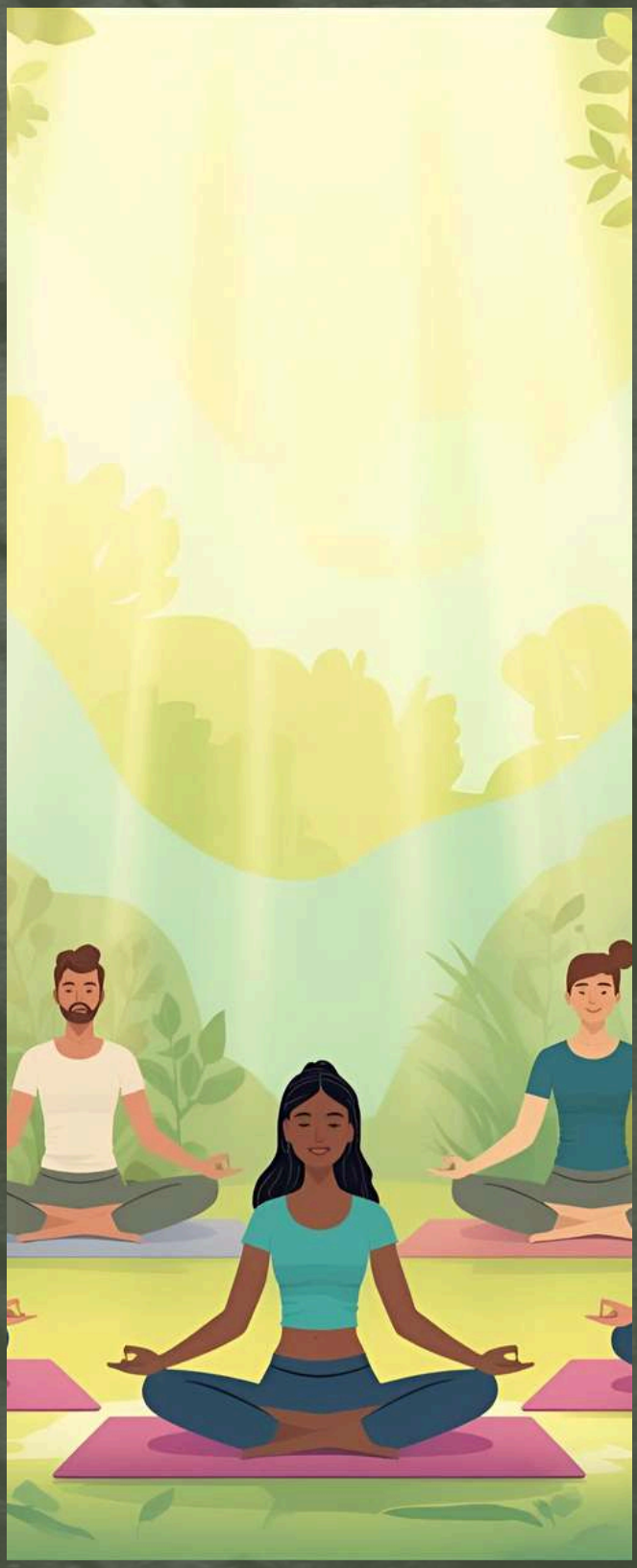
VERYA HEALTH

CLINICALLY GUIDED
WEIGHT AND WELLNESS
MANAGEMENT

Verya Health

WELCOME TO VERYA HEALTH



Considering support with weight management can bring questions about your health, previous experiences and where to begin. At Verya Health, we offer consultations that give you an opportunity to explore these questions with a clinician.

Your circumstances are individual. Health conditions, work patterns, family responsibilities, sleep and emotional wellbeing can all affect the choices available to you. We want to understand what matters to you and what may make managing your weight difficult.

Start with a conversation

You may have a clear goal in mind, or you may simply want to understand your options. Your consultation is an opportunity to talk about your experiences, ask questions and discuss appropriate next steps.

There is no expectation that you arrive with a particular plan. Recommendations will depend on your assessment, and you can take time to consider them before deciding whether to proceed.

