

Leeds Tier 3 Specialist Weight Management Service

Summary report on analysis of Friends and Family Test (FFT) responses

to Leeds Community Healthcare's Tier 3 Specialist Weight Management Service from January 2019 until October 2023.

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Overview

This report summarises responses to Leeds Community Healthcare's Friends and Family Test (FFT) about people's experiences of the Leeds Tier 3 Specialist Weight Management Service between January 2019 and October 2023.

It is intended to contribute a patient perspective to the wider review and redesign of the service. This report should be read and considered alongside:

- the report on staff and referrer responses to online survey (Oct-Dec 2023) https://www.healthandcareleeds.org/wp-content/uploads/2024/01/Weight_Management_Service_survey_report_V1.1.pdf
- which provides more detail on the background of the service, and the review and redesign process.
- the insight report, which draws together the findings from various reports and surveys (from Leeds and farther afield) which was presented to the engagement workstream project group in January 2024 to support the redesign decision-making process **INCLUDE LINK TO INSIGHT REPORT HERE**

The Friends and Family Test (FFT)

The NHS FFT is designed to be a quick and simple mechanism for patients and other people who use NHS services to give feedback, which can then be used to identify what is working well and to improve the quality of any aspect of patient experience.

The main question “Overall, how was your experience of our service?” invites people to mark their overall experience of using the service on a response scale. This is combined with a couple of follow-up questions asking what went well and what might need improving - the FFT provides a mechanism to highlight both good and poor patient experience. Equality monitoring feedback can also be collected through the test.

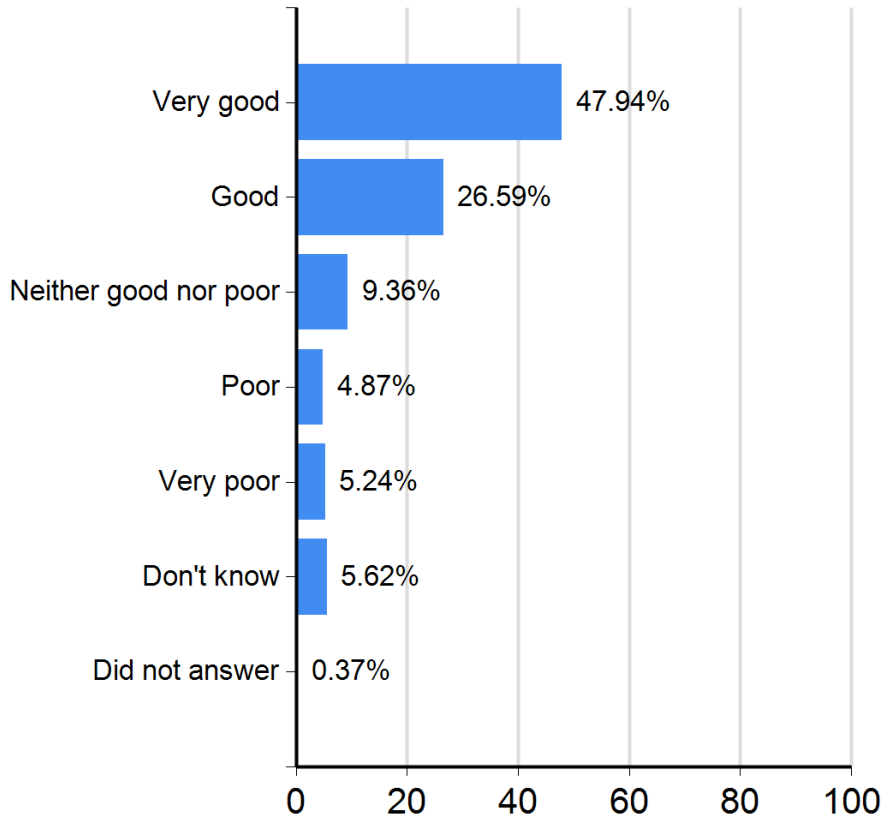
Leeds Tier 3 Specialist Weight Management Service FFT feedback (2019-2023)

There were 267 FFT responses received for the service between 1 January 2019 and 11 October 2023 (There is a gap in feedback between 6 March 2020 and 24 February 2021, which may have been as a result of COVID-19 arrangements in the service). A total of 352 comments were received.

This report provides a summary overview of the available data:

- Overall experience response scales
- Summary of follow-up comments (A full list of comments is included in the Appendix)
- Equality monitoring data

Overall, how was your experience of our service?



Available Answers Responses Score (%)

Very good - 128 (47.94%)

Good - 71 (26.59%)

Neither good nor poor – (25 9.36%)

Poor - 13 (4.87%)

Very poor -14 (5.24%)

Don't know -15 (5.62%)

Did not answer -1 (0.37%)

Total - 267 (100%)

Summary of follow-up comments

Many respondents provided positive feedback about the service they had received, with a high value being placed on the friendly, non-judgemental and knowledgeable staff:

“Really informative. Friendly group chats with down to earth professionals who don't patronise. Quite enjoyable.”

“Everyone always takes time to explain everything so well. Always asks how I'm feeling, I've had so many phone calls, or zoom meetings making me feel worthy of all the attention.”

“It's been good because the staff actually listen to what you say and take your mental health issues seriously for how they contribute to your weight.”

“Didn't feel judged talking about my weight.”

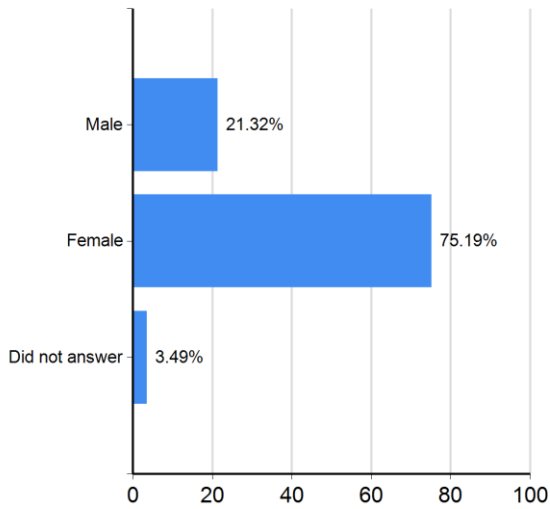
“Amazing team, helpful, caring overall lovely people. Thank you for everything, would recommend anyone thinking about joining.”

