



Primary Care Referral Toolkit

Healthier You is an evidence-based lifestyle change programme which helps people at high risk of type 2 diabetes to reduce their risk through managing their weight, eating more healthily and being more physically active.

The service is delivered by Reed Wellbeing in Greater Manchester. The sessions can be attended face-to-face at a local venue, on Microsoft Teams or on the phone via a digital app. People will be able to choose their preferred option.

By reading this guide you will understand:

- How to generate income with the Healthier You programme
- Who is eligible
- How the programme is delivered
- How to make a referral
- How to bulk invite people to the programme using text messages
- How to bulk invite people to the programme using invite letters
- Where to access additional resources

Can my practice generate income with the Healthier You programme?

There are a number of ways to earn income for your practice through case finding and referring people to Healthier You

Health Checks	QOF Non-diabetic hyperglycaemia	Weight Management Enhanced Service
<ul style="list-style-type: none">Income from Health ChecksBased on locally commissioned contracts and may vary from one commissioning area to another	<ul style="list-style-type: none">NDH002. The percentage of patients with non-diabetic hyperglycaemia who have had an HbA1c or fasting blood glucose performed in the preceding 12 monthsQuality and Outcomes Framework guidance for 2025/26	<ul style="list-style-type: none">Practices will be entitled to £11.50 for referrals to the programme that meet the requirement of the Weight Management Enhanced Service SpecificationEnhanced service specification: weight management programme 2025/26

Who is eligible?

People who have a diagnosis of non-diabetic hyperglycaemia (NDH) and women with a previous diagnosis of gestational diabetes are eligible for the programme



Women with previous gestational diabetes

- Adults aged 18+
- A previous diagnosis of gestational diabetes
- No diabetes diagnosis



Non-diabetic hyperglycaemia

- Adults aged 18+
- Blood glucose level that indicates NDH (HbA1c 42 – 47 mmol/mol; FPG 5.5 – 6.9 mmol/l) in the past 12 months
- No diabetes diagnosis
- Not pregnant

How is the programme delivered?

There are 3 ways to take part in the programme:

Face-to-Face

13 friendly and supportive group-based sessions over 9 months with a trained Health Coach

Digital

Accessed on your phone or online using the Reed app, plus regular contact from a Health Coach

Remote

In online video session with a Health Coach for people who need additional support with access including: visually impaired, hearing impaired, people who speak Urdu, Punjabi, Bengali, Pashto and Gujarati and women with previous gestational diabetes

Visit [Reed Wellbeing About the Programme](#) for more information on delivery methods and what is included in the sessions

How do I make a referral?

You can make a referral using the referral form on your clinical system.

It is called **GM NDPP Referral Form Reed Wellbeing - v06-07-2022**

- Patient information is set up to auto populate
- Complete the additional fields and send to Reed at greater.manchester@nhs.net
- Reed will contact the person and book them onto the programme
- You will receive updates from Reed when people start and complete or drop out of the programme including the SNOMED codes to add to their record

Referral Form

To be eligible for the programme, the person must be aged 18+ and:

- Be registered to a **Greater Manchester** GP Practice (by postcode)
- Have an HbA1c of 42-47 mmol/mol (6.0-6.4%) or an FPG of 5.5-6.9 mmol/l tested in the last 12 months.
- Not have been diagnosed with Type 2 Diabetes.
- Not be pregnant at the time of referral.
- Be able to participate in NHS Diabetes Prevention Programme.
- If Participant has a Previous Diagnosis of GDM – They are eligible with a HbA1c < 42 mmol/mol or FPG < 5.5mmol/l tested within the last 12 months.

