

## NHS Health Checks | Satisfaction Questionnaire

**Background:** The Satisfaction Questionnaire was developed to assess the quality of Health Checks taking place in Suffolk. The Questionnaire is included within a four-page booklet that is given to patients upon completion of their Health Check (Booklets provided). Along with the booklet, patients also receive a pre-paid envelope with Public Health Suffolk's address printed on the envelope for convenience of returning the Questionnaire and to increase uptake of returns. GPs, Pharmacies, and Outreach Providers are all provided with the booklets free of charge and it is included in their contracts that patients must receive one with a Health Check.

The Satisfaction Questionnaire asks patients a series of 16 questions about whether they felt that the different aspects of the Health Check were explained clearly to them. The Questionnaire asks patients what surgery they belong to, what date the Health Check was completed on and includes a comments/feedback section along with Public Health Suffolk's contact details in case the patient would prefer to email with comments or feedback. Each of these questions are answered on a scale of 1 to 6 with 1 being 'not at all' and 6 being 'completely'.

The booklet also includes a results and goals section whereby patients can note the results of their Health Check via a **Red** (High Risk), **Amber** (Increased Risk) and **Green** (Low Risk) scoring system and set themselves goals to work towards to improve their health e.g. What small thing can you commit to changing.

The feedback from the Questionnaire is used by Public Health Suffolk to identify and target practices that receive patterns of negative feedback, offering them additional training, support and/or information.

**Outcomes and lessons learnt:** Data for some parts of the Questionnaire can be seen below (Apr 2016 – Jan 2017)

Number of Health Checks completed	16889
Number of Satisfaction Questionnaires returned	3027 (18%)
% who understood their blood pressure	98%
% who understood their cholesterol results	92%
% who felt that safe drinking limits were explained to them	81%
% who understood their risk of CVD (QRISK)	90%
% who understood how to keep their risk of CVD as low as possible	94%
% of those who enjoyed their Health Check	98%
% of those who are motivated to make changes needed	85%
% of those who felt 20 minutes was sufficient time to understand/discuss the Health Check results	95%
% comments received which were positive about their Health Check	91%

The percentage of patients who felt that safe drinking limits were satisfactorily explained to them was 81%, the lowest result of the Questionnaire. This data can be viewed at an individual practice level which allows for identification of those that require additional training or information.

More work is needed with Health Check providers to improve the way they explain the QRISK score to patients and patients seem to understand their BP results more successfully than their cholesterol results.

The majority of patients enjoyed their Health Check, felt 20 minutes was sufficient time to discuss results and most additional comments received about the Health Check were positive with only 9% deemed as negative.

At least one Satisfaction Questionnaire has been received from every practice but patients from practices in deprived locations are less likely to return the Questionnaire.

The Satisfaction Questionnaire has been successful in gauging the quality of Health Checks being carried out in Suffolk, as well as identifying those practices with patterns of negative feedback that require further investigation, training, and/or information. 15 extra training sessions for GP surgeries have resulted because of the Questionnaire.

**Reflections on what you would have done or should be done differently:** More work should have been done to increase the number of Questionnaires returned e.g. marketing / prize draw at year end for successful returns.

The Questionnaire asks patients 'My surgery is' and 'Date of Health Check' but it would be very useful to also ask for gender, age and ethnicity information to help with data analysis and to look at patterns e.g. are mainly females returning the Questionnaire. Furthermore 'My surgery is' could be changed to 'Organisation completing Health Check' so that we can differentiate between GPs, Pharmacies and Outreach.