About this brochure

This brochure introduces our consultation service, explains what to expect from an assessment and outlines how fees and appointments are arranged. It also offers general information about nutrition, activity and everyday habits.

It can help you prepare for a conversation about your health, but it does not replace an individual clinical assessment.

We look forward to hearing what matters to you.

The Verya Health Team

Verya Health

WELCOME TO YOUR CARE

Verya Health is part of Silver Screen Medics. We offer weight-management consultations to help you understand your health, discuss your goals and explore appropriate next steps.

Weight can be influenced by many factors, including medical conditions, eating patterns, physical activity, sleep, emotional wellbeing and everyday circumstances. A consultation provides an opportunity to consider these together and discuss the support relevant to you.

A consultation focused on you

We will ask about your health, previous approaches to managing your weight and what you hope to achieve. We also want to understand any difficulties you face, such as demanding work schedules, limited mobility or concerns about food and body image.
You do not need to have all the answers before your appointment. The consultation is an opportunity to ask questions and talk openly about your circumstances.

Understanding your options

Your clinician will discuss the findings of your assessment and explain appropriate recommendations. These may include advice on nutrition and activity, further assessment or referral to another professional.
Recommendations depend on your individual needs. Where another service would be better placed to support you, we will explain this and discuss the next steps.

Realistic goals and informed decisions

Goals may relate to weight, mobility, daily routines or wider health concerns. We will discuss what is appropriate for your circumstances without promising a particular result or rate of weight loss. You will have the opportunity to ask questions and consider any recommendations before deciding whether to proceed. Any applicable fees will be explained beforehand.

Accessible communication

Please tell us if you have communication needs or require adjustments to access a consultation. We will discuss how we can support you and whether a different appointment format or service would be more suitable.

Your Care Journey

Verya Health is part of Silver Screen Medics, a provider registered with the Care Quality Commission (CQC). Assessments and reviews can take place remotely, with the format guided by your needs and the information required for appropriate clinical care.

Step 1 - Register with us

Provide your contact details and health information, including your medical history, current medicines, allergies, previous weight-management approaches and personal goals.

Please provide complete and accurate information and tell us if you need help with registration or require any adjustments.

Step 2 - Your clinical assessment

Your clinician will review your information and consider your health, circumstances and goals. We may request relevant measurements or supporting information and contact you to discuss anything that needs clarification.

If a remote assessment cannot adequately address your needs, we may recommend an in-person assessment, investigations or referral.

Step 3 - Discuss the recommendations

We will explain the assessment outcome and appropriate next steps. You can ask questions, discuss alternatives and take time to consider the information.

Recommendations depend on your individual circumstances. An assessment does not guarantee that a particular option will be suitable.

Step 4 - Agree your plan and confirm costs

If you choose to proceed, we will explain your agreed plan, any applicable costs and what is included before arrangements are made.

You will receive the information you need to understand the next steps and how to contact us with questions.

Step 5 - Monthly review and support

We will usually review your progress each month. Reviews consider how you are managing, relevant measurements, changes in your health and any concerns or difficulties.

The timing and format of follow-up will depend on your clinical needs. An earlier review or additional assessment may be recommended where appropriate.

Step 6 - Review your ongoing needs

We will discuss whether your plan remains appropriate and whether adjustments, additional support or referral would be helpful.

You do not need to wait for your monthly review to raise a concern. Contact us if your health changes, you have questions or you are finding your plan difficult to

What to expect from your assessment

Our assessment helps your clinician understand your health, goals and circumstances before making recommendations. Assessments can take place remotely, with additional discussion or an in-person assessment arranged where appropriate.

Your medical history

We will ask about your current and previous medical conditions, operations, allergies and any symptoms or concerns you are experiencing.

Please provide details of all medicines and supplements you use, including those obtained privately, online or from another provider. Tell us about any recent investigations, hospital visits or changes in your health.

Your previous experiences and goals

Your clinician will consider any previous approaches to managing your weight, what you found helpful and any difficulties you encountered.

We also want to understand what matters to you. Your goals may relate to your weight, mobility, daily routines or wider health concerns. We will discuss these in the context of your assessment without promising a particular result.