Where the patient is 80+ years – Please tick the following box to provide written confirmation that you consider the benefits of the programme outweigh any potential risks associated with weight loss for the individual

Organisational Data

If not known, please tick ☐ No registered GP practice ☐ General medical practice code: ☐ Code not applicable ☐ Code not known ☐

Referrer Name: GP Practice Name: Email: greater.manchester@nhs.net Please send information to Reed Wellbeing at: for we can be contacted by phone 0800 092 1191

Patient Data

Family Name: NHS Number: Date of Referral: Given Name(s): Title:

Address: Post Code:

Telephone: Mobile:

Preferred Method of Contact: Email:

Gender: Ethnicity: EMIS ID: Date of Birth:

Height (m.cm): Weight (kg): HbA1c: Vision ID:

Blood Test Data

Additional Data: FPG:

Hearing Impairment? Yes ☐ No ☐ Does the individual meet any of the below criteria? Yes ☐ No ☐

Previous diagnosis of GDM: Details: Visual Impairment? Yes ☐ No ☐

On Learning Disability Register? Details: Language needs? Yes ☐ No ☐

On SMI Register? Details: First Language (if not English):

By sending this form we confirm that the Participant is aware:

- Their personal and medical information is being shared.
- The programme is delivered by Reed Wellbeing, and data will be shared securely between Reed Wellbeing, NHS England and the Local Authority for the purposes of delivering the programme effectively and monitoring programme performance.
- The purpose of sharing this information is for them to participate on the programme.
- Their personal and medical information will be stored securely on electronic systems and not be used for any purpose other than programme delivery and monitoring.
- The results of preventative diabetes screening will be shared securely with their GP.
- Their data will be treated as confidential and held, shared, and disposed of in line with all legal requirements (including the General Data Protection Regulation) and NHS guidance (which includes the Caldicott principles).
- Should they take up the programme, their data will be retained for the duration of the contract with NHS.

HEALTHIER YOU
NHS DIABETES PREVENTION PROGRAMME

Service provided by:
Reed Wellbeing

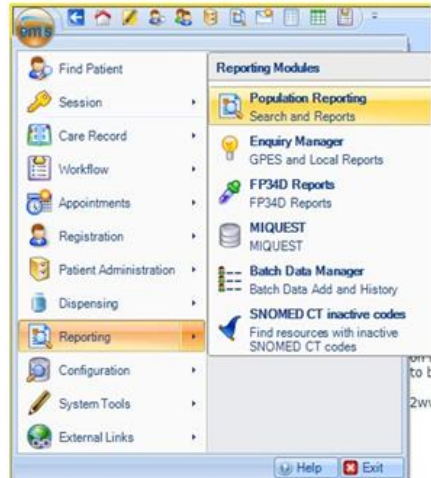
June 2022 | v1.0

Is there a way to bulk invite people to the programme?

Bulk invites offer an effective way to catch up on people who may not have received a referral.

Searches are available on clinical systems to identify eligible participants. Patient lists generated from these searches can be uploaded into your text messaging system, enabling you to send bulk invitations.

Where can I find the programme searches?



