

## Specialist weight management services engagement – you said / we did

You said (Recommendations)		We Did (What did the commissioning team do?)
Accessibility	Develop a service specification that outlines a requirement to <b>provide an accessible service</b> . This might include supplementing face-to-face appointments with alternatives, such as online consultations.	Within the specification for Tier 3 weight management services we specified the requirement for the service <b>provider to deliver both face-to-face appointments and alternative appointments including online consultations</b> . The new service provider has committed to deliver these requirements.
	Develop a service specification that outlines a requirement to provide services in a range of <b>accessible locations</b> . This might include hospital settings and local health venues.	Within the specification for Tier 3 weight management services we specified the requirement for <b>the provider to deliver appointments within local health venues</b> . The new service provider is currently mobilising their service so that appointments will be delivered from a minimum of three community based venues in Leeds with a clinic also delivered from the hospital site of St James Hospital. The <b>provider will also provide home visits</b> to patients who are housebound.
	Develop a service specification that outlines a requirement to <b>provide appointments at different times of the week and day</b> . This might include evening and weekend appointments	Within the specification for Tier 3 weight management services we specified the requirement for the <b>provider to deliver appointments at different times and on different days; i.e. evenings</b> . The new service provider is currently mobilising services to offer a range of appointment times. Access requirements will be closely monitored by the service provider and commissioner.
Quality of service	<b>Share positive feedback</b> with current providers	Positive feedback concerning the services has been shared with service providers across the Leeds weight management pathway and will continue to be, as we form a Leeds Obesity Network which all providers of weight management services in Leeds will be encouraged to attend.
	Develop a service specification that outlines the <b>skills and competencies required of provider staff</b> . This might include staff who are supportive, understanding and motivational.	<p>Within the service specification commissioners stated the need for the service to consist of a <b>highly-specialised Multi-Disciplinary team</b> including:</p> <ul style="list-style-type: none"> <li>• Consultant Physician or medical practitioner with advanced training in obesity management,</li> <li>• Specialist Dietician,</li> <li>• Specialist psychiatric support</li> <li>• Staff able to provide psychological interventions with a supportive, understanding and motivational style of patient engagement.</li> </ul> <p>The ability of providers to deliver this requirement was tested during the procurement process.</p>

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	<p>Develop a service specification that outlines a requirement of the provider to deliver a service that provides <b>access to a range of tools and resources</b>. This might include:</p> <ul style="list-style-type: none"> <li>• peer support</li> <li>• weight management diaries, and</li> <li>• digital tools, such as smartphone apps.</li> </ul>	<p>Within the specification for Tier 3 weight management service we included the requirement for the service provider to offer a range of tools to support patient’s weight loss. This to include:</p> <ul style="list-style-type: none"> <li>• the use of <b>paper diaries</b>,</li> <li>• <b>peer support</b> arrangements and</li> <li>• the use of <b>digital technology</b> such as smartphone apps.</li> </ul> <p>The new service provider has committed to using a range of these tools, tailored to the patients need.</p>
	<p>Develop a service specification that outlines a requirement to provide service users with <b>access a range of different health professionals</b>. This might include:</p> <ul style="list-style-type: none"> <li>• peer support workers,</li> <li>• psychologists, and</li> <li>• exercise specialists.</li> </ul>	<p>Within the service specification for Tier 3 weight management services commissioners stated the need for the service to consist of a <b>highly-specialised Multi-Disciplinary team</b> (see above). The new service has all of these roles plus a <b>physiotherapist and a Weight Management Facilitator (WMF)</b> who will provide motivational support to patients with regular phone call check-ins, by being a consistent key contact into the service, through weigh-ins, and signposting to peer support networks.</p>
<p><b>Equality of access</b> - improving access and providing services for people with diverse needs</p>	<p>Develop a service specification that outlines a requirement of the provider to:</p> <ul style="list-style-type: none"> <li>• <b>regularly review its service</b> from a patient perspective. This might include: <ul style="list-style-type: none"> <li>○ collecting equality monitoring information,</li> <li>○ patient experience and</li> <li>○ patient engagement.</li> </ul> </li> <li>• demonstrate how it has <b>used feedback to shape the service</b>.</li> </ul>	<p>Within the service specification for Tier 3 Weight Management services, the provider <b>is required to submit on a quarterly basis equality monitoring information and patient experience data, together with a range of outcomes data</b>; i.e. weight loss to the commissioner. This data shall be monitored closely to inform future commissioning intentions.</p>