Your everyday circumstances

Eating patterns, activity, sleep, emotional wellbeing and work or family commitments can influence what is practical for you.

Please tell us about difficulties such as pain, limited mobility, shift work, restrictive eating or concerns about food and body image. This information helps your clinician consider the support most appropriate to your needs.

Measurements and supporting information

We may request your height, a recent weight measurement or other relevant information. Where additional evidence or a photograph is needed to support a remote assessment, we will explain why and how to provide it securely.

Your clinician may need to clarify your answers or discuss your circumstances further before completing the assessment.

Further assessment or investigations

Tests are considered individually and are not automatically required for everyone. If an examination, investigation or referral is recommended, we will explain its purpose, how it can be arranged and any applicable costs.

Understanding the outcome

We will explain the assessment findings and appropriate next steps. You can ask questions, discuss alternatives and take time to consider any recommendations.

Please tell us if your health or circumstances change after submitting your information. This may affect the advice we give.

Pricing & Payment

At Verya Health, we aim to make costs clear so you can make an informed decision about your care. We will explain any applicable fees and what they cover before you decide whether to proceed.

Your consultation

Any consultation fee will be explained before you book. If further assessment or investigations are recommended, we will discuss the arrangements and any associated charges with you.
An assessment does not guarantee that a particular option will be suitable. The consultation fee, where applicable, covers the assessment and professional advice provided.

Your individual costs

Costs depend on the services agreed following your assessment. We will explain the total, what is included and whether any elements are charged separately.
Please ask if you are unsure whether a quotation includes follow-up appointments, investigations or other services. You should understand the costs before making a commitment.

Current pricing

Prices may be reviewed in response to changes in supplier costs, service costs and market pricing. We therefore confirm current prices individually rather than include a fixed price list in this brochure.
Your invoice will reflect the price agreed for that service or order. A subsequent price change will not alter the agreed price of something you have already paid for.

Payment and invoices

We will provide an invoice confirming the amount due and explain when payment is required. Please check the details and contact us promptly if anything appears incorrect.
Any additional service or charge will be discussed with you before it is arranged.

Ongoing care

Where ongoing reviews or further services are recommended, we will explain how these are charged. If the price changes, we will confirm the revised amount before you commit to the next service or order.

Changes and cancellations

Please contact us as soon as possible if you need to change or cancel an appointment or agreed service. We will explain the applicable cancellation and refund terms before you proceed.

If cost is affecting your ability to continue with an agreed plan, please tell us so we can discuss appropriate next steps with you.

Pricing & Payment

Arranging Your Care

Once you have agreed the next steps with your clinician, we will explain how your care will be arranged, what you need to do and how to contact us with questions.

Confirming your arrangements

Please check that we have your correct name, date of birth, contact details and any other information needed to arrange your care.

We will explain the purpose and format of any appointment or review. Let us know promptly if the arrangements are unclear or do not meet your needs.

Preparing for remote contact

Where your assessment or review takes place remotely, please ensure that the information you provide is accurate and up to date.

For a telephone or video appointment, choose a private setting where you can speak comfortably.

Have your current medicine list, any requested measurements and questions available.

Tell us if you experience technical difficulties or need another way to communicate. If remote contact is not sufficient for your needs, your clinician will discuss appropriate alternatives.

Additional assessments and referrals

Your clinician may recommend an examination, investigation or referral to another professional. We will explain why this is recommended, whether it can be arranged through our service and whether you need to contact another provider.

Any associated costs will be discussed before you agree to a service arranged by us.

Monthly reviews

We will usually recommend a monthly review where ongoing care is agreed. The timing and format may vary according to your needs.

Please provide any requested information before your review so your clinician can consider your progress and any concerns. If a review is missed or information is incomplete, further assessment may be needed before ongoing care can be confirmed.

Changes or cancellations

Contact us as soon as possible if you cannot attend an appointment or need to change an arrangement. Any applicable cancellation terms will be explained before booking.

Contact between reviews

You do not need to wait for your next appointment to raise a concern. Please contact us if your health changes, you have questions or you are finding your agreed plan difficult to follow.