1. Click on the EMIS Ball
2. Click Reporting, Population Reporting
3. Locate your Data Quality Folder on the Left

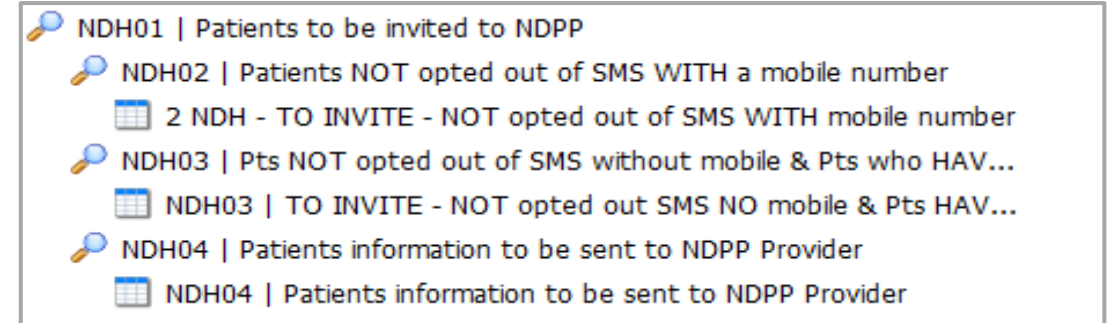


4. Right Click and Run folder 02 | NDPP

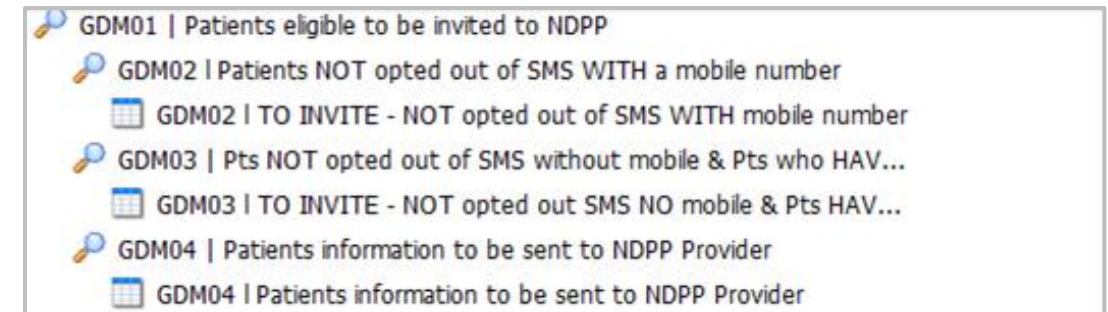


In the eligible invites folder:

NDH01 Patients to be invited to NDPP will provide you with a list of people who have had a HbA1c indicating NDH in the past 12 months



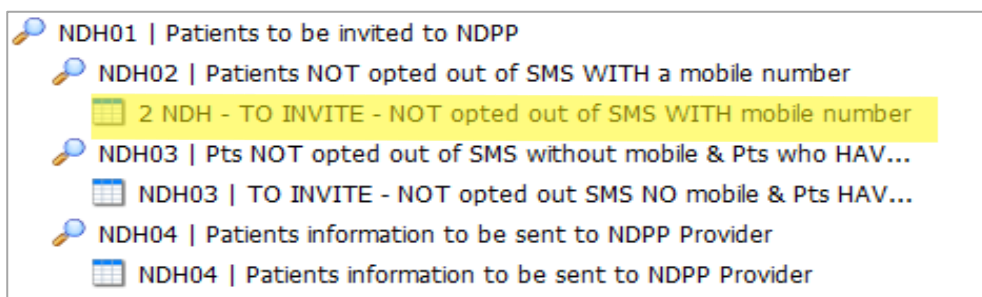
GDM01 Patients eligible to be invited to NDPP will provide you with a list of people who have previous gestational diabetes



Inviting people with non-diabetic hyperglycaemia to the programme with personalised bulk text message

If **personalised bulk text messaging is available** through your messaging service provider you can include the person's HbA1c result and test date on the text. People can then register themselves for the programme by contacting Reed by phone or using the online referral form.

In the eligible invites folder download the results of search **NDH02 Patients NOT opted out of SMS WITH a mobile number**. This will provide you with a list of people and their mobile number who can be sent a text invite to them programme.



All the practice is required to do is:

- Send the text below to the non-diabetic hyperglycaemia list
- People who opt-in by completing the online referral form or calling Reed will be booked onto the programme

Dear [Patient]

Your GP reviewed your latest blood test and found your blood sugar levels are higher than normal. This means you're more likely to develop type 2 diabetes in the future.

The FREE NHS Healthier You Programme provides life changing support to people to reduce their risk. Watch a short video for more information on the programme [here](#).

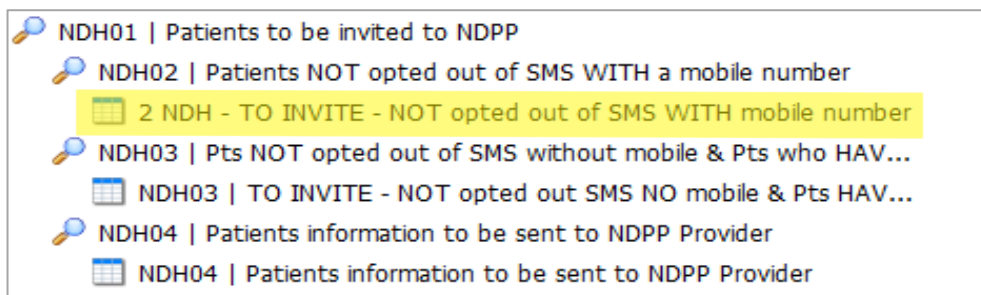
Sign-up completing the [online referral](#) form or call the Reed Wellbeing support line on 0800 092 1191. You will need the following details: Your NHS number [NHS number], HbA1c [HbA1c result] & test date [HbA1c date]

Kind Regards, [GP & Practice Name]

Inviting people with non-diabetic hyperglycaemia to the programme with non-personalised bulk text message

If **personalised bulk messages is NOT available** through your messaging service provider people can be asked to consent to a referral and the practice is required to make the referral on their behalf.

