

YourHalo

by healthcare rm

'Your Health and Lifestyle Options'

A personalised health and wellbeing service delivered by highly skilled and experienced health professionals



Introducing YourHalo



YourHalo is a confidential health and wellbeing service, that provides easy and speedy access to advice and support from qualified and experienced healthcare practitioners.



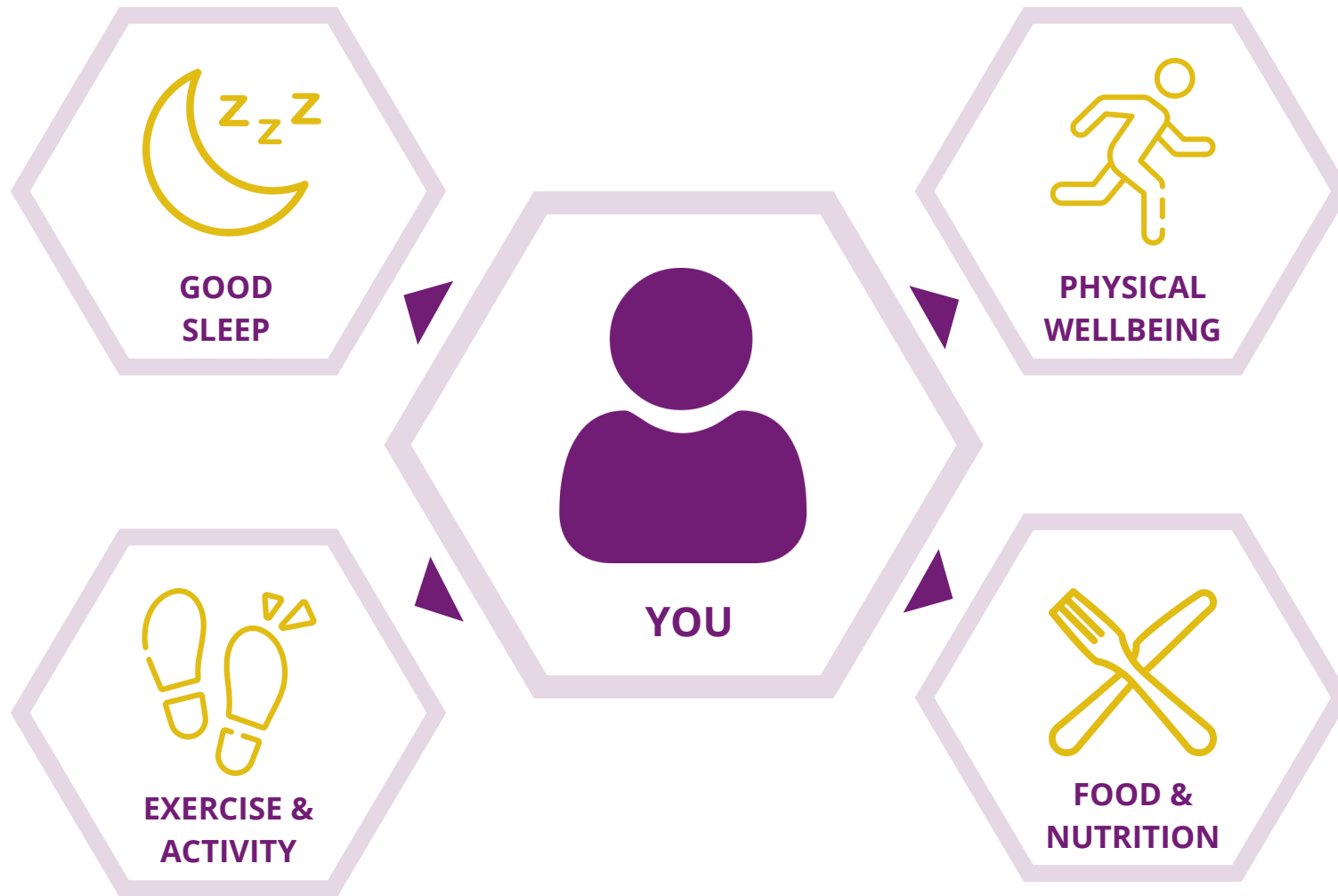
The service provides comprehensive help, advice and support for a wide range of issues, including physical wellbeing (muscles, bones & joints), food & nutrition, exercise & activity and good sleep.



YourHalo is delivered via phone or video consultations, by a multi-skilled team of highly qualified health professionals, who can help and advise on a diverse range of health concerns to improve personal wellbeing.



Helping you to look after you





GOOD SLEEP

There is a close relationship between sleep and mental health. When we get a good night's sleep, we can improve our energy levels, mood, motivation, creativity and problem solving, while reducing procrastination.

Good Sleep is designed to provide techniques and healthy lifestyle habits to improve sleep quality and energy levels, to help achieve a restful nights sleep and feel more refreshed in the morning.

Case Study

Mrs K contacted healthcare rm with very low energy, poor sleep (waking frequently throughout the night) and having been diagnosed with Fibromyalgia, experiencing stiffness in her hips and knees.

