

How to Refer to Active NoW

Active NoW is the Norfolk and Waveney Integrated Care System's (NWICS) coordinated approach to improving physical activity levels for residents who could most benefit from being more active. To refer a patient to Active NoW, please follow the steps below.

Step 1: Check that you can make a referral

Active NoW accepts referrals from health professionals across Norfolk and Waveney including but not limited to GPs, physiotherapists, and nurses. This also includes professionals who work with patients outside of clinical settings, but with access to a patient's clinical record.

- Any clinician including but not limited to; GPs, Practice Nurse, Consultants, Physiotherapists, Pharmacists
- Any non-clinical professional who has access to a patient's clinical record and can make an informed decision on the patient's suitability based upon the criteria below
- Exercise referral – to be eligible to make an exercise referral through Active NoW, you must have access to the patient's clinical record
- Severe Mental Illness (SMI) – to be eligible to make an SMI referral through Active NoW, you must have access to the patient's clinical record and be referring them at point of SMI health check under primary care services only.
- Falls referral – to be eligible to make a falls prevention referral, you must either have access to the patient's clinical record, or be a professional supporting the patient in a non-clinical capacity (e.g. social prescriber, handyperson service, housing officer)

Step 2: Check the referral criteria

Referral criteria can be found online at: improvinglivesnw.org.uk/active-now

Criteria have been developed in accordance with national guidance for exercise referral. Three strands of referral are advised – referring a patient for signposting to physical activity, referring a patient for falls prevention, or referring a patient specifically for exercise referral support.

Step 3: If appropriate, make a referral

Referrals can be done in two ways:

- Use our online referral form at secure.refer-all.net/referrals/ActiveNow/Refer

Our online referral form enables referrals to be made securely via the ReferAll platform. Submission of a referral on our online form is automatically received by Active NoW. A PDF copy of the referral form is available for download upon completion of a referral.

- Use our clinical systems referral form - activenow@southnorfolkandbroadland.gov.uk

The Active NoW referral form is also available in clinical systems such as SystmOne and EMIS. The completed form should be sent to the email address above.

Contact us

If you have any questions relating to the Active NoW programme, please contact us using the details below:
T: **01603 430616** | E: activenow@southnorfolkandbroadland.gov.uk

What next?

- Once a patient is referred, they will receive a call from the Active NoW Triage and Assessment Team based at South Norfolk and Broadland District Councils.
- The team will contact the patient to discuss their health and lifestyle, as well as utilising motivational and behaviour change skills where necessary to encourage increased physical activity.
- A range of exercise options will be offered to the patient, including; leisure, community and digital options. Patient details will only ever be transferred to providers with patient consent.
- Once transferred to the provider, patients will be contacted directly by the provider to enrol on the relevant programme of exercise.

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