In the eligible invites folder download the results of search **NDH02 Patients NOT opted out of SMS WITH a mobile number**. This will provide you with a list of people and their mobile number who can be sent a text invite to the programme.



Practices are required to :

- Send the text below to the non-diabetic hyperglycaemia list
- Monitor the text message inbox and refer people who opt in to Reed using the referral form
- Reed will contact the person to book them onto the programme

Dear [Patient]

Your GP reviewed your latest blood test and found your blood sugar levels are higher than normal. This means you're more likely to develop type 2 diabetes in the future.

The FREE NHS Healthier You Programme provides life changing support to people to reduce their risk. Watch a short video for more information on the programme [here](#).

If you'd like to join the programme reply YES to this message and we will arrange a referral for you.

Kind Regards, [GP & Practice Name]

Invite letters can be sent to those people who do not have a mobile phone number or have not consented to receiving text messages. The letter provides all the information they need to contact Reed and join the programme.

In the eligible invites folder download the results of search **NDH03 Pts NOT opted out of SMS without mobile & Pts who HAVE opted out of SMS**. This will provide you with a list of people and their address who can be sent an invite letter to the programme.

- NDH01 | Patients to be invited to NDPP
- NDH02 | Patients NOT opted out of SMS WITH a mobile number
 - 2 NDH - TO INVITE - NOT opted out of SMS WITH mobile number
- NDH03 | Pts NOT opted out of SMS without mobile & Pts who HAV...
 - NDH03 | TO INVITE - NOT opted out SMS NO mobile & Pts HAV...
- NDH04 | Patients information to be sent to NDPP Provider
 - NDH04 | Patients information to be sent to NDPP Provider

Practices are required to :

- Send the invite letter to the non-diabetic hyperglycaemia list. It is on your clinical system. Find it by searching **GM NDPP Invite Letter Reed Wellbeing v06-07-2022**
- People who call Reed will be booked on to the programme



Short date letter merged

This Initial Last Name
 Home Full Address (stacked)

Organisation Name

Dear Title Initial Last Name

Healthier You - NHS National Diabetes Prevention Programme

Following a review of blood tests over the last 12 months we wanted to remind you that you can join the NHS Healthier You programme. Your GP would like you to attend the free programme run by Reed Wellbeing as your blood test shows you're at risk of developing type 2 diabetes. By attending the programme, you will be supported to get healthier and reduce your diabetes risk.

You will have the choice of joining a face-to-face group or the digital app on your mobile phone. The programme is run in a number of community languages.

Please phone 0800 092 1191 to book a place on the programme. The booking team are available at the times below:

Monday to Friday 9am – 6pm

When phoning or registering please have the details below ready as they will ask for them:

- Your NHS number
- GP practice code
- And your blood results:

NHS Number	
Organisation National Practice Code	
Latest HbA1c Level OR Fasting Plasma Glucose Level	Date: Single Code Entry: Haemoglobin A1c level: International Federation of Clinical Chemistry and Laboratory Medicine standardised Recent: Single Code Entry: Haemoglobin A1c level: International Federation of Clinical Chemistry and Laboratory Medicine standardised

We hope you enjoy the programme and we look forward to hearing how you get on at your next appointment with us.

If you've attended part of the programme but failed to complete, you can re-join by phoning 0800 192 1191. Please ignore this letter if you're attending or have finished the programme.