In relation to what hadn't gone so well, or could be improved, many people also provided some details on what hadn't gone so well for them, especially during the COVID-19 pandemic, when the service was pared back. The main themes from the feedback were:

- Appointments being changed / cancelled / rearranged or conflicting messaging, confusion re processes.
- Not being able to be seen face-to-face, or wanting more interaction with others (inc. online).
- Several respondents mention that a one-size-fits-all approach doesn't work, and talk about the need to be person-centred.
- Wanting more support, contact between appointments, better communication – not just a voice mail.
- Waiting times.
- Better communication / information.
- Wanting more support (including psychological support).
- People mention staff turnover, and say they value seeing the same staff – consistency.
- People want to speak to someone when they call – not just an answer phone.

Equality monitoring data

What gender are you?



Available Answers Responses Score (%)

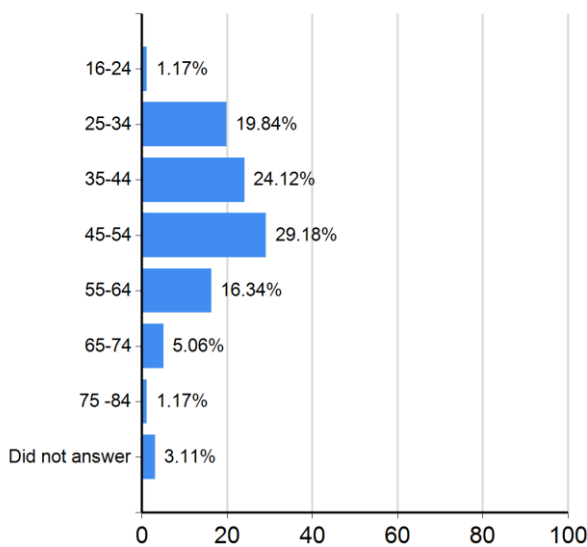
Male - 55 (21.32%)

Female -194 (75.19%)

Did not answer - 9 (3.49%)

Total - 258 (100%)

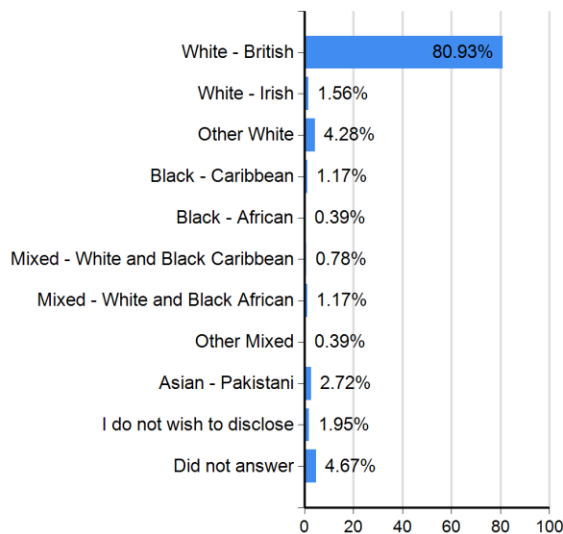
What age are you?



Available Answers Responses Score (%)

- 16-24 - 3 (1.17%)
- 25-34 - 51 (19.84%)
- 35-44 - 62 (24.12%)
- 45-54 - 75 (29.18%)
- 55-64 - 42 (16.34%)
- 65-74 - 13 (5.06%)
- 75 -84 - 3 (1.17%)
- Did not answer - 8 (3.11%)
- Total - 257 (100%)

What is your ethnic group?



Available Answers Responses Score (%)

- White - British - 208 (80.93%)
- White - Irish - 4 (1.56%)
- Other White - 11 (4.28%)
- Black - Caribbean - 3 (1.17%)
- Black - African - 1 (0.39%)

Mixed - White and Black Caribbean - 2 (0.78%)

Mixed - White and Black African - 3 (1.17%)

Other Mixed - 1 (0.39%)

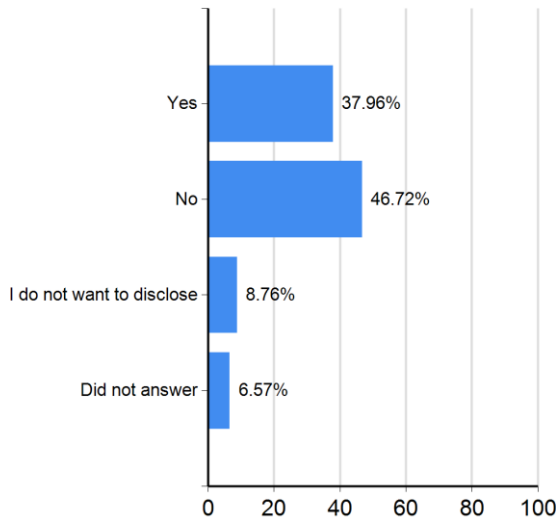
Asian - Pakistani - 7 (2.72%)

I do not wish to disclose - 5 (1.95%)

Did not answer - 12 (4.67%)

Total - 257 (100%)

Do you consider yourself to be disabled?