Our email and messaging services are not emergency services. For urgent medical advice, contact NHS 111. In a medical emergency, call 999.

YOUR SAFETY & WELLBEING

Your health and wellbeing guide the recommendations made during your assessment and any ongoing care. Please tell us about concerns or changes in your circumstances so your clinician can consider whether further advice or assessment is needed.

Keeping your information up to date

Let us know about new symptoms, diagnoses, hospital visits or changes to medicines and supplements. Information provided at your initial assessment may need updating as your circumstances change.
Please also tell us about advice or care received from another provider. This helps your clinician understand the wider picture and avoid conflicting recommendations.

Understanding the advice you receive

You should understand the purpose of any recommendation, its potential benefits and risks, and the alternatives available to you.
Ask your clinician to explain unfamiliar terms or instructions. If you are unsure what an agreed plan involves, seek clarification before proceeding. You can request information in writing to help you consider it.

Recognising when you need more support

Tell us if you are struggling with eating patterns, emotional wellbeing, body image or changes to your daily routine. These concerns are relevant to your assessment and deserve consideration.
Your clinician may recommend support from your GP or another professional where this would better meet your needs.

Working with your usual healthcare team

Our service does not replace the care provided by your GP or other healthcare professionals.
Where communication with another professional is needed, we will explain what information may need to be shared and why. Relevant information will be handled in accordance with confidentiality requirements and our privacy notice.

Raising concerns promptly

Contact us if advice is unclear, your circumstances change or an agreed plan becomes difficult to follow. Please do not wait for a routine monthly review to raise a concern that needs earlier attention.
If you are advised to arrange further assessment, follow the instructions given and let us know if you have difficulty accessing it.

For urgent medical advice, contact NHS 111. In a medical emergency, call 999. Do not wait for an email or message response from Verya Health.

GETTING THE RIGHT HELP

Knowing who to contact can help you get appropriate advice without unnecessary delay. Verya Health can answer questions about your agreed care, but our email and messaging services are not monitored as emergency services.

Call 999 for a medical emergency

Call 999 if someone has a life-threatening illness or injury, including suspected heart attack or stroke, severe difficulty breathing or loss of consciousness.

Follow the call handler's instructions. Be ready to explain what has happened, where you are and the telephone number you are calling from.

Do not wait for a response from Verya Health before seeking emergency help.

Contact NHS 111 for urgent advice

If you need medical help urgently and are unsure which service you need, call NHS 111. In England, you can also use 111.nhs.uk.

NHS 111 can assess your symptoms and direct you to an appropriate service. This may include an urgent treatment centre, an out-of-hours clinician or an emergency department.

If you believe the situation is life-threatening, call 999 immediately.

Contact your GP for ongoing health concerns

Your GP remains an important point of contact for new or continuing health concerns, management of existing conditions and care outside the scope of our service.

If you are advised to arrange a GP appointment or another assessment, please do so within the recommended timeframe. Tell us if you have difficulty accessing the recommended care.

Contact Verya Health about your care

Please contact us with questions about:

- Advice or instructions you have received.
- Your assessment or agreed plan.
- Changes in your health that may affect your care.
- Review arrangements or information we have requested.
- Appointments, invoices or other administrative matters.

Include enough information for us to understand your question, using the communication method agreed with us for confidential information.

If your condition changes

Do not rely on an unanswered message if you become more unwell. Seek urgent or emergency help according to your symptoms.

Your monthly review is not a reason to delay seeking help for a new or worsening concern.

GENERAL SIDE EFFECTS & GUIDANCE

Medicines used for weight management can cause side effects. These vary according to the medicine prescribed, but gastrointestinal side effects are common with several commonly used treatments. Most are mild and temporary, particularly during the first few weeks. Your clinician will guide you through managing these.

Common Side Effects (usually settle over time)

- Nausea (most common)
- Vomiting
- Diarrhoea
- Constipation
- Abdominal discomfort or bloating
- Fatigue or headache
- Indigestion or heartburn

Guidance:

- Eat smaller meals and avoid greasy or spicy food.
- Increase water intake to stay hydrated.
- Eat slowly and stop when you feel full.
- If constipated, increase fibre and fluids.
- If diarrhoea occurs, drink extra fluids and consider oral rehydration salts if prolonged.

