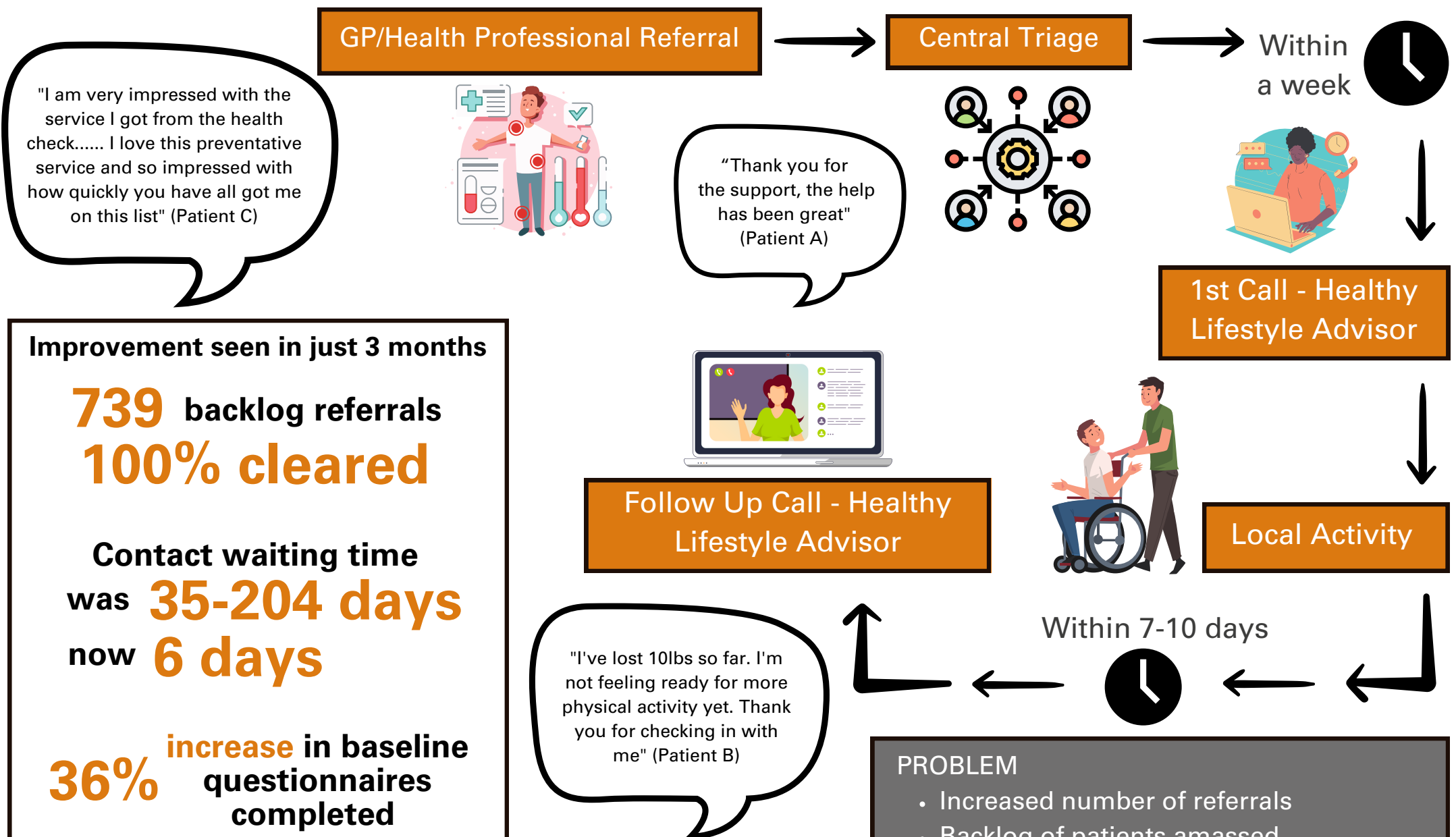


AN IMPROVED PATIENT CENTERED REFERRAL APPROACH

HEALTHY YOU TIER 1 SERVICE

Healthy You is the Integrated Lifestyle Service across Cambridgeshire and Peterborough encompassing three tiers which integrate with each other to offer a complete service that promotes long term healthy lifestyles. Living Sport manages the Healthy You Tier 1 service comprising a wide range of physical activity and healthy eating interventions that focus on prevention and early intervention. The service delivers activities locally in leisure settings, schools, workplaces and in the community. The service is linked with the health care network, and GPs and health care professionals can refer patients into the service, as well as allowing people to self-refer in.



- ### OUTCOMES
- Greater consistency in approach through one central clinic
 - More efficient patient tracking allowing full support throughout service
 - Patient is at core of service delivery allowing greater understanding of need
 - Rapid first contact made, providing a more efficient triage and reducing waiting time for patients
 - Efficient and effective signposting to physical activity opportunities
 - Improved engagement with healthcare professionals
 - Continued development of relationships with healthcare partners
 - Greater awareness of service and its preventative approach to healthcare

- ### PROBLEM
- Increased number of referrals
 - Backlog of patients amassed
 - No understanding of the contact made with the patient on their journey
- ### SOLUTION
- Healthy Lifestyle Advisor post within Living Sport, that is fully embedded in the service delivery team, and responsible for central management of referrals and conducting behaviour change conversations with patients

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