Available Answers Responses Score (%)

Yes - 52 (37.96%)

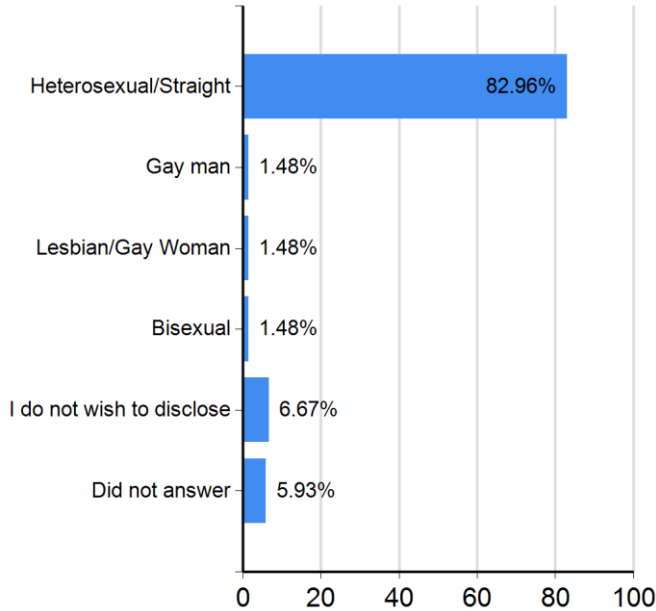
No - 64 (46.72%)

I do not want to disclose - 12 (8.76%)

Did not answer - 9 (6.57%)

Total - 137 (100%)

What is your sexual orientation?



Available Answers Responses Score (%)

Heterosexual / Straight - 112 (82.96%)

Gay man - 2 (1.48%)

Lesbian / Gay Woman - 2 (1.48%)

Bisexual - 2 (1.48%)

I do not wish to disclose - 9 (6.67%)

Did not answer - 8 (5.93%)

Total - 135 (100%)

Next steps

This report, together with the findings of the wider insight review and analysis of responses to an online staff survey, will be presented to the engagement workstream project group to help inform the redesign of the Tier 3 weight management service. A decision on the future of the service and its redesign is due during 2024.

It will also be published on the Leeds Health and Care Partnership website:

<https://www.healthandcareleeds.org/>

Appendix 1 - Comments from the FFT service feedback:

29-01-2020

1. lots of information
2. Friendly
3. Its good as it is
4. Gaining support from others who are going through similar things
5. This is my first session so was good to know people
6. Evening availability, open discussion
7. nil
8. Informative and friendly session
9. approachable, friendly and informative
10. everything was fine at this session
11. Interactive
12. Nothing
13. Been able to talk about things and everyone else is the same

13-02-2020

14. Giving advice and been able to talk as a group with people with the same issues.
15. 1st visit so not sure
16. Friendly and informative
17. Open to offering help in any way you can. Not used to this.
18. Very welcoming, engaging, took the time to make feel comfortable. Wants to help, genuine, informative.

06-03-2020

19. Service was fine, nothing to change.
20. Being in a smaller group is nice.
21. More games! :)

24-02-2021

22. Haven't even had an appointment yet

23. Not had an appointment
24. Great contact all the time
25. Excellent very professional and kind and understanding. Very supportive
26. Nothing
27. Only had an initial call. Yet to experience the service.
28. Unknown at this point, i only had my initial call.
29. While covid going on I feel the team have done well. I didn't have to wait too long after my initial appointment was cancelled.
30. Try to stick to appointments with patients and not changing last minute.
31. Having all the people that look after different sections of the programme is good because you can constantly get different advice and ways to improve
32. I know in a non-covid environment it would be in groups but put out the group activities or the option to do group stuff when we were out of lockdown for that period
33. Always helpful and caring. Cbt course is really good and helping alot.
34. Nothing
35. The approach of all staff is exemplary. You feel the support and that your understood
36. The two guys / doctors i have been speaking to have been incredibly helpful given the pandemic
37. The team seem to offer a high level of care and services.
38. See people ! Zoom call ! And have a number you can ring back
39. Little help just seems to be a string of pointless appointments. U get told its an online meeting and to log on but it ends up being a phone call. Little guidance on diet plans until I backed people into a corner. So far, my weight loss is nothing to do with the service, only my hard work.
40. Be more proactive!
41. It's impossible for me to answer my phone at work. You send a text or letter stating I have a telephone appointment on a particular day but could be at any time! My appointment are always called by you last minute and it's so hard to keep track of all my appointments.
42. Book hour slots for appointments Try not to cancel or rearrange appointments Make it easier for us to keep a record of appointments.

43. A lot of changes in appointments and miscommunication, although it has been taken on board what I said about the times I can attend appointments. The dietician is great and I feel like he really listens but I had a video chat with the doctor and a lot of the advice was conflicting which then left me a little confused, my dietician appointment was cancelled and another was set for 6 weeks later so I couldn't question what was said in my previous meeting. All just a little confusing at times.
44. I understand that you need to go through lots of different avenues to come to some desired outcome, but as I said, I've felt very confused at times about whether what I'm doing is right or not. I think that the staff are dealing with things the best they can in the current climate.
45. Always get clear and positive messages and instructions as well as updates and contact. Very well informed and guidance throughout. Treated with respect and dignity.
46. They have given me a start to a new lease of life and told me things that I needed to hear
47. Nothing the only thing is I would prefer a video call so I can see who is helping me
48. Can't really comment awaiting telephone call on 26th. The first people I spoke to was very nice
49. Once face to face comes back this will be better
50. I felt the instructor was competent and able to engage with a variety of people at a level that was appropriate
51. I found that the anonymity of the group didn't help me - people not sharing their faces or their stories left something out for me.
52. Don't take well to being bullied.
53. I'm guessing due mainly to covid, but not really getting much in the way of support and mainly seems to monitoring
54. More face to face , ot assessment and recommendations
55. I've been very impressed by the agencies available to me. All aspects of my health have been examined and care plans implemented. All staff have been friendly, professional, understanding, empathetic and supportive.
56. Very helpful
57. In all I can't think of anything with the exception of medication I was prescribed for my mental health which I have felt for well over a month, maybe even two hasn't

been working as well as my previous medication. I have asked for a review of this but regrettably I am still waiting to be contacted by the doctor who changed the meds.

