

Get in touch

Healthy Lifestyle Services - Diabetes

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Clara Cross Lane
Bath BA2 5RP

t: 01225 831 852

Our commitment to you

Virgin Care takes your dignity and privacy very seriously and we will at all times respect your confidentiality. Please treat our staff with respect so that we can provide you with the very best care we can. Ask a member of staff for a copy of your rights and responsibilities.

In order for us to provide you the best quality of care and ensure your safety, every member of our team has to provide evidence of their professional registration, training and criminal record status before they can work with you.

Would you recommend us?

You can help shape your service by taking part in the Friends and Family Test. Tell us what was good or what could be improved about your recent visit to our service. We will take on board your comments and suggestions by making the necessary changes to make your next visit as pleasant and comfortable. You can provide feedback by free text message, on a paper form or online. For further information please go to:

www.bathneshealthandcare.nhs.uk or speak to our staff at our service for details.

What if I have a concern?

We are committed to providing you with the best service possible. We are always looking for ways to improve the service and would like to hear your comments, compliments or complaints.

If you would like to make a complaint, please speak to a member of the team caring you in the first instance. Alternatively, you can speak to our Customer Services Team by calling **0300 303 9509** or writing to:

Customer Services Team
Farnham Hospital
Hale Road, Farnham
Surrey GU9 9QL

The full complaints process is in our *Here to help* leaflet available in all of our services, and online at www.bathneshealthandcare.nhs.uk.

Healthy Lifestyle

The X-PERT programme for people with Diabetes Type 2

A six week course to help you get and stay well and take control of your Diabetes



"I should have done this session years ago - it really is helpful!"

Service provided by

Bath & North East
Somerset Council

NHS

virgincare

www.bathneshealthandcare.nhs.uk

What is the programme and who is it for?

Available to anyone registered with a GP in the Bath and North East Somerset area, the X-Pert programme is for people who have just been diagnosed with Diabetes Type 2 and people who have been living with the condition for some time.

The course is free and runs over six weeks with each session taking around two and half hours at a range of venues across the county – when you're referred, we'll talk to you about the venue and time and day which best suit you.

You'll learn how to minimise the risk of long term complications, understand what your test results mean and the targets you should aim for and explore your diet and nutrition.

Your friends and family can join you at the sessions, to learn more about managing your condition and we'll work with you to set a goal to help improve your lifestyle and keep you healthy, happy and in control.

What will I gain?

By the end of your six week course, you'll understand more about your Diabetes and blood glucose control.

You'll feel more confident managing your own condition and you'll have increased your knowledge and skills so that you can self-manage your diabetes and keep it under control – taking responsibility for your health.

The Nurse Assessor will also speak to those looking after you and will look into your nursing and medical notes.

What happens during a session?

You'll work as a group over the six weeks taking part in interactive exercises and 'group based discovery'. There's plenty of opportunity to ask the questions important to you, and to explore any concerns you might have.

We'll also provide you with a handbook, which you'll use in the sessions and afterwards as you continue to take control of your health.

How do I sign up?

You can self-refer using the form attached to this leaflet, download a referral form from our website at:

www.bathneshealthandcare.nhs.uk or call us on **01225 831 852**. Your GP can also send in a referral on your behalf.

Your health and care records

We record all of the information about you confidentiality on our clinical system. Keeping healthcare records is important as they help to:

- Record important clinical information
- Help health professionals to care for you
- Improve public health and the services provided to you

We will only share information about you with your consent unless required by law or if the data is anonymised. If you would like to know more about how we look after and use data, or if you would like to know how to access your data, please visit **www.virgincare.co.uk** or write to our Information Governance Team:

Virgin Care
6600 Daresbury Park,
Warrington,
Cheshire,
WA4 4GE

Non-English Speakers and other formats

We will provide all our leaflets in other languages and formats. Please let us know if you would like a copy of this leaflet in a different format or language.

I have Type 2 Diabetes and would like to attend X-PERT Diabetes Type 2. Please send me more details.

First name

Last name

Address

Postcode

Telephone number

Email

Thank you for completing the form above, please detach and send it to the address on the back of this leaflet.