**Greenwich Tier 3 Weight Management Service**

**Name of organisation: South East London ICB- Greenwich Borough**

Please provide confirmation that your organisation can demonstrate the following essential criteria to deliver the subject service:

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| **No.** | **Question** |
| 1. | <q1>Demonstrate that your organisation has experience delivering Tier 3 Weight Management Services to diverse populations.</q1> |
| 2. | <q2>Evidence that your organisation has the required staffing levels with expertise to deliver Tier 3 Weight management Support to a minimum caseload of 400 Greenwich residents per year.</q2> |
| 3. | <q3>Outline your organisations experience working with and delivering care to a wide age-range of people.</q3> |
| 4. | <q4>Please evidence your organisations commitment to equity and ability to deliver sensitive and accessible support regardless of race, ethnicity, gender, sexual orientation, disability, or housing status. </q4> |
| 5. | <q5>Evidence that your organisation can meet the quality and performance and outcomes standards of the NHS Standard contract. </q5> |
| 6. | <q6>Evidence that you will be able to provide suitable premises located in the Borough of Greenwich and easily accessible by public transport. </q6> |
| 7 | <q7>This procurement opportunity will be hosted on Pro-Contract, the eProcurement System. Please confirm that your organisation is already registered on or will arrange for registration on Pro-Contract.  <https://procontract.due-north.com/Register>  If you are already registered, please provide the email id and contact details which has been registered with Pro-Contract in the box below.  If not, please arrange for registration on Pro-Contract and provide the email id and contact details which has been registered with Pro-Contract in the box below </q7> |