58. The team that's dealing with me are very professional & make you feel at ease

59. The clinicians are great. So friendly, kind, understanding of your situation and non judgmental. I feel extremely comfortable talking to Paul, my dietician. He's wonderful.

60. I think the 12 months you're in this programme should start from when you have your first appointment. There was almost 8 weeks between my 'introductory' appointment and my first 'official' appointment meaning I've been in the system for 14 months, not 12. I was really disappointed and disheartened when I thought I was 5 months in - almost halfway to be told no, you're only 3 months in - only a quarter of the way through. It just doesn't seem fair and it should be made clearer from the start.

61. Everyone I have spoken to so far has had lots of time for me and not rushed. Everyone has provided so much information and all appointments have been prearranged, explained and on time. Wonderful service by physicians that actually care!

62. Constant contact being made on both sides with my best interests at the fore front of our conversations.

63. More of a timescale given on what the end result I am working towards is.

64. Excellent service

65. Did not look at my history before placing me on a therapy I had been discharged from previously as inappropriate for my needs. No adequate monitoring of my mental health despite knowing I was suffering severe depression. Follow up appointments cancelled/rearranged.

66. Read my notes! If you issue a depression and anxiety questionnaire make sure you get it back or find out why! Give me an appropriate treatment or admit the NHS can't offer it and help me to get the right support. Stop rearranging appointments.

25-02-2021

67. This is the start of my journey however it was the first time I felt positive, felt like I was going to get the help and support I need

68. I've not been with this team long enough to comment

69. Not keen on remote meeting

70. Tailor group more to individuals . le no account taken of peoples prior experience or knowledge . One size fits all approach not appropriate and not what I expected .

71. Have had a good experience so far, very friendly team

72. Only issue was the computer being down

73. Nothing

26-02-2021

74. Excellent service and advice

28-02-2021

75. I believe there's a lot of talking but no feel. I went on the plan 9 months again and gave just been given tablets which haven't helped also maybe there should be a way to get gym membership discounted a pool to use to help to exercise

76. More help it's exercise to help people move to lose weight. More available medications to help lose weight

01-03-2021

77. Having new people all the time so u can't get used to them and no face-to-face contact

78. Not knowing where u stand in service

02-03-2021

79. Good linked up approach. Approachable and professional staff. Non-judgemental and genuinely interested in your healthcare journey.

80. All good. Might be good to have a helpline service although I appreciate the logistics of this might not be feasible - but somewhere to have support between session might be good.

10-03-2021

81. The dietician I speak to is very knowledgeable, supportive and more than happy to discuss anything I am not sure about or things I've read about regarding weight loss techniques. He never dismisses anything but we talk it through and come to a conclusion together

82. Nothing other than get back to face to face appts

18-03-2021

83. I don't think group zoom sessions are the right approach for weight problems as I don't think a one size fits all is appropriate

84. I appreciate it is difficult but would prefer more personalised discussions even if that were remotely.

21-04-2021

85. Becky was lovely I really enjoyed the group

28-04-2021

86. Because the first time I came to the service the lady who ran the group was very helpful and understanding.

87. Everything is great

04-05-2021

88. The support is really good. I have learnt a lot.

18-05-2021

89. Everyone from the service that I've spoken to on the phone has listened carefully, made helpful suggestions & made you feel that they want you to succeed with your weight loss. Thank you. The group forums have provided a chance to share as well as learn from other group members. The sessions have a good, clear focus & been well led by Becky, the group leader. Again, thank you.

90. We are living in difficult times but I think the Service is communicating well with individuals. I can't suggest any improvements.

19-05-2021

91. The 18th May session i took away quite a bit of info about how food & drink labels work with calories and sugar which is something i have not heard before!

92. I'm not sure you could do anything different to be honest.

28-05-2021

93. I felt Paul was always ready to listen and answer questions people had, he would always give time to people to answer the question as best as he could and was very clear in what he was describing. The steady pace of the sessions was very helpful and did not overload myself with information which was something I was worried about.

94. I think the sessions were perfect and clear I would say to continue to deliver them as they are.

25-06-2021

95. Very helpful and supportive throughout. Very professional approach.

I have only had 1 appointment and not yet started any treatment so it's difficult to judge anything at the moment

96. Nothing yet

97. Every person I have spoke to during my short time with you so far have been amazing so supporting and understanding, I could not ask for a better team to be with

98. Even though most departments are offering some face to face appointments I have done the entire tier 3 without having a face to face appointment and it's harder to engage over the phone

99. Service doesn't seem sufficiently well funded (long waits between each contact) and isn't moving sufficiently fast through the assessment stages. Everything just seems to be moving really slowly. The service seems to spend a lot of time on chat-chat and not enough time exploring medical interventions.

100. Move directly to offer medical interventions (e.g drug therapy and surgery).

101. Don't waste time on pointless calls and diet advice.

102. Helpful with my weight

103. Nothing

104. Supportive, knowledgeable and approachable.

105. The advice and links sent is great well happy

106. Nothing

107. Very knowledgeable staff, very patient and friendly. V.positive experience

108. Did not treat me as an individual. There were 'requirements' I would have to follow regardless of my personal needs. It therefore failed to address my health care and if fact, acted as a huge hurdle.

109. Don't set immovable rigid requirements. Involve the patient, treat them as an equal and let both the practitioner and patient set a plan

110. Taken years to get help. Keep getting conflicting messages from different people and the remote group feels more like a sharing of experiences than therapy.