Less Common Side Effects (monitor and report / seek advice)

- Gallbladder problems (pain in upper right abdomen, jaundice).
- Injection site reactions (redness, itching, swelling).
- Dizziness.

Serious Side Effects (rare but urgent)

- Severe abdominal pain that doesn't go away → may suggest pancreatitis.
- Difficulty breathing, swelling of face/lips/tongue → may suggest allergic reaction.
- Persistent vomiting or dehydration.

If any of these occur, seek urgent medical advice and follow the medicine-specific instructions provided by your clinician and in the patient information leaflet.

Practical Tips to Minimise Side Effects

- We will generally start you on the lowest dose – this is also why your treatment is gradually increased ("titrated").
- Avoid alcohol excess, especially in the first few weeks.
- Maintain good hydration unless you have been advised to restrict your fluid intake.
- Choose protein-rich foods (meat, fish, eggs, beans) to help you feel full and maintain muscle.
- Plan meals in advance to avoid overeating.

Emergency Guidance

While most people tolerate weight-loss medication well, rare but serious complications can occur. It is important to know when to act quickly.

When to Call 999 or Go to A&E Immediately

Seek emergency help if you experience:

- Severe, sudden, or persistent abdominal pain (this may suggest pancreatitis or gallbladder problem).
- Difficulty breathing, swelling of the face, lips, tongue or throat, or widespread rash (this may be a possible severe allergic reaction).
- Persistent vomiting with dehydration (unable to keep fluids down).
- Chest pain, sudden weakness, or collapse.

When to Contact NHS 111 (out of hours) or Verya Health (in hours)

Get urgent advice if you notice:

- Ongoing or worsening nausea, diarrhoea, or constipation not settling with self-care.
- Unexplained or persistent abdominal discomfort.
- The start of discomfort in the upper right side of the abdomen (possible gallbladder issue).
- Concerns about injection technique, missed doses, or medication supply (only contact Verya for this)

When to Manage at Home (but mention at your next review)

These are common, expected side effects during the first few weeks:

- Mild nausea that improves with smaller meals.
- Occasional constipation or diarrhoea.
- Mild indigestion, bloating, or reduced appetite.
- Mild headache or fatigue.

Tips:

Eat slowly and stop when full.
Maintain good hydration unless you have been advised to restrict your fluid intake.
Choose lighter meals and avoid greasy foods.
Increase fibre gradually for constipation.

Key Message:

If you are unsure what level of help you need:

- Contact Verya Health during service hours for treatment-specific advice.
- Contact NHS 111 for urgent medical advice when the problem is not immediately life-threatening.
- Call 999 or attend A&E for a medical emergency.

Lifestyle Guidance

At Verya Health, we will support you to build new habits that promote long-term health and wellbeing.

Nutrition

Prioritise Protein

Include a source of protein at each meal. Individual requirements vary according to body size, activity, diet and medical history, and your clinician can provide additional guidance where needed.

Good sources: lean meat, poultry, fish, eggs, beans, lentils, tofu, dairy, protein shakes.

Protein helps you feel full, preserves muscle, and supports fat loss.

Balanced Meals

Include vegetables at most meals.

Choose wholegrain carbs (brown rice, oats, wholemeal bread) in moderate amounts.

Include healthy fats (avocado, olive oil, nuts, seeds).

Meal Habits

Eat smaller meals slowly and stop when full - this reduces nausea and helps you listen to hunger cues.

Avoid large, greasy, or highly processed meals.

Maintain good hydration throughout the day unless you have been advised to restrict your fluid intake.

Alcohol

Keep to NHS guidelines: max 14 units per week, spread over several days.

Try to limit alcohol further while on treatment, as it may worsen side effects.

Physical Activity

Strength/Weight Training

At least 2 sessions per week (gym, home weights, resistance bands, or bodyweight exercises).

Protects muscle mass, improves metabolism, and supports long-term weight loss.

