

<<Date4>>

Dear <<Title>> <<First name>> <<Surname>>

GP practices and the local NHS in Norfolk and Waveney are currently reviewing patient blood test results from the last two years.

Records show that you have had a blood test within this period and that the blood glucose/HBA1C levels found in your sample indicate you may be at risk of developing Type 2 diabetes in the future. Your records **DO NOT** indicate that you currently have diabetes, but that you have an increased risk of developing Type 2 diabetes.

As a group of GPs / local doctors, we are writing to patients whose results are outside the normal blood glucose range to inform them and offer them support in taking action to manage their increased risk so they can prevent diabetes developing in the future.

Preventing Type 2 diabetes is often possible by making healthy lifestyle changes. Every two minutes someone finds out they have Type 2 diabetes - taking action as early as you can is really important in protecting your health and quality of life for the future. You may have already been thinking about improving your health - now is the right time to start making healthier choices and changes, and we want to support you.

The Active NoW programme is designed to help you with accessing opportunities to be active, and build movement and activity into your routine, which can help you reduce your diabetes risk.

We would like to offer you the opportunity to access the Active NoW service, where you will be able to pick up an initial conversation with Active NoW's trained call handlers about opportunities to be active that meet your individual circumstance.

If you would like to be referred to 'Active NoW', please complete the online questionnaire – details of how to do this are below. 'Active NoW' is a fantastic way to make the lifestyle changes now that could prevent diabetes and other long-term conditions, helping you to stay healthier for longer. Your GP is aware that this letter has been sent to you and we really hope you will take advantage of this opportunity to reduce your future diabetes risk.

If you would like to check the authenticity of this letter, then please do visit the Norfolk and Waveney Integrated Care System website at <https://improvinglivesnw.org.uk/> and enter Active NoW into the search bar for a copy of this letter.

Completing the online questionnaire - your NHS number is: <<NHS number>>

1. Go to www.nhspatient.org and enter your NHS number (above) with your date of birth and click the button that says 'Go to My Homepage' to access your secure NHS Portal. The questionnaire will take less than 5 minutes to complete. If you cannot do this yourself, please ask a family member or friend to help. If you are unable to access or complete the questionnaire, a member of our Virtual Support Team will follow up the letter with a phone call to assist you in completing the questionnaire and to offer any further support. If you do not wish to participate, please let the call handler know and this will be recorded so you are not contacted again.
2. If you would prefer to leave a voice message, please call us on 01603 257 256 and leave your name and telephone number and a member of the team will then call you back to assist. The purpose of this phone line is to assist those who need help in completing the questionnaire, it is not a general enquiries number.
3. If you are unsure whether the Active NoW service is suitable for you, please contact your local doctor / GP to discuss this with them.

Once you have completed the questionnaire you will receive a call from an Active NoW Adviser. They will leave a voice message and contact details if you do not answer.

Kind Regards

Clare

Dr Clare Hambling
GP Clinical Lead for Diabetes
Norfolk and Waveney

On behalf of the following GP practices: Hellesdon Medical Practice, Lawson Road Surgery, Prospect Medical Practice

NHS Active NoW Programme



What is the Active NoW Programme?



'Active NoW' is the name of an NHS prevention programme **to help with access to opportunities to be active.**

It will help you to do things that will **reduce the risk** of you getting Type-2 diabetes



The 'Active NoW' programme has activity advisors

They will help you to find the right type of activity for you.



Your GP (doctor) has told us that you **DO NOT** have diabetes

BUT your doctor thinks you have a **bigger risk** of getting Type-2 diabetes

Your doctor thinks this because of a **blood test you have had** in the past 2 years



People who have **diabetes** are **more** likely to be **very ill** if they get **Coronavirus** (Covid-19)



It is likely that you can **stop** yourself getting **Type-2 diabetes** if you make some changes to things like:

- what you **eat**
- how much **exercise** you have



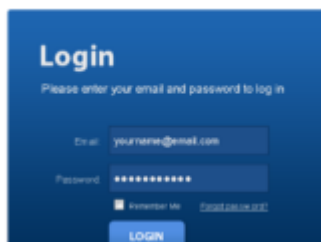
The '*Active NoW*' programme can help you to make changes to how active you are so you **don't get Type-2 diabetes**



We would like you to **answer some questions** on a form called:

Active NoW questionnaire

This is how you fill in the form



Please log on to this website:

www.nhspatient.org



To open the form you will need to put in:

- your **NHS number**
- your **date of birth**

You can **find your NHS number** in the **letter** we have sent you with this leaflet



After you have put in your NHS number and your date of birth, **click the button** that says '**Go to My Homepage**'

This will open the form in a **safe NHS page**



It will only take you about **5 minutes** to fill in the form



If you cannot fill in the form yourself, ask a family member or friend if they can help you

Here's what you should do if you can't fill in the form online



Please phone: **01603 257256**

Leave a **message** on our answerphone telling us:

- your **name**
- your **phone number**
- your **NHS number**



A member of our NHS team **will call you back** and help you

What happens after you have filled in the form and answered the questions?



After you have answered all the questions we will be able **to help you** to get support with how active you are.

We hope you will work with us to help cut the chances of you getting Type-2 diabetes