111. Don't feel like I'm getting the help I need

112. Personal 1 on 1 help, no groups where bigger personalities take over and you feel left out

113. No individual diet plan given just a one diet fits all approach If just one telephone appointment is missed you are threatened with been kicked of the program Bad advice from dietitian to eat walnuts for breakfast caused my thyroxine medication not to work causing me to feel exhausted run down Think moving forward dieticians need more training on how foods drinks can affect medication

114. Everything I needed to help me with my weight problem was made simply and understandable

115. Thanks for everything

116. Met face to face more

117. A great service I'm happy with calls I get to support me.

118. Very helpful and gave me some great tips to lose weight.

119. Even with covid-19, the doctors and physio have still made sure I was ok.

120. I feel that the support is not consistent enough, but I do understand that with the pandemic it's been slow.

121. Keep in constant contact with patients, offer more services to access and maybe weekly updates.

122. Megan was very lovely and friendly and made me feel at ease. She had lots of help and information.

123. I enjoy speaking to each of the health professionals on my weight loss journey.

124. Have some kind of online diary so the people could book their own appointments or have a dedicated phone line on during covid for when appointments get arranged at short noticed and then i can't cancel them because it's a stupid voicemail. and ppl still call me when they aren't supposed to.

125. I feel like it's too long between appointments. I have been marked down as a no show twice when I couldn't attend appointments but have emailed on both occasions. I have had an appointment cancelled on me and one where the system wasn't working so wasn't called that day. I've been really struggling with the last piece of advice given, but my last appointment was 3 months ago.

126. Every time I phone to make an appointment, I am greeted by a voicemail. I leave numerous messages on this and never receive a response, just a simple text telling me when my next appointment is. I've stated my availability for appointments as I don't work Monday mornings to cater for this, but this is never considered.

127. I've been kept up to date about my care, the standard of care is good.

128. Make it easier to contact you, such as give email address.

28-06-2021

129. Everyone was helpful

29-06-2021

130. the information given was very well explained so to understand well and feel like they are wanting to help

30-06-2021

131. The people are kind and understanding

132. Nothing

133. You have all been very helpful. We have stuck to your advice but unfortunately Tamara's weight is still similar.

134. Your advice has been sensible i don't know what you could do different, but I have started to decrease the carbs in the calorie counted menu to see if that helps.

02-07-2021

135. Guidance on diet has been very good and supportive. The doctor was going to write to my GP. I have no idea whether he has done so yet. The physio's call was helpful.

136. The doctor could have let me know whether he had contacted the GP, eg by sending me a copy letter.

05-07-2021

137. I am severely obese. Even though I have always been big. This severity is a recent thing coinciding with menopause and fibromyalgia. I am now bedbound with chronic anxiety. I loathe myself and I am suicidal. Your service is simply NOT tailored to someone in my position. Severe obesity is life threatening. It is an indication of something dangerously wrong in your body OR more commonly the result of a catatonically depressed human being. A series of phone calls is simply NOT helpful at all.

138. I realise that NHS resources are severely stretched but there needs to be some sort of rehabilitation centre for cases of obesity where an individual is literally dying. Obesity not only destroys you physically but it is the VERY WORST kind of mental torture. It starts with you feeling constantly apologetic for your very existence until a time when you can't go to the dentist or a hairdresser because of the chairs. Then you can't use any form of transport so you hide yourself away terrified.

12-07-2021

139. I feel like I am not listened too at all and they just keep you going round in circle, and make up excuses why you can't move up tier.

140. Listen to what patients are telling them and stop trying to obstacles in the way of having surgery and keep going over things.

30-09-2021

140. The service hasn't been as expected. Throughout covid there has been no face-to-face appointments which I believe are essential for such a serious life changing operation. The programme has many experts available but without face-to-face contact and been weigh regularly how can this process help? I've been very disheartened by the service and in a month will be asked to make a decision based on telephone conversations. I believe more needs to be done, more face to face, more weight checks.

141. The service should be face to face with regular weight checks. it's easy to tell someone you are ok, you trying to lose weight but without the face-to-face weigh ins how do the professionals no what we are doing? the face-to-face contact is essential and must be offered. Are there facilities that can be used such as gyms at reduced rates? could something be offered?

142. Really helpful with diet and mindful thinking about food, le - am I really hungry. Do I really need a full bar of chocolate. Have a chocolate option drink instead which is less calories. Eating a meal from a smaller plate. Instead of having 3 boiled potatoes, have 2 instead and have more vegetables. If I really need something sweet, have an ice lolly or sugar free jelly. If I feel down in the dumps don't turn to food, do something I enjoy

143. Mindful thinking has really helped me. I think mentioning mindful thinking to everyone who is struggling with their weight.

01-10-2021

144. Communication to different support within the service, I requested from the beginning for phsycologist as I have a mental illness too

145. Peak stress as I couldn't connect! Managed to start 3 meetings of my own on the app!! No idea why my last attempt with Becky was successful but I'm sure I recall just clicking on a link in a message or email reminder on that day The only contact this time was a reminder text on 23/09/21 nothing on the day which would be better from my end and with no link!? I was completely lost!

146. Remember the computer is a tool of your trade! The tools of my trade are hammers chisels and saws etc. You probably do repetitive functions which are quickly learned! of which the hardest part would be to change the name of the recipient!

Perhaps clear step by step instruction. Why isn't it as easy as say as a FaceTime call!? Not that I do that but I have often used it inadvertently!

05-10-2021

147. Before COVID and I was going to appointment at the hospital there were very good has there went through food habits with me what foods I should eat more of the

nurses and the consultant explain what he was expecting from me and made me feel confident in getting in touch if I needed to while COVID was happening there did video calls with me

148. I don't feel there is anything at this time

06-10-2021

149. This service is the service I wish I had had access to many years ago. They have given me the information I need to help myself with my specific weight management needs. I had a gastric bypass 21 years ago and the surgery team were amazing however the support afterwards with regard the continued weight management didn't really do the job. This weight management team understand that it's not just about the weight coming off but the support and understanding of how different eating becomes

150. In covid it was hard but I'm pleased things are opening up again. I just feel this service needs to be accessible to more people.