Organisation Name

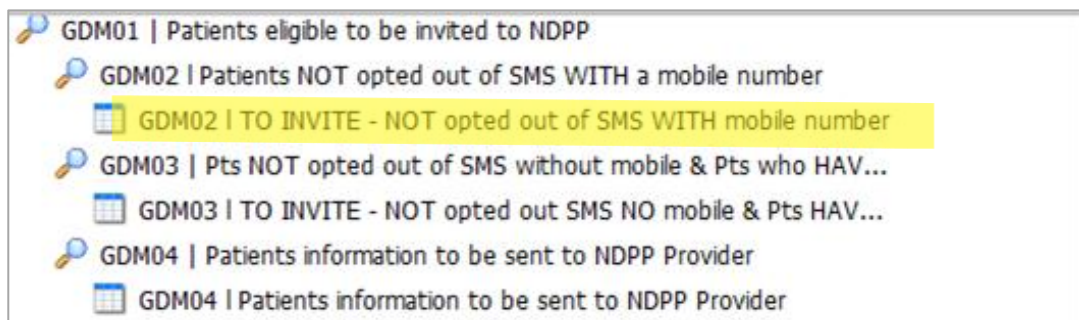


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Inviting women with previous gestational diabetes to the programme by text

Women who have previously had Gestational Diabetes do not require an HbA1c result and can be invited to self-refer to the programme using Reed's online referral form.

To invite people by text go to the eligible invites folder and download the results of search **GDM02 Patients NOT opted out of SMS WITH a mobile number**. This will provide you with a list of people and their mobile number who can be sent a text invite to the programme.



Practices are required to:

- Send the text below which includes the link to the online self-referral form to the gestational diabetes list
- People who opt-in by completing the online referral form or calling Reed will be booked onto the programme

Dear [Patient]

Your GP having reviewed your record has found that you had Gestational Diabetes (GDM) in the past. This means you're more likely to develop type 2 diabetes.

The FREE NHS Healthier You Programme provides life changing support to people to reduce their risk. View our leaflet [here](#) for more information about the programme.

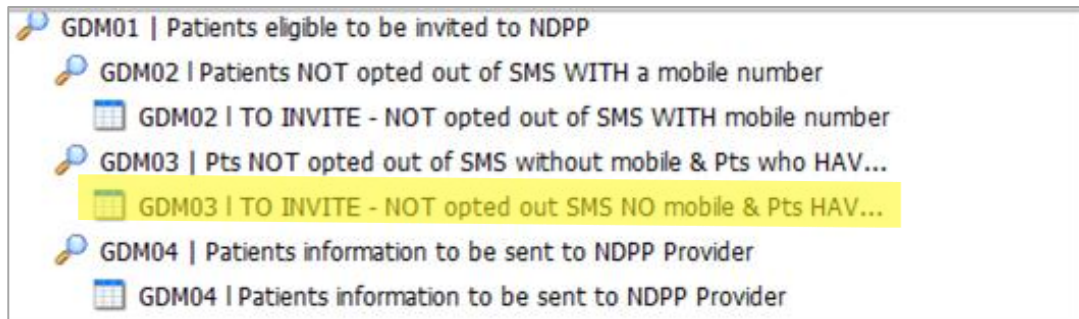
Sign-up by completing the [online referral form](#) or call the Reed Wellbeing support line on 0800 092 1191. You will need to have your NHS number to hand

Kind Regards, [GP & Practice Name]

Inviting women with previous gestational diabetes to the programme by invite letter

Women who have previously had Gestational Diabetes do not require an HbA1c result and can be invited to self-refer to the programme by calling Reed or using the online referral form.

People who do not have a mobile phone number or have not consented to receiving text messages can be sent invite letters. In the eligible invites folder download the results of search **GDM03 Pts NOT opted out of SMS without mobile & Pts who HAVE opted out of SMS**. This will provide you with a list of people and their address who can be sent an invite letter to the programme.



Practices are required to:

- Send the invite letter to the gestational diabetes list. It is on your clinical system. Find it by searching **GM NDPP GDM Reed Wellbeing Invite Letter v30-05-2025**
- People who opt-in by completing the online referral form or calling Reed will be booked onto the programme



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Additional Resources

For more information on the programme visit the [Reed Wellbeing](#) website

Visit our [Healthier You NDPP Clinical Resources](#) page for additional resources that can support your practice including our:

- Gestational Diabetes Referral Toolkit
- Primary Care Communications & Engagement Toolkit

