













Expectation Agreement

What to expect from the Essex Lifestyle Service

-  Free local 1:1 programme offering up to a maximum of 6 sessions or 3 months support (whichever comes first).
-  Accessible, community based rooms and public spaces in which to receive support.
-  A qualified Lifestyle Coach/Practitioner offering a friendly, non-judgemental evidenced based 1:1 programme designed to help support people to make lifestyle changes.
-  Behavioural change support in healthy eating, self-esteem, increasing physical activity and referring or signposting to other appropriate services where needed. For example; if your needs are beyond the remit of the Lifestyle Coach/Practitioner, we will signpost you to the appropriate service, i.e. a Dietician.
-  If home visits are required, the service will offer 1 initial home visit, followed by telephone support and 1 more home visit on 'discharge'.
-  After completing your Health Plan we will follow up your progress with a telephone call after 6 and 12 months to ascertain your current lifestyle changes and offer additional support if needed.

What the Essex Lifestyle Service expects from you

-  I understand that this is a 1:1 programme with no more than 6 sessions, which are based in community rooms or public spaces.
-  By accessing the service, I confirm that I am ready and committed to making positive lifestyle changes.
-  I understand that during the programme, with the support of my Lifestyle Coach/Practitioner, I will be required to set goals to achieve lifestyle changes.
-  Wherever possible, I will give the Essex Lifestyle Service 24 hours' notice prior to my appointment if I am unable to attend, by calling the Lifestyle Coach/Practitioner direct on their work mobile in the first instance or contact the office on 0300 3039988.
-  I understand that if I fail to attend two consecutive appointments without providing any prior notice, the Essex Lifestyle Service will end my referral.
-  Any advice or support given by the ELS 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 accessing the ELS are in your best interests and do not contradict any treatment plans you may be following.

Client Details		Lifestyle Coach / Practitioner	
Name		Name	
DOB		Signature	
Signature			
Date		Date	

Please hand this signed document to your Lifestyle Coach/Practitioner at your first appointment

This service is commissioned by:

Data protection: Provide 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 Stop Smoking Service.

