



# My Weight Matters

## Expectation Agreement

### What you can expect from us:

- A qualified Weight Management advisor will offer friendly and non-judgemental advice based on the evidence-based programme My Weight Matters.
- The My Weight Matters programme is a 12-week programme, and you will have the opportunity to attend all 12 weeks should you wish to. Your chosen venue is a drop-in, and you can turn up any time within the drop-in time frame, get weighed, receive the weekly My Weight Matters advice and digital booklet.
- In the event of My Weight Matters Drop In closure we will let you know of any planned or unexpected (due to sickness etc) closures as soon as possible. Everyone booked into the Drop-In session will be notified. Due to the nature of the drop-in sessions there may be on occasion clients attending the drop-in who are not booked in on the patient management system. In this situation, Essex Wellbeing Service can take no responsibility if clients attend a session that has been cancelled.
- You will also have the opportunity to book into the Essex Wellbeing Service Virtual Drop In if you can't make a session, you feel you need extra support in between drop-in sessions or after the 12-week programme has finished. **To book into this please, call Essex Wellbeing Service 0300 303 9988**
- Essex Wellbeing Service will follow up your progress with a telephone call at 6 and 12 months to ensure you are still on track and offer additional support if needed.

### What we can expect from you:

- With support from your Weight Management advisor develop coping strategies and set goals that will help you improve your dietary habits and lifestyle.
- To give at least 24 hours' notice prior to your appointment if you are unable to attend. If you fail to attend two consecutive appointments without providing prior notice, the care will be stopped until you contact us.
- Any information or support that you are given or signposted to by your Weight Management advisor should not be commenced by you, the client, until you are confident it does not contradict any specialist advice or guidance given to you by another health professional. It is your responsibility to seek advice from your nurse, GP and/or specialist to ensure any actions you take as a result of interactions with your Weight Management advisor is in your best interests and do not contradict any treatment plans you may be following.

Client name: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Venue/drop in: \_\_\_\_\_

**Data protection:** The Essex Wellbeing Service is delivered by Provide Community CIC which operates in accordance with data protection legislation meaning the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998. We respect your privacy. Please advise us at any time if you do not wish to receive further information or contact from the Essex Wellbeing Service.