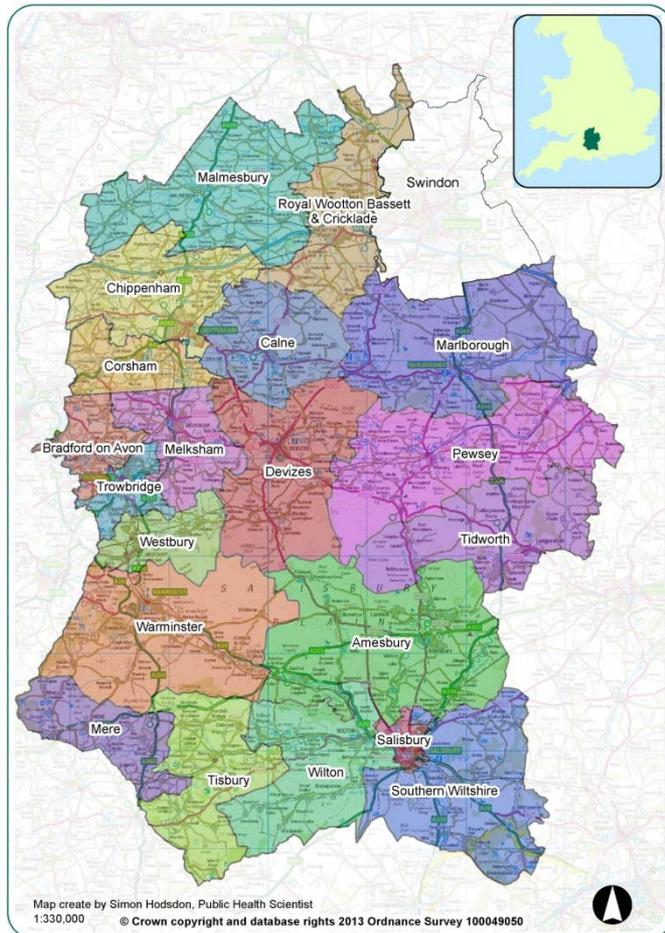


Improving Uptake of the NHS Health Checks Programme in Wiltshire

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Wiltshire



- Unitary Authority
- 20 community areas - Rural
- Population: 476,000
- Military: 3.5% population – 38,000 ha. MoD land
- Wealth and prosperity alongside areas of deprivation

In Wiltshire...

- Life expectancy has risen to 80.6 years for males and 83.9 years for females.
- Wiltshire's CVD mortality rates are below those of the South West and England nationally.
- The health of people in Wiltshire is generally better than England average.
- 22.3% of adults are classified as obese
- 25.4 % of adults are inactive
- 17% of adults smoke



NHS Health Checks in Wiltshire

- Delivered only by Primary Care in Wiltshire x 56 practices, x3 pharmacies
- 33, 961 offered / 13, 968 NHS HC completed in 2014-15
- Overall Uptake, **41.1%** (national average 49%, regional average 47%)



Improving Uptake – GP Project

AIM

This project aimed to increase the uptake of the NHS Health Check programme in Wiltshire by calling those that had not responded to their invite for an NHS Health Check and offering appointments.

Background

- Suspected that non-attendance due to inconvenient appointment times
- In an initial pilot undertaken in 2013, a GP practice over three months contacted eligible patients in the early evening by telephone and saw an increase in appointment bookings and attendance with an uptake rate of 75%.
- In a bid to continue to improve overall uptake, the scheme was offered to additional practices of which 10 practices engaged.



Methodology

- The practices provided a four month scheme to telephone non-responders to the NHS Health Check invitation letters and provided 'out of hours' clinic time to support an increase in uptake in programme delivery.



Results

Overall **996 calls were made** to patients who had not responded to their NHS Health Check invitation; of which **292 (29.3%) answered during a day** time call back and **184 (18.5%) answered during an evening call** back the remaining further **47% remained uncontactable**.

A total of **126 extra clinics** were offered during the course of the pilot with **825 appointments** on offer. During the course of the project **549 attended** an appointment (including people that only received a written invite but no phone call), 42 people booked an appointment but did not attend (5%) and 284 appointment slots were left unfilled (34.4%).

As a result of the pilot, individual practice **uptake ranged from 5% to 63%** and an **overall average NHS Health Check uptake rate of 55.1%**.

Conclusions

Evidence from the scheme suggests that following up by telephone those patients who had not responded to a letter of invitation does increase programme uptake.

Individually practices had varying levels of success, although 8 out of 10 practices demonstrated a marked increase in uptake ranging between 34% and 63%. One practice saw a small increase of only 5%.

The result of the previous pilot scheme and this expanded scheme demonstrates that telephoning patients can have a positive impact on encouraging uptake of the NHS Health Checks programme.

All practices in the scheme extended their clinic times to be flexible outside of working hours which may also suggest this helps to support the target population in accessing an NHS Health Check.

Thanks for Listening



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