Surely in the long run it would save money for the health service. I also feel that using the skills learnt & the experiences of other users of this service could help new members who are just starting their journey. Peer support is exceptional. And please make sure no one else gets thrust a diet sheet & told to eat less & exercise more! That's not always the answer!

02-11-2021

151. Easy to understand All questions answered and fairly felt comfortable I feel like I got the information I need to make a positive start

152. Nothing, everyone got involved

24-11-2021

153. I have been stuck in the system for about 4 years now. Constant push back. Now they want me to leave and rejoin (I'm sure it's all to do with figures and stats. Not happy at all.

26-11-2021

154. Felt listened to and that I could be helped

01-12-2021

155. Very helpful

156. Nothing ur amazing

02-12-2021

157. been offered service really quickly and very friendly and good at booking on phone so happy with quick progress

158. nothing yet

07-12-2021

159. This service is invaluable I have learnt so much and it's something I feel I can follow for life. Thank you so much to all the team but especially to Rebecca x

160. Nothing it's fab

08-12-2021

161. Unable to connect to service

14-12-2021

162. Excellent service

15-12-2021

163. I had a phone call

164. ???

23-12-2021

165. Not much to go on at moment

05-01-2022

166. Very easy to get on with.

167. None

16-03-2022

168. Gennaro is very good at explaining things in context and easy to understand in a way it sticks in your memory. He's friendly, very knowledgeable and teaches us in a positive way. I've really enjoyed the 2 sessions I've had so far. Thank you

169. Regular meetings with excellent support and guidance for my individual circumstances.

170. Sometimes I find the multiple texts / emails about the same thing a little overwhelming and if sent multiple times with lots of different appointments happening around the same time it can get confusing.

24-03-2022

171. This service has helped me understand things with my weight.

172. No

173. The group BED CBT was great, helped me to look at my behaviour from a different angle and helped me to change my behaviour

174. More contact with me. Had my CBT sessions but haven't heard anything from anyone else. No dietician, no physio, no doctor.

175. Because I can see some result in my weight loss

176. Nothing

177. I honestly think the service has potential, but the appointments are so far apart that I've been doing it 4 months and almost nothing of use has come out of it except a link to a workout video.

178. It needs to be more personalised and consistent. I've had several different people call me handling the eating part of things and the doctor appts are very disparate.

179. I think it's very supportive but for people that work not always possible to take calls

180. I don't feel like there is one person I can contact, I've had a change in a few support areas and I am waiting for my operation and have heard nothing

181. No communication in last four months! No idea if I'm even still on the list. Told conflicting things by different people so no idea what to expect.

182. Make sure you contact us every 8 weeks with an update Train Drs and Nutritionalists so they they both give the same and not conflicting advice

183. My experience was massively impacted by the pandemic but even taking that into account, I don't feel the service does nearly enough to tackle the mental health aspects of weight management and didn't find the dietetic portion of the service at all helpful. Instead it felt actively unhelpful at times, and at best something not useful to me.

184. Weight management at the point of bariatric surgery is more than just "eat less and move more". Staff have been supportive but the service would do better to invest much more heavily in therapies that address the underlying reasons behind poor weight management and the mental health aspects of it. It is not just a physical problem.

185. I have not had any contact from the dieticians since the end of October when I had my initial call. I feel this is really poor as I am really in need of the service's help and it's taking far too long even after being accepted into the service.

186. Once having the initial call, the ball should start rolling and it's should be at most a few weeks not nearly 6 months!

187. Amazing team, helpful, caring overall lovely people thank you for everything would recommend anyone thinking about joining.
188. Didn't feel judged talking about my weight
189. Send the survey once I've completed it only had y assessment
190. Just I was nearly lost in the system and I've been on the list for bariatric surgery fir so long. It was solved by me ringing but panicked me. I am still waiting and hope this survey is a farewell???
191. Think change of systems or something caused the error
192. Informative and gave options
193. The whole experience is so impersonal and the lack of contact/updates between appointments seems disjointed. It's just a tick box excercise for the nhs to slow down the amount who are still crying out for help
194. More video calls , inbetween appointment check ins. A clear path of treatment or no treatment.
195. Nothing
196. The attitude was discussing I have never been spoken to so rude in my life
197. The Dietian was friendly and knowledgeable. She sent 2 questionnaire however there has not been a follow up to discuss and reevaluate.
198. Contact , further communication
199. Respect people and the difficulty's they are going through
200. Lovely n helpful people
201. Nothing
202. I have been supported throughout and looking forward to the next tier.
203. N/a
204. Always on time with appointments and follow-up Always appeared promptly
205. Not too sure
206. I have felt like the nutritionists have tried to push surgery forward rather than working on my eating habits.
207. Focus on life habits and changing people's outlook on food rather than pushing surgery.
208. My answer of neither good nor bad is just because I feel apart from a few phone calls I haven't had much contact at all. I haven't as of yet seen anyone in person. I've

only really spoken to dietitians on phone and I had the occasional calls from physiotherapist until there was none available again. I think some appointments in person would have definitely been beneficial, although I do understand the situation over the last few years with covid so this is me bad mouthing the service.

209. More (or at least any) in person appointments (I understand we have been restricted with covid) Make it easier for us to contact someone from the service as at the moment the phone line is just an answer machine and don't always get a call back and some emails go unanswered too so it's quite hard to contact anyone.

210. It's very disjointed. I am on a waiting list for consultant, mental health and dietician input but have had 2 appointments with physio.

211. Make services joined up so everything is done at a similar time

212. At the beginning of the service, not seeing any improvement yet

213. Always polite and understanding.

214. Prompt service

215. Nothing

216. Great communication. I personally learn a lot and took it all in much better than a slimming club. Someone was always there when I needed them. The weekly zoom was perfect for me.

217. I can't think of anything.

218. Great service and very understanding staff,

219. nothing really

220. First referral said I hadn't made enough efforts on my own despite my records showing the numerous slimming clubs, weight management courses I had signed up to. Finally got another referral and it takes months to get a telephone consultation. The calls were out of sequence and the second call was with someone who had such a strong accent I could barely tell what he was saying.