During a consultation with one of the sleep experts, Mrs K was set some simple goals to work on over the course of the following weeks. This included keeping the bedroom gadget-free, avoiding caffeine after midday, introducing a short morning walk to help regulate her internal body-clock and promote sleep, and to shorten and gradually increase her sleep window with a detailed plan of action in place. Some nutrition advice was also given to increase her vegetable and salad consumption.

Mrs K contacted healthcare rm a few weeks later and reported that she was getting on really well and 'had never felt better'. Her sleep quality had significantly improved, and she was waking up less during the night and falling asleep far more easily. Mrs K had even returned to exercising and was eating much better which further contributed to her sleep quality. She was experiencing no further symptoms of her Fibromyalgia and felt like she had plenty of energy.





PHYSICAL WELLBEING

Physical Wellbeing provides advice, guidance and support for a broad range of musculoskeletal conditions, such as back/neck pain, upper and lower limb problems and general aches and pains.

This service is delivered by an experienced team of Physiotherapists and Sports Therapists, who provide tailored self-treatment advice and sign-posting to helpful information and resources.

Case Study

Mr G was 54 years old and contacted the service having recently been diagnosed with plantar fasciitis, following persistent pain in the arch of his foot. Mr G had a 30-minute consultation with one of healthcare rm's musculoskeletal experts, during which it was evident that he was experiencing heightened symptoms of anxiety and worry, due to having to stop all exercise and hobbies he enjoyed with his family.

During the consultation, the Practitioner provided reassurance and education about the nature of the injury and what to expect in relation to likely recovery timescales. Once Mr G understood what was happening, he was provided with self-management exercises and guidance around graded activity with the aim to return to the hobbies he enjoyed. After 4 weeks, Mr G contacted healthcare rm to confirm that he was walking further with his family and had successfully resumed his main hobby of running.





EXERCISE & ACTIVITY

Humans were designed for movement and physical activity. This is a foundation for good health and wellbeing. Sedentary lifestyles have contributed to a high prevalence of overweight and obesity, and can also lead to musculoskeletal and mental ill-health.

Exercise & Activity provides expert guidance around maintaining an active lifestyle. Delivered by highly qualified exercise and fitness specialists, the team are able to advise on the benefits of movement and physical activity.

Case Study

Mr D was in his mid-30s when he contacted the service as he was off work due to persistent back pain. He had been unable to play with his 6 month old child as a result, which was causing some distress. A healthcare rm Exercise & Fitness Specialist completed an assessment with Mr D and highlighted some specific advice and education, that allowed him to build up his strength and movement, together with a functional home exercise plan.

After a few short weeks, Mr D advised that he was able to get back to playing tennis, which he had also stopped, and most importantly, was able to resume playing with his child without any pain or discomfort.





FOOD & NUTRITION

A healthy diet is a cornerstone for long-term physical and mental health, **Food & Nutrition** offers access to healthcare rm's expert Nutrition Therapists and is designed to provide advice, guidance and information for optimal nutrition and weight management.