Cardio/General Activity

Aim for 150 minutes of moderate-intensity exercise per week (brisk walking, swimming, cycling, dancing).

Break into 10–20 minute sessions if easier.

Increase daily activity (stairs, walking meetings, active commuting).

Behaviour & Lifestyle

Track Your Progress

Use a journal, photos, or apps to record weight, activity, or how you feel.

Sleep Well

Aim for 7–9 hours per night - poor sleep increases appetite and cravings.

Manage Stress

Try mindfulness, breathing exercises, or yoga.

Emotional eating is common - notice patterns and discuss with us if you need support.

Consistency Over Perfection

Small, steady changes are more sustainable than quick fixes.

Don't worry about slip-ups - focus on long-term habits.

Our Support

Your clinician will check and discuss your nutrition and activity at each follow-up. If needed, we can:

- Provide additional resources for diet and exercise.
- Refer you to a dietitian, personal trainer, or wellbeing coach.
- Adjust your plan to fit your lifestyle.

Exercise

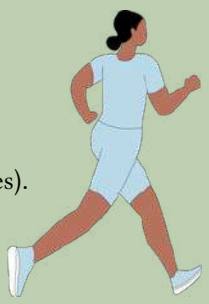
Why Exercise is Essential

Combining weight management treatment with regular physical activity provides many benefits
More effective weight loss – exercise enhances the fat loss effects.
Preserves muscle – strength training prevents muscle loss, helping you look and feel stronger as weight comes down.
Better heart health – lowers blood pressure, cholesterol, and cardiovascular risk.
Improved mood – releases endorphins, reduces stress, and boosts energy.
Reduces side effects – light activity can ease constipation, fatigue, and nausea.
Stronger bones – resistance training maintains bone density and lowers fracture risk as you age.

Recommended Exercise Types

1. Cardio (Aerobic Exercise)

Aim for 150 minutes per week.
Options: walking, jogging, swimming, cycling, dancing, stair climbing.
Builds fitness, burns calories, and improves heart health.



2. Strength (Resistance Training)

Aim for 2 sessions per week.
Options: weights, resistance bands, Pilates, bodyweight moves (push-ups, squats, lunges).
Preserves muscle, boosts metabolism, shapes your body.

3. High-Intensity Interval Training (HIIT)

Optional, for those who enjoy shorter, more intense workouts.
Alternates bursts of activity (e.g. sprints, burpees, skipping) with rest periods.
Efficient calorie burning and fitness boost.

4. Flexibility & Recovery

Activities like yoga, Pilates, or stretching improve mobility, posture, and recovery.
Great for rest days to reduce soreness and prevent injury.

Tips for Success

Start slowly – especially if new to exercise. Begin with short walks and build up.
Stay consistent – regular activity is more effective than occasional intense workouts.
Mix it up – variety keeps it enjoyable and challenges different muscles.
Rest & recover – include at least 1–2 rest days per week to allow your body to rep
Stay hydrated – drink extra water, especially if experiencing nausea or diarrhoea.
Fuel your body – eat lean proteins, whole grains, and vegetables to support exercise.
Listen to your body – don't push through severe discomfort; adjust pace and intensity.
Consider a buddy – exercising with others improves motivation and accountability.

Key Message

. Exercise helps to transform your body and protect your health. Together with a balanced diet, they give you the best chance of achieving safe, sustainable weight loss and maintaining your results long-term.

Example Weekly Plan (Beginner-Friendly)

Monday – 20 min brisk walk + 10 min stretching
Tuesday – Rest or yoga
Wednesday – 30 min cycling/swimming
Thursday – 20 min walk + bodyweight strength (push-ups, squats, lunges)
Friday – Rest
Saturday – 40 min brisk walk or dance class
Sunday – 20 min Pilates/stretching

Sleep Stress & Emotional Wellbeing

Your everyday wellbeing is an important part of your assessment. Sleep, stress, mood and personal circumstances can influence how you feel and what changes are practical for you.
Please tell your clinician about difficulties in these areas. They help us understand your needs and consider whether additional support would be appropriate.