221. More effort to ensure calls are made in right order. Reduce waiting times

222. Not much contact with me or any updates given and forever changing physio staff.

223. It's been good because the staff actually listen to what you say and take your mental health issues seriously for how they contribute to your weight

224. Not sure

225. Had 2 appointments in a row cancelled at short notice and no replacement so far

226. Better communication and reply to phone messages have had 2 completely ignored
227. Gennaro was really informative and passionate about delivering his seminars, I felt I was actually liaising with a person who cared and felt encouraged and supported.
228. Nothing, in these new times having the ability to be able to take part online as opposed to in person meant that I was still able to benefit from the service.
229. I feel happy that I have started this journey and makes me feel a lot fitter already with all your help along the way
230. Nothing feel I have had the best advice
231. So far, I've only been contacted by emails and text messages and had quick response and looking forward to had a phone conversation next month.
232. I am happy but wish I could be seen in person but I do understand it has been difficult because of Covid
233. I just wish I could be seen more in person.
234. Very good online support and very enjoyable. Plenty of good advice and sensible ideas.
235. More of the online support
236. The Dr was understanding of my situation and talked through my options and what to expect in the future.
237. There isn't much information given on what appointments you will be receiving next and large gaps in between communication.

25-03-2022

238. I really can't see what this service has provided for me. I've had 2 phone calls and one message about what we agreed on for me to eat and a recipe to soak porridge oats over night!! I explained that I don't stuff myself and am aware that chocolate and broccoli have different calories it's not rocket science I feel I have gained nothing at all from this service with a telephone call to tell me what I already no now if there was more support as in free facilities like exercise or swimming.
239. I felt like I was being listened to for once
240. On time good service
241. Nothing I can think of
242. All the clinicians I have spoken to have been so helpful and supportive during this experience

243. I was never explained about the tier system so having this info before hand would be useful

244. Informative, helpful, convenient. There was one issue. I was asked a direct question about whether I had diabetes, to which I could only answer yes and be truthful. I was happy for the team to know but it wasn't something I wanted known to others. Also my email address was mentioned. (Not in full) but again I felt personal data was being disclosed. I'm sure this wasn't intentionally done but would appreciate awareness for any future sessions, either for me or others thanks

245. The facilitator's accent was difficult at first, but you got used to it.

246. This service does not use up to date research and abandons people when they are at their most vulnerable.

247. Retain your staff so there are not constant changes. Stop using ridiculously out of date CBT programmes. Stop saying the same old thing which plainly does not work.

26-03-2022

248. Although information about diet is good, there is not enough communication with each professional for each service user and I think psychological support should be dealt with first, I don't think there is enough face to face appointments either

249. Access to all professional support made easier and more often and psychological support dealt with first, plus access to exercise programs

250. Ring me might be a start.

251. It's been quiet hard tbh but it is good I am hoping to get my op soon finding it very difficult as they had let me go but then I provided my certificate and now I am waiting to see what will happen next I find it very hard and depressing being like this but I thought I have finally found something that will help

252. Nothing much your service is great as it's given me confidence to believe that the op will be good for me

27-03-2022

253. I came to the service to access some support with my weight. I wanted to be prescribed some weight management medication, counselling support. Although i am overweight my tests came back good, so i didn't meet the criteria for anything, I was offered some groups stuff and other bits but none of this would have been helpful as i have been through the process before.

Seems there isn't help out there for people who actually want to change their lives.

254. Looking at the human in front of you, not using checkbox criteria for helping people, many people don't fit into the pigeon holes that seem to be there. I feel by looking at the person would be far more beneficial. That is what you are supposed to do as a person centred service.

30-03-2022

255. It's a great service n friendly staff

256. Nothing

257. I don't understand why I've received this message because I haven't received any help with losing weight

258. Because the lady I spoke to told me what to expect from the service and she was very lovely and listened to what I said

259. The only thing is the waiting and not knowing when I'm going to get contacted again.

31-03-2022

260. Not been seen yet or heard back from the weight management team

02-04-2022

261. Not had any face to face contact because of covid. Time are hard to fit around work.

262. Have a few more times after 5pm for meetings/appointments

263. Everyone always takes time to explain everything so well. Always asks how I'm feeling, I've had so many phone calls, or zoom meetings making me feel worthy of all the attention

264. My only downside is, if my daughter is working then I'd have to travel a good hour or more to get to clinic, or to collect injections. But I guess it's hard pleasing everybody in Leeds area.

04-04-2022

265. Only had two calls so far so can't really comment

266. Nothing

12-04-2022

267. Becky was a star and amazing dietitian. I had a little bit of up and down relationship with Paul the main dietitian; however overall the team was ever so kind and took good care of me. The team is very much stretched to the limit. It would be good to have more staff to support us in our journey

22-04-2022

268. Very informative and friendly group with no judgement

03-05-2022

269. Really informative. Friendly group chats with down to earth professionals who don't patronise. Quite enjoyable.

270. I think it works perfectly as is.

11-05-2022

271. It's taken a long time to be contacted after r referral

272. Improve waiting times

12-05-2022

273. I did know quite a lot of stuff already but also learned a lot too. It also helped me see me things in a different way which really helped. Even just having weekly meetings discussing nutrition and healthy eating I think keeps you focused. The nutritionalists/dieticians were really friendly, non judge, very knowledgable and helpful. Highly recommend. Thank you

274. I think it works perfectly as is.

25-05-2022

275. What service?? Sending me a few emails one on how to soak porridge overnight don't insult my intelligence! A few tips on how to fill your plate I know all these as being a weight watcher all my life I was looking for inspiration like maybe a walking group or something of fitness not emails asking if I want to join an on line group I feel totally let down.

276. Free swimming maybe? Free gym membership maybe? Weight management classes not online and local not the other side of Leeds that's miles away.

