

In response to the COVID-19 outbreak ICS Health & Wellbeing have implemented changes to the delivery method of the NHS DPP service.

From **Monday 30th March 2020** all NHS DPP sessions will be delivered to participants via telephone dial in; 1:1's will be a direct call and groups will be delivered by a group dial in facility, both session types will be delivered by our team of Health & Wellbeing Coaches. We have implemented these changes with the key objective to reduce the amount of changes to the experience of our service user journey.

Details will be communicated to all participants ahead of their next planned session. Service users are aware that this is an interim measure and we will revert to face to face delivery as soon as it is safe to do so. We will encourage and support the uptake of the remote or digital service, however for any service users who simply do not wish to engage remotely/digitally we will re-contact them once we are able to deliver face to face, however we will be sharing some supportive information for them to utilise whilst they wait for this.

Although we appreciate that primary care may not have the capacity to refer into the service, we want to assure you that we are able to continue to accept new referrals and of course welcome this. All new referrals/those waiting for a programme will be contacted and booked onto new programmes (if they are happy to commit). Any service users who may have missed sessions due to COVID-19 will be sent e-learning modules and receive communication regarding our future catch up sessions, our aim is to ensure service users do not miss any of the curriculum/support.

Service users can continue to access the fully digital service (Oviva). This option will be discussed at the point of service user contact.

If you have any further queries, please do not hesitate to contact me.

Kindest regards,

Megan Baird

Megan.Baird@icshealth.co.uk

Operations Director

ICS Health & Wellbeing