Make space for rest

Consider whether your routine gives you enough opportunity to rest. Work schedules, caring responsibilities, pain and other health concerns can make this difficult.
Where possible, establish a routine that fits your circumstances. You might find it helpful to allow time to wind down, reduce distractions at bedtime and make your sleeping environment comfortable.
If sleep problems are persistent or affect your daily functioning, discuss them with your GP.

Recognise sources of pressure

Stress may relate to work, relationships, finances, health or caring responsibilities. You may not be able to remove these pressures, but identifying them can help you consider what support would be useful.
Some people find short breaks, enjoyable activities, gentle movement or talking to someone they trust helpful. There is no single approach that suits everyone

.

Talk openly about food and emotions

Tell your clinician if eating feels difficult to manage, you experience episodes of feeling out of control around food, or you regularly restrict food because of guilt or anxiety.
These experiences deserve sensitive assessment. They may mean that a different approach or specialist support would be more appropriate.

Consider your relationship with monitoring

Recording measurements or habits can be useful for some people, but it should have a clear purpose.
Let us know if weighing yourself, tracking food or checking your appearance becomes distressing or begins to interfere with everyday life. We can discuss whether the way your progress is reviewed needs to change.

Ask for support

Your consultation provides an opportunity to raise concerns, but our service does not replace specialist mental health or eating-disorder care.
Where your needs fall outside our service, your clinician may recommend support through your GP or another appropriate professional.
Your wellbeing matters throughout your care. Please raise concerns when they arise rather than waiting for your next routine review.

Reviewing Your Progress

Where ongoing care is agreed, we will usually review your progress each month. Reviews help your clinician understand how you are managing, consider any changes in your health and discuss whether your plan remains appropriate.
The timing and format may vary according to your needs. An earlier review or additional assessment may sometimes be recommended.

Looking beyond the scales

Weight measurements may form part of your review, but they do not provide the whole picture.
Your clinician may also discuss your eating patterns, activity, sleep, wellbeing and ability to manage everyday tasks. The information considered will depend on your goals and clinical circumstances.
There is no guaranteed result or rate of progress. Reviews provide an opportunity to consider your experience individually.

Preparing for your review

Please provide any information requested and tell us about:

- Changes in your health or current medicines.
- Advice or care received from another provider.
- Difficulties following your agreed plan.
- Changes in your eating patterns, activity or wellbeing.
- Questions or concerns you would like to discuss.

If measurements are requested, follow the instructions provided. Tell us if collecting or recording them is difficult or causes distress.

Discussing what is working

Your review is an opportunity to explain what feels manageable and what does not. Please be open about practical difficulties, including work pressures, costs or changes in your circumstances.
Your clinician can discuss whether adjustments, further assessment or another source of support would be appropriate.

Agreeing the next steps

We will explain any recommendations and discuss them with you. Your plan may continue, change or conclude depending on your needs and assessment.
Where further services are proposed, any applicable costs will be explained before you decide whether to proceed.

If a review is delayed

Contact us if you cannot complete a review or attend an agreed appointment. Missing information or a delayed assessment may affect whether ongoing care can be confirmed.
You do not need to wait for your monthly review to raise a concern. Contact us sooner if your health changes or you need advice about your agreed care.

Our Commitment to You

At Verya Health, we aim to provide care that is considerate, clearly explained and appropriate to your individual circumstances. We want you to understand the recommendations you receive and feel able to participate in decisions about your care.

Respect and dignity

We will listen to your experiences and discuss your concerns without judgement. Your preferences, cultural needs and personal circumstances should form part of the conversation.
Please tell us if you need communication support, information in another format or adjustments to access our service.

Individual clinical decisions

Recommendations will be based on your assessment and the information available to your clinician. Where further information, examination or specialist input is needed, we will explain why.
We will also explain if our service cannot appropriately meet your needs and discuss suitable next steps.

Clear information and choice

We will explain relevant recommendations, alternatives, potential benefits and risks in language you can understand.
You can ask questions, take time to consider your options, decline a recommendation or seek another opinion.
We will explain any implications for your ongoing care.

Transparency about costs

Any applicable fees and what they cover will be explained before you commit. If further services are recommended, we will discuss their costs before making arrangements.
You can ask us to clarify an invoice or explain a charge.