Case Study

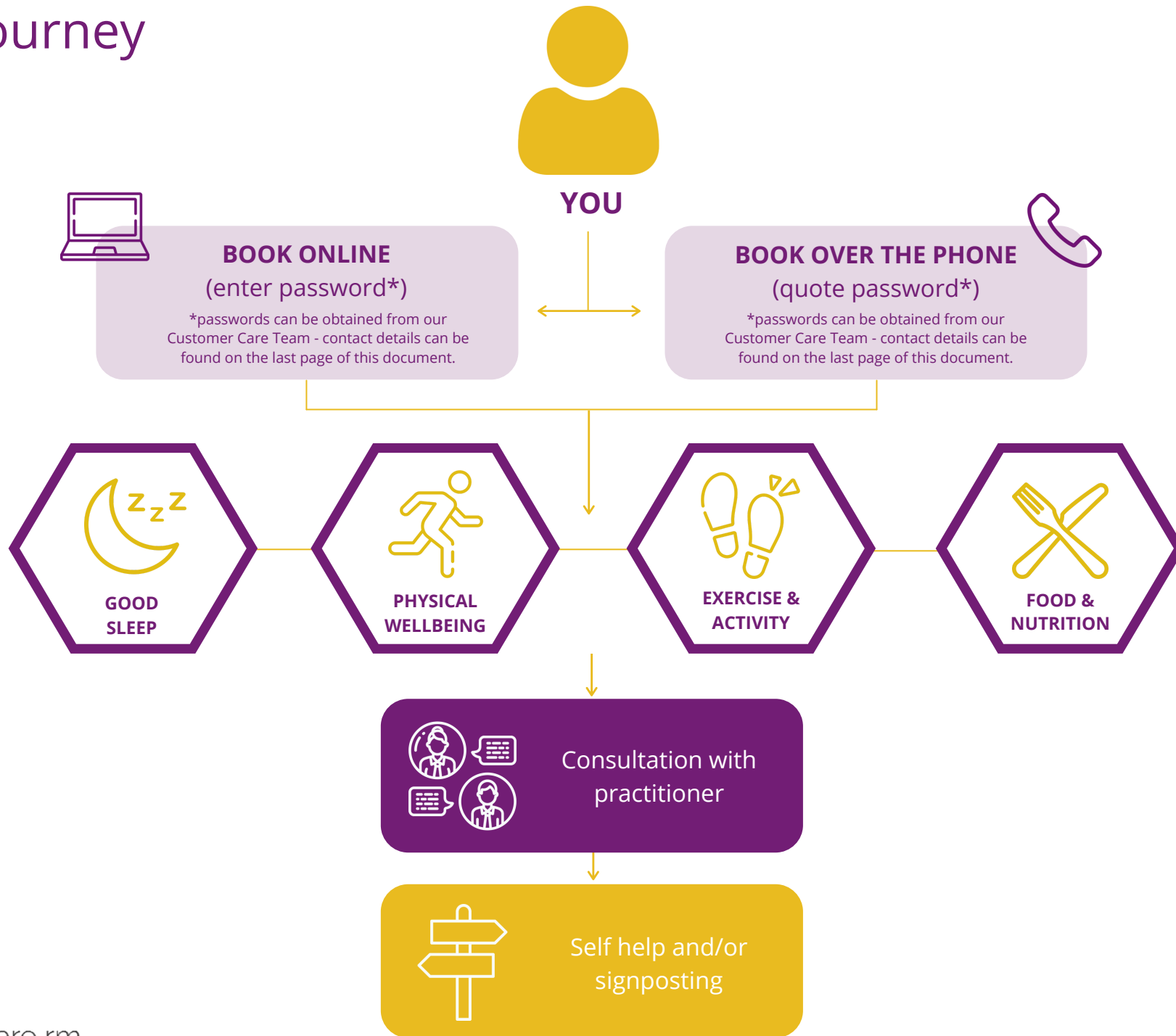
Ms J contacted the service with a 20-year history of digestive symptoms, that had never had a diagnosis. During a 30-minute consultation, one of healthcare rm's Nutritional Therapists discussed Ms J's past medical history, current signs and symptoms and a typical day in regard to Ms J's diet and physical activity. It was at that point that Ms J explained that her symptoms were worse in the evening and that she was mainly experiencing significant bloating and an uncomfortable feeling of fullness after eating.

Having understood how this was impacting Ms J physically and mentally, we discussed adjusting Ms J's diet and the Practitioner suggested a supplement protocol to help alleviate the symptoms. Amongst other suggestions, the Practitioner recommended a low sulphur diet, a digestive enzyme supplement to help Ms J digest food more easily, and finally peppermint and fennel tea to help reduce bloating.

Ms J emailed us 6 weeks later to explain there has been a significant improvement in her digestive symptoms. Which in turn, had improved her mood and general sense of wellbeing. Ms J explained that after 20 years of suffering, the healthcare rm consultation was the only service to help her to resolve the issues.



Your Journey



FAQs

When and how can I access the YourHalo service?

All services provided by healthcare rm are available Monday to Friday between **9:00am** and **5:00pm** and can be accessed by calling their service on: **0333 577 8778** or appointments can be booked online at: **www.healthcare-rm.com/yourhalo/cirencester-friendly**. You will be prompted for your Cirencester Friendly Membership number and a unique password to enable you to book an appointment. Your password can be obtained from our Cirencester Friendly Customer Care Team.

How often can I use the YourHalo service?

Over a 12-month period, you may have a single consultation with a practitioner in relation to each of the four elements of YourHalo.

Who will I talk to?

YourHalo consultations are delivered by a team of skilled and experienced practitioners, including Physiotherapists, Sports Therapists, Nutritionists, Fitness Trainers and Sleep experts. The practitioner will call you at the time you booked your consultation. If you choose a video consultation, a link will be sent in a confirmation email. Simply click the link at the time of your appointment to start the consultation.

What can I expect during/following my consultation?

Consultations will last up to 30 minutes. The practitioner will complete a comprehensive assessment, and provide appropriate advice and guidance, which may include sending you relevant self-help information and signposting to other relevant resources. In certain circumstances the practitioner may recommend that you consult your GP, or other health professionals, if further investigation is appropriate.

What happens to my data?

All data captured during the consultation is kept in a secure system and will not be used for any other purpose than delivering YourHalo consultations. For more information, please refer to healthcare rm's Privacy Policy which can be found at **www.healthcare-rm.com**.



“Absolutely superb. Care from someone you haven't met is rare these days. Certainly not 'another customer' approach but 'a person'. The process itself was incredibly simple. Thank you”

“Quick and efficient service that enables me to continue working whilst addressing health concerns”





To find out more about YourHalo please contact our Cirencester Friendly **Customer Care Team** on **0800 587 5098**.
Alternatively email us at **customercare@cirencester-friendly.co.uk** or visit our website at
www.cirencester-friendly.co.uk