277. not been seen by the team yet

278. not sure

13-06-2022

279. I received a prompt response to my initial query.

22-06-2022

280. I'm finding out a lot of things on how to prepare before and after surgery. On the foods of I can or will be able to eat and how to prep food.

281. Apart from been they to answer any of our questions we have to ask, I don't think they is anything.

07-07-2022

282. Learn more about nutrition and what to look for when purchasing foods and how to understand calories.

283. I think overall the speakers know their topics and they're friendly and professional.

08-07-2022

284. Informative and helpful

285. N/a

286. Very informative and helpful

21-07-2022

287. Friendly respectful non-judgmental clear information.

288. Good

27-07-2022

289. Speedy communication via text and links

30-07-2022

290. Clear information, interesting, well presented, interactive and enjoyable.

291. It's a little disconcerting if people turn up late, do not switch on their cameras, and do not seem engaged in the course. I'm not sure how this can be dealt with.

03-08-2022

292. Lack of consistency and the lack of face to face appointments has made the whole experience very difficult and not very supportive or personal. It hard to build a rapport with the staff or for them to get to know me and my needs when we have never met. Both my physio and dietician has changed more than once and I missed appointments due to this. The staff are all friendly when I speak to them but I have to start from the beginning each time which make progress difficult

293. Make more face to face appointment available. Have better communication about what should be happening and when(some sort of time line) so patients have a clue what stage they are at and are not left in the dark wondering what's happening. Dieticians to give out more meal plan ideas and more regular appointments, 3 in a year is not enough. FACE TO FACE APPOINTMENTS

11-08-2022

294. Information is clear and understandable. All participants are encouraged to participate as long as they feel comfortable in doing so

295. Happy with sessions so far

06-09-2022

296. You provide a phone number stating "For queries call this number", but nobody ever picks up because it goes straight to answerphone. You expect people to complete questionnaires, without giving an explanation as to why these particular ones and I can't call you because...it goes straight to answerphone. I think my inside leg measurement is 29" and the knickers I'm wearing are light grey....

297. You could answer the phone, or at least call back when you receive a message. I am a human being and reserve the right to be able to ask questions too. It is a two way street after all. Although you do provide an email address it hurts to type.

07-09-2022

298. I had to do a lot of back and forth requesting 4 times taking nearly 2 years for my doctor to put in a referral

299. It's been difficult due to covid so not sure

08-09-2022

300. Easy to understand.

03-10-2022

301. I feel more supported through this service than any other weight management before. Being able to discuss queries I have with regards to my medical conditions and the impact losing weight will have on them was very much needed.

302. I believe we could have more 1:1 meetings.

13-10-2022

303. The contact is quick, quick response to the answers I gave. At the moment, I have only positive feelings

304. I don't know, I only got the first messages. I am waiting for the main consultation to be able to say something

14-10-2022

305. Seems silly questions. And appointment is months away

306. Better help and faster appointments

16-10-2022

307. 1. Not assume that every overweight person lacks the knowledge to eat correctly. It's nice to assume all people just need to have more fruit in and veg in their diet. If it was that simple, I would have loved this problem decades ago.

28-10-2022

308. No reason

309. Nothing

21-11-2022

310. I haven't had any experience yet, only filled in a questionnaire. The referral was fast and seems to be going ok

311. It was quicker than expected

07-12-2022

312. Sent me a link to use rather than writing it all down

313. Nothing

09-01-2023

314. The waiting time seem a bit long

10-01-2023

315. I haven't seen anyone yet

08-02-2023

316. I don't know anything about service yet

317. Be more healthy lose weight

318. I don't know anything about service

319. Hopefully healthy sleep bit better

320. Don't know anything about service

321. Hopefully be more healthy

322. I don't know anything about service yet

323. Be healthy lose weight

324. Don't know anything about service

325. Healthy lose weight

17-02-2023

326. I sat on a Teams call for 50 minutes waiting for a GP call, nobody came on. As I couldn't talk to anyone due to your answerphone system, I had to terminate the call as I work full time and had to go back to work. I have waited since last April to get a call with a GP so I am extremely upset that I still have moved no further forward.

327. Have a phone number where somebody answers, it's no good telling me someone will get back to me within 48 hours when I am sat on a teams call.

28-02-2023

328. It started off slow and I found the lack of comms not very good but once I spoke to Megan for my physical appointment she explained a lot and I felt so much better

329. More work upfront. I cannot find any trace of a welcome pack I was meant to have been sent. Not everyone likes lots of reading I would have liked a more personal touch and someone to ring me to talk through what will happen as this is quite a big and long programme

08-03-2023

330. I find it very difficult to contact an actual person with any queries or about appointments.

331. Have a contact email of a specific person for us to contact

11-04-2023

332. Very limited support Asking for psychological help and got none

333. More follow up Better dietary advice Psychological help

12-04-2023

334. Polite and listened

20-04-2023

335. I haven't used the service yet

08-05-2023

336. They have helped me start on the path to losing weight and feel better in myself after coming out of an abusive marriage.

337. Nothing to do differently. You are doing great.

18-08-2023

338. the communication is absolutely impossible to do effectively when all your met with is automated answer machines. The wait times are ridiculously long.

339. have a receptionist that can speak verbally to clients to reassure them make the service more personal

21-08-2023

340. Help people to lose weight

30-08-2023

341. I've learnt a couple of new things so far but overall haven't found the sessions helpful yet.

342. Recommend more podcasts and reading as I have found that helpful.

12-09-2023

343. Very informative about food management and good health

344. Have group meetings we're everyone is all together

09-10-2023

345. I have tried for over 30-40 years to have control over my bowels (IBS) I have never thought it was a diet that would or could sort me out I was wrong and thank you

346. Don't change you were so helpful life is now than it has been

347. Always informative

348. Everything okay

349. Info was good and well

350. The illustrations should be in a larger type

351. well prepared informative

352. Clear information