

HMPPS Health Conditions Support Service – Digital Assessment Routing Tool (DART) Frequently Asked Questions

Am I eligible to access the service?

You should access the service if you suffer from one of the following conditions or, if you feel you may be beginning to experience signs or symptoms relating to the following:

- Diabetes
- Obesity
- Breathing issues (Asthma)
- Heart issues

How do I access?

You can call our health advisors between 9am – 4pm on 03300084336. If the lines are busy you may be offered a call back slot which will be agreed with you on the phone.

What do I need to prepare when I call?

The health advisors will support you through a series of questions. Please answer as open and honestly as you are able. The answers to questions are confidential and will not be shared. It would be helpful to know your current body mass index (BMI). If not, providing your approximate weight in either stone/pounds or kgs and height will help.

What support can I expect to receive?

At the end of the call, you will receive a recommendation document with the outcome of your assessment. This document will contain information on how to support and manage your condition. We will issue this to your email address.

You may also be entitled to access our separate metabolic reset programme, called 'Reset Health' (see below) or receive a support pack with appropriate health monitors for your specific needs. The health advisor will discuss this with you at the end of the call.

What is the Reset Health Programme?

Reset Health is specialist metabolic programme to help people with Type 2 diabetes and those living with obesity. Over the last 2 years, clinical results with hundreds of people have proven that we can reverse both these conditions - the average 'Resetter' has lost 12 kilos in 12 weeks and kept it off for a year. Other benefits can be stabilising of blood pressure and, for type 2 diabetics, blood sugar levels returning to normal. Resetters feel less stressed, see results quickly and stay reset for the long term.

As a Resetter you will have a doctor and diabetes specialist nurse looking after you. We use video calls, live-chat, a private Facebook group and emails to talk with you whenever it suits your schedule. You will also have your own Reset Mentor who has been reset and can help you like a friend. Your Reset journey starts with your clinical team looking at your blood test results and understanding your medical history. We tie into NHS Spine, so you can be assured that your clinical data is correct and secure. Our team is led by Professor Barbara McGowan from Kings College London - you will be in very good hands and benefit from the latest medical science.

If I am eligible to join the Reset programme, what will happen next?

Our health advisors will arrange to call you back at a suitable time to take you through the onboarding process. This will take approximately 5 – 10 minutes and for this call you will need:

1. Your GP name and address
2. Your height and weight
3. Your waist measurement (Wrap a tape measure around your waist, halfway between the bottom of your lowest rib, and the top of your hip. And breathe out, not in, but only a normal breath out!)
4. Your mobile phone with a signal so they can talk you through the app download

Once you have answered these questions in the app, you can select a date for your appointment to start the programme. You will receive email confirmation and are able to make changes to this if you need to.

If I am eligible for a support pack, what will happen next?

Our health advisors will ask whether you would find it useful to receive a pack. If you would like to, we will take your name and address and issue to you by Royal Mail postage. You are likely to receive the pack in the next 3 – 5 days.

We will also share a link to a short video explaining how to use the equipment.

Please take your measurements when you receive the equipment. You will receive a survey around 4 weeks after and it would be useful for us to know if you have seen any improvements in your measurements.

Should I inform my manager?

This is a self-accessed service which you are choosing to use and as such, you do not need to inform your manager.

Will my details be shared with my employer?

Your employer will be provided with anonymised information to allow them to understand if the service provided has been helpful for employees. As this is a pilot, your employer needs to decide if this service should be offered to staff in the future. Your employer may also want you to confirm you have received the service or support pack you required and give you the opportunity to raise any issues you have.

Privacy Notice

[Link to new notice](#)