One Gloucestershire
Improvement
Community

Case Studies on Enabling Improvement No. 2

Weight Neutral Weight Management in Inner City Gloucester

Delivery Partners: The System Improvement Team collaborated with the Inner-City Gloucester Primary Care Network (PCN) and the ICB engagement team.

Situation: The PCN identified a need for greater psychoeducational support for individuals living with obesity and those on waiting lists for specialist weight management services in Gloucestershire. They sought our assistance in setting up an effective project design for an innovate weight management service, particularly in evaluation, and facilitating focus groups to involve service users in the design process from the outset.

Enabling Assignment:

Our System Improvement team, in collaboration with the ICB engagement team, conducted a series of weekly meetings to establish the project's framework. We arranged three public engagement sessions and a survey to gather insights on running weight-neutral management sessions. These focus groups provided valuable feedback on practical aspects such as timing, location, and content, as well as insights into the lived experiences of the group and their interactions with health professionals. Moving forward, we have agreed on touchpoints with the project team during the education sessions and will support their holistic evaluation immediately following the programme and in the longer term.
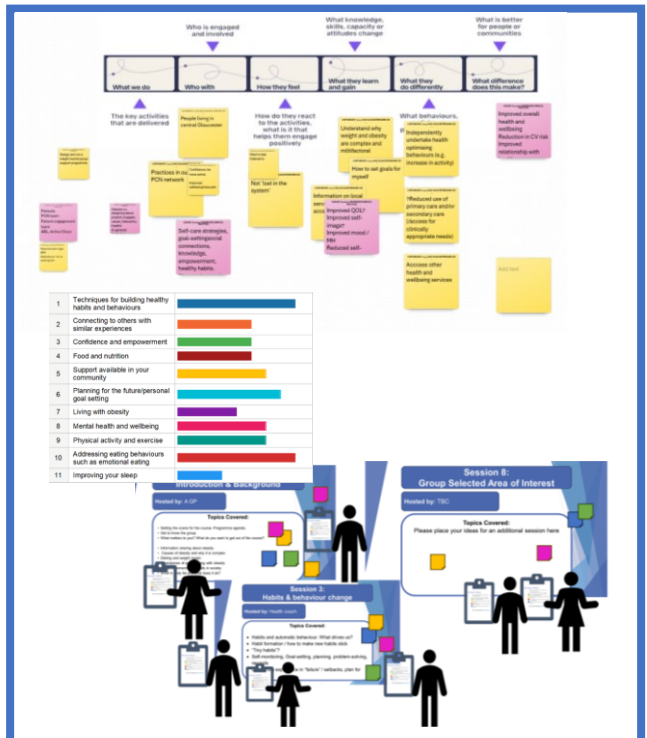
Impact:

The project team reported that having an external improvement expert allowed them to be fully present in the engagement sessions and ask the necessary questions to design an effective service. An innovative suggestion from the group was to run education sessions for GPs on appropriate communication and support during consultations.

The team appreciated the teaching on measurement for improvement principles and coaching on forming aims and measures, which ensured they could demonstrate the impact of their work. By taking the time to understand the challenge from the service user perspective and involving them in the design, the service is more likely to have a positive impact.