

Frequently asked questions

1. Why is the Adult Weight Management service temporarily suspended for new, non-urgent referrals?

Due to a significant increase in population demand for Adult Weight Management Services, we are currently experiencing extended waiting times. To ensure we can continue to meet the needs of patients requiring urgent care, we have made the difficult decision to temporarily suspend new referrals for **non-urgent adult weight management services**.

Please note: the Child and Young Persons Service and Maternal Obesity Service are not affected by the above changes.

2. Who would be considered as urgent?

We accept referrals for people with a Body Mass Index (BMI) of 35 or higher who also have serious health conditions that need urgent attention.

We don't have a full list of all the health conditions we consider. Instead, each referral is carefully reviewed by our team. We look at how severe and complex your health issues are before making a decision.

Some examples of health conditions we may accept include:

- Cancer or conditions that could lead to cancer, where losing weight could help improve treatment or make therapies more accessible.
- People who urgently need to lose weight to be eligible for an organ transplant.
- Idiopathic Intracranial Hypertension (IIH), especially if it causes vision problems or requires frequent medical procedures like lumbar punctures.

3. How can I refer into the Urgent-only Adult Weight Management Service?

You can be referred by:

- A hospital doctor (consultant)
- Your GP (family doctor)
- Or by completing our self-referral form online

You don't need to book a new hospital appointment just to get referred. If you already see a hospital doctor for your health condition, you can talk to them about a referral at your next appointment. Or, if you prefer, you can fill out the self-referral form on our website.

4. When will it reopen?

We don't have an exact date yet for when we'll start accepting routine referrals again, but we'll share updates on the website as soon as we can. Urgent referrals and patients currently in the service or on a waiting list will be seen according to the current service demands.

5. Will any services continue after the 8th September 2025?

Urgent referrals and patients currently in the service/on current waiting lists will be seen.

6. What will happen to my ongoing treatment or appointments?

If you are already in the service or have been already accepted onto a waiting list, you will be offered an appointment as soon as is possible.

7. What support is available now if I don't meet the urgent criteria?

We encourage you to explore the options available to you via our website [Weight Management Service - Aneurin Bevan University Health Board](#) these include;

- Gro Health- a digital weight management service, which you can access for free as a patient living within ABUHB
- Self-guided resources to support weight management
- Initiatives running across the local authorities that support weight management and activity

8. Will there be an option to attend other clinics or hospitals?

We understand this may be frustrating, but unfortunately, other health boards aren't able to accept patients from ABUHB at this time.

9. How will I be informed about updates or changes?

We know how important it is to stay informed, and we'll make sure to keep our website updated with any new information or changes as they happen.

10. Is there a way to provide feedback or express concerns about the closure?

You can contact the PTR team on 01633 431666, or email puttingthingsright.ABHB@wales.nhs.uk

11. Can I access weight loss medication from my GP?

Your GP may be able to prescribe a medication called Orlistat; however, you would have to speak to them about whether it would be suitable for you, but they are not currently able to prescribe any of the weight loss injectable medications.

12. How can I access weight loss medications privately?

Medications available privately for weight loss include Saxenda, Wegovy and Mounjaro.

It is important to get medications from reputable sources prescribed by licensed healthcare professionals to ensure your medication is safe and not counterfeit.

Private prescriptions can be obtained from pharmacies such as Boots, Well or Asda. A pharmacist or doctor should assess your suitability to start the medication. They should also provide ongoing support for any concerns or side effects that you may have while taking the medication.

You can also see a doctor privately to obtain a private prescription.

13. What if I'm experiencing emotional distress and/or poor mental health?

If you have considered harming yourself, there is immediate, emergency and urgent mental health support and advice available.

If you do not feel you can keep yourself or someone else safe OR someone's life is at risk, for example, they have seriously injured themselves or taken an overdose, please dial 999 or go to A&E immediately. A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.

If you need help for a mental health crisis or emergency, you are able to get immediate expert advice and assessment by dialling Mental Health 111 and choosing option 2. This service is available 24 hours a day, 7 days a week. It's important to know that support services are available for you, whatever you are going through. More information about Mental Health 111 option 2 service is available here: [Where to get urgent help for mental health - NHS](#)

You can also get help, support and advice from your GP. Your GP can refer you to a range of mental health support service such as primary care mental health services, community mental health teams. Do not hesitate to talk to your GP if you are experiencing mental health difficulties.

Other Ways to get Help with your Mental Health

Free Listening services

These services offer confidential support from trained volunteers. You can talk about anything that's troubling you, no matter how difficult. The services will only share your confidential information if they are very worried about you or think you are in immediate danger.

- Telephone 0800 132 737 for the C.A.L.L. Listening Line. This is a free, confidential telephone helpline service. C.A.L.L. offers emotional support and information/literature on Mental Health and related matters. Anyone concerned about their own mental health or that of a relative or friend can access the service. [C.A.L.L. Mental Health Helpline - Community Advice and Listening Line](#)
- Telephone 116 123 to talk to Samaritans or email jo@samaritans.org for a reply within 24 hours Contact Us | Samaritans
- Text "SHOUT" to 85258 to contact the Shout Crisis text Line, or text "YM" if you're under 19. Shout: the UK's free, confidential and 24/7 mental health text service for crisis support | Shout 85258

14. Where can I access private dietitian and/or psychological support for my weight management journey?

As a service, we are unable to directly recommend individual practitioners or services. When exploring options for private support, please ensure that Practitioner Psychologists or dietitians are registered with the HCPC (Health and Care Professions Council). Please use this link to access the register [The Health and Care Professions Council \(HCPC\) | The HCPC](#). If you wish to access support from psychological therapists who aren't registered practitioner Psychologists, please ensure that the psychological therapist is accredited by a recognised body. Examples include: British Association of Behavioural and Cognitive Psychotherapies or BABCP (for Cognitive Behavioural therapy), Institute of Family Therapy (for systemic/family therapy), EMDR Association UK (for Eye Movement Desensitization and Reprocessing – a type of trauma-focused psychological therapy).