Confidentiality and communication

We will handle your information in accordance with confidentiality requirements and our privacy notice.
We will explain how to contact us and how any agreed follow-up will be arranged. Please tell us if information is unclear or a communication method is unsuitable for you.

Feedback and concerns

We welcome feedback about your experience. If something has not met your expectations, please contact us so we can understand your concern and explain how it will be addressed.
You can request our complaints procedure at any time. Raising a concern will not affect your right to respectful care.

Your questions, preferences and concerns are an important part of your care.

Understanding Your Options

An assessment gives you an opportunity to understand your health and discuss appropriate ways forward. Recommendations depend on your medical history, circumstances, preferences and the support you need.

Considering the whole picture

Your clinician will consider the information you provide alongside your goals and previous experiences. We may need further information, an examination or investigations before making recommendations.
A particular approach may not be suitable simply because someone you know has used it or because you have tried it before.

Exploring appropriate support

Depending on your assessment, recommendations may include changes to everyday habits, further clinical assessment or referral to another professional.
For example, you may benefit from advice from a registered dietitian, support with physical activity or assessment of a health concern affecting your daily life. Your clinician will explain why a recommendation is relevant and whether it falls within our service.

Understanding benefits and limitations

Before agreeing to a recommendation, you should understand what it involves, its potential benefits and risks, and any uncertainties or practical requirements.
Ask how progress would be reviewed, what alternatives are available and what may happen if you choose not to proceed. No approach can guarantee a particular outcome.

Taking your preferences into account

Tell us what matters to you and what would be difficult to manage. Work schedules, caring responsibilities, accessibility and cost may all affect your decision.
Your preferences are part of the discussion, although your clinician may advise against an option where it would not be appropriate for your health or circumstances.

Making your decision

You can ask questions, request clarification and take time to consider the information. You can also decline a recommendation or seek another opinion.
If your needs fall outside our service, we will explain this and discuss appropriate next steps.
The aim is for you to understand the recommendations and make an informed decision about your care.

Confidentiality & Data Protection

Verya Health is part of Silver Screen Medics. We handle your personal and health information in accordance with UK data protection law and our professional duties of confidentiality.
This page summarises how your information is handled. Our privacy notice provides further details about its use, sharing and retention.

Information we collect

We collect information relevant to your enquiry, assessment and care. This may include:

- Your name, date of birth and contact details.
- Medical history, allergies and current medicines.
- Information provided during assessments and reviews.
- Relevant measurements, photographs or supporting documents.
- Appointment records, correspondence and payment information.

Where additional information is requested, we will explain its purpose and how to provide it securely.

How we use your information

We use relevant information to respond to enquiries, assess your needs, arrange and provide care, communicate with you and maintain appropriate records.
Information may also be needed to manage complaints, review service quality and safety, and meet legal or regulatory responsibilities. Our privacy notice explains the purposes and lawful bases for this processing.

Access and sharing

Access is limited to people who need information for their role. Relevant information may be shared with professionals involved in your care and service providers supporting our records, communications or administration.
Information may also need to be disclosed where legally required or justified to protect someone from serious harm. Sharing must have an appropriate basis and comply with confidentiality requirements.

Photographs and documents

Photographs or documents requested for assessment are handled as confidential clinical information.
Providing a photograph for clinical purposes does not give permission for it to be used in publicity or marketing.

Your rights and record retention

You can request access to your personal information and correction of inaccurate details. Other rights, including deletion or restriction, depend on the circumstances.
Some records must be retained after your care ends. Withdrawing consent does not automatically require deletion or prevent processing that relies on another lawful basis.

Questions or concerns

Contact info@silverscreenmedics.com to request our privacy notice, ask about your information rights or raise a privacy concern.

You can also seek advice or complain to the Information Commissioner's Office at ico.org.uk.

Please use the communication method agreed with us when submitting sensitive information. If you are unsure, ask before sending it.

VERYA HEALTH

CLINICALLY GUIDED
WEIGHT AND WELLNESS
MANAGEMENT

CONTACT US

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