**Supplier Response:**

| **No.** | **Response** |
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| 1. | <a1>Xyla Health & Wellbeing is the largest provider of the NHS Adult Digital Weight Management, Diabetes Prevention and Low-Calorie Diet Programmes.  Across our programmes, we have successfully supported 211,000+ people to change their lifestyle, lose weight, reverse or reduce the risk of Type 2 diabetes. 99% of service users would recommend our services, and 98% have continued with lifestyle changes made during our programmes. We are also the provider for Live Well Newham, a Tier 2 Weight Management Service commissioned by Newham Borough Council. This programme supports service users to achieve long-term behaviour change with personalised support. We therefore understand the diverse needs and preferences of local communities and how to successfully incorporate these into delivery of a culturally appropriate, effective service for local populations. Outcomes achieved:   * 77% of users are from Black/Asian/Ethnic Minority groups * 86% of completers from the most deprived wards in Newham * 76% of completers lost weight following the programme * 96% of service-users said the programme helped them to improve their diet and habits.   Our wider service capability includes Tier 3 and family weight management, smoking cessation, social prescribing, health coaching, emotional wellbeing & mental health support - we’re one of the few UK organisations offering a fully integrated health and wellbeing service.</a1> |
| 2 | <a2>Our programmes are developed and evaluated by our in-house multi-disciplinary team of dietitians, psychologists, PA experts and medical professionals, including our resident Medical Director who is a GPwSI, and led by our Programme Director.  Our dietetic team has significant experience designing, delivering, evaluating and improving community tier 3 weight management services. They would be heavily involved in working collaboratively with our wider multi-disciplinary team (including our Programme Director) and the Commissioner to develop and deliver a comprehensive service specification and high-quality service.  As an organisation, we have substantial experience delivering a variety of tier-2 weight management services (including the national NHS digital adult weight management programme) and working in the weight management pathways alongside tier 3; supported by robust and diverse MDT and Clinical Governance teams. Our NHS digital weight management programme is dietitian led.  We employ 570+ people in our health and wellbeing services across 31 contracts nationally. We deliver our services nationally using skilled, experienced, and suitably qualified/accredited staff to ensure safe and quality-based practice, with the local knowledge and understanding to deliver tailored, effective interventions within diverse communities. We are proud to deliver existing health prevention services in South East London; this local presence not only supports our understanding of the local demographic and population need, but also means that we can flex our staff to demand and quickly scale up staffing levels where required to support the required caseload.  Our delivery and contract specific teams have the benefit of support of management and senior management oversight, with central support from the wider Acacium Group expert departments providing Clinical Governance, recruitment, HR, business intelligence, and technology and innovation. </a2> |
| 3 | <a3>Xyla Health & Wellbeing has a long, successful track record delivering services that empower and result in healthier communities. We engage with service-users, taking a co-production approach to developing evidence-based, culturally-sensitive, multi-component programmes, aligned to relevant national/NICE guidance. We work with a wide age-range of people through our existing delivery of the NDPP, LCD, and adult weight management services. 59% of our NDPP service users are under 60 years old. We tailor the way that we promote and deliver services to be appropriate to different ages, e.g. considering a range of delivery channels (face to face, remote, digital apps) and times (evenings, weekends) to cater for different age ranges and working age population.  As part of our commitment and delivery for the Tier 2 Weight Management Service, Live Well Newham (LWN), we have ensured we are embedded into their local pathways, which ultimately has led to increased programme referrals particularly for specific priorty groups, e.g.,   * Our local partnerships have led to a 7% increase in male referrals * Starters/completers from minority ethnic populations exceed both KPI and local population levels.  </a3> |
| 4 | <a4>We achieve equity of access across our services regardless of socio-economic group. Metrics on equity in our current services include:   * 29% of service users are from high risk ethnic minorities * 60% of service users in London identify as other than ‘UK white’ * 17.68% of service users identify as having a disability * 59% of service users are under 60 years old * We translate materials into at least 17 languages   To ensure accessibility for all, we always seek to employ residents who have local knowledge, understand the culture and population, and are able to speak local languages. We train our delivery staff in cultural awareness, including how to adapt our approaches for diverse cultures, backgrounds, cuisines, and preferences. Programme materials are tailored to meet individuals’ needs e.g., translated materials, cuisine/diet specific recipes and meal plans etc, with imagery reflective of the local population. Our materials reflect ethnic demographics and languages, e.g., content produced in the most commonly-spoken languages, translated subtitles on videos, translated e-learning materials and translation features on our app. We take into account religious holidays such as by not starting group sessions during or approaching Christmas or Eid. We schedule group sessions conscious of periods of fasting during, for example, Ramadan and Navratris. We also ensure our material is easy-to-read, so it is accessible for people with learning difficulties, and have recently delivered a Learning Disability specific pilot service with successful results.  We ensure our services are accessible and responsive to diverse populations through:    Staff:   * We appoint local staff reflective of community demographics. For example in our Newham tier-2 weight management contract 100% of our delivery staff are Newham residents and include fluent Bengali and Urdu speakers * Our dedicated Engagement Leads work with local partners, including local religious/VCSE groups to act as influencers * Staff training (cultural awareness/obesity stigma/accessibility/diversity & inclusion) ensures a culturally sensitive approach with awareness of cohorts at greater risk of obesity, who may have different attitudes towards weight management.   Tailored to communities:   * Our programmes consider barriers such as socio-economic factors, disabilities, and culture/ethnicity. This includes for example co-produced (with service-users) videos on local shopping and cooking based on differing ethnicities, costed/low-cost recipes, easy-read documents and sub-titled exercise videos. * Content references cultural foods/lifestyle-routines/appropriate activity-programmes/holiday guides (e.g., cultural EatWell plates/menus/kosher diets/impact of Ramadan on weight-management).   To ensure representation from identified priority groups, we co-create/test content with community-groups/service-users. For example:   * Outreach material in priority languages: English/Bengali/Gujarati/Urdu/Chinese/Hindi * Pictorial-led materials, using inclusive imagery * Range of targeted communications, e.g., exercise video with sub-titles * Culturally diverse recipes, cooking demonstration and local shopping videos.</a4> |
| 5 | <a5>We are familiar with the terms of the NHS Standard Contract and currently deliver adjacent services – including 25 call off contracts – under the terms in line with the quality and performance outcomes (e.g. NDPP, LCD and NHS DWM have all been procured under the NHS standard contract).  We provide clear, visible leadership, strategic vision, and multi-sector professional expertise to drive delivery of high quality, safe and effective services aligned to contractual requirements and national standards.  Our Clinical Governance Director, a qualified nurse with over 30 years clinical governance/senior NHS management experience, oversees clinical governance throughout the Group and is supported by the Clinical Governance Team (CGT) to ensure compliance with legislation. Our CG framework incorporates policies, Standard Operating Procedures (SOPs) and recording/reporting systems, which provide strong management of the essential cross-cutting themes of: Quality/Risk/Complaints/Incidents/Safeguarding/Patient-focus.  Our infrastructure/information-governance processes meet NHSE contractual and best-practice Information Governance requirements, (Caldicott/DPO/CyberEssentials+) and hold ISO27001. We are DSPT and DTAC-compliant.</a5> |
| 6 | <a6>As the existing provider of NHS Diabetes Prevention Programme services to Greenwich, Xyla Health & Wellbeing is perfectly placed to deliver locally embedded Weight Management Services, as we already have a comprehensive understanding of the challenges and barriers experienced by the population of the borough. From our delivery of the NDPP across Southeast London, we have an established staff presence and already use venues in and around Greenwich which can easily and conveniently be utilised to deliver this service. All of our venues have been carefully selected and situated in areas that are accessible by public transport and are also located in areas where specific priority and high-risk groups reside.  We seek to co-locate services where practical to encourage better uptake, for example co-locating with primary or secondary care and with community groups to avoid duplication of services, make it easy for service users to engage, and attract those who may not readily engage with traditional healthcare settings.</a6> |
| 7 | <a7>Yes - [bid.team@ukics.com](mailto:bid.team@ukics.com). Username is PULS493E.</a7> |

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Please complete this form and upload it to the Pro-Contract portal by no later than 12 December 2022 (12:00). Please note that the commissioners/contracting authority/customer must not be contacted under any circumstances. All communication must be made only to [kieran.james-paterson@nhs.net](mailto:kieran.james-paterson@nhs.net)