

## Natasha's Story: From Crisis to Confidence

Brent | Referred via Primary Care | Returned to Work

When Natasha was referred into WorkWell, she was experiencing severe memory loss and frequent panic attacks that had left her unable to work and struggling with everyday tasks. Her confidence was at rock bottom, and returning to employment felt impossible.

Through a structured assessment with her Work and Health Coach, Natasha received tailored support across cognitive function, emotional wellbeing, physical health, and workplace advocacy. She was introduced to daily brain-training exercises, a nutritional plan to support cognitive health, and gentle movement routines to manage her sciatica. Crucially, she also attended a workshop on reasonable adjustments, giving her the tools and confidence to advocate for the support she needed at work.

The outcome? Natasha has successfully returned to her role. She now speaks with pride about the progress she has made, saying: "I learned the importance of not ignoring my health and putting everybody else first. My next goal is to continue to work on a healthier work-life balance and putting myself first in every facet of life."

Natasha's story shows how a timely referral from primary care, combined with holistic, person-centred support, can help patients overcome significant health barriers and get back to work with renewed confidence.



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## Azizur's Story: Staying in Work While Managing Kidney Disease

Hounslow | GP Referral (In-Work) | Remained in Employment

Azizur, 42, was referred by his GP practice as an in-work participant who was struggling to remain in employment due to kidney disease. Regular dialysis left him exhausted, and he was finding it increasingly difficult to sustain the energy needed for daily life and work.

His Work and Health Coach collaborated with him to develop a personalised nutrition and exercise plan tailored to his condition. Azizur began chair-based exercises and gentle yoga to manage fatigue and improve mobility and was connected with StayActive4Life in Hounslow to



maintain fitness and reduce social isolation. He also received specialist dietary guidance to support his kidney health and was linked with Kidney Care UK for ongoing condition-specific support.

**The result? Azizur has remained in employment** and feels more in control of his health than before. On leaving WorkWell, he was referred onwards to Connect to Work to continue building on his progress – ensuring a seamless pathway of support.

Azizur's experience demonstrates how a simple GP referral into WorkWell can make a real difference for working patients managing long-term conditions – helping them stay in work, improve their health, and access the right community resources.

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## How to Refer into WorkWell

WorkWell supports patients who are in work, off sick, or at risk of falling out of work due to health conditions. If you have patients who could benefit from employment and health support, please refer them into the programme. **Early referral leads to better outcomes.**

For more information about WorkWell – NWL services, visit

- Website: [WorkWell – North West London](#)
- call **0808 196 2386**
- email: [workwellwest@shaw-trust.org.uk](mailto:workwellwest@shaw-trust.org.uk)

WorkWell North West London is a free service provided by Shaw Trust, designed to support individuals facing health-related challenges in finding or maintaining meaningful employment.

*NHS North West London through West London Alliance (WLA) provide WorkWell – North West London. WLA commissioned Shaw Trust to provide the service.*

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