little did I know that this healthy lifestyle club would change my life. The One You Adult weight management program is totally free of charge. Normally you are referred onto it by your GP. We meet once a week and the course is 12 weeks. Each session lasts 2 hours. 1 hour is devoted to discussion on topics that include portion sizes, understanding food labelling, good and bad food and tips on avoiding seasonal excesses. A trained nutritionist would take the discussion. The second hour is for exercise and is taken by a qualified Personal Trainer.

So now, finally, I have reached my two goals.

1...My GP has confirmed I no longer have type 2 diabetes.

2...I now weigh 87.5 kgs (13 stone 11 lbs) which means that I have reached my target of losing 100 lbs.

