

Promoting best practice and clinical effectiveness through structured training for staff delivering the NHS Health Checks

Summary

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Background

A plan was put in place from April 2014 to focus on quarterly targeted training and support for the staff on the identified gaps in data and specific areas of poor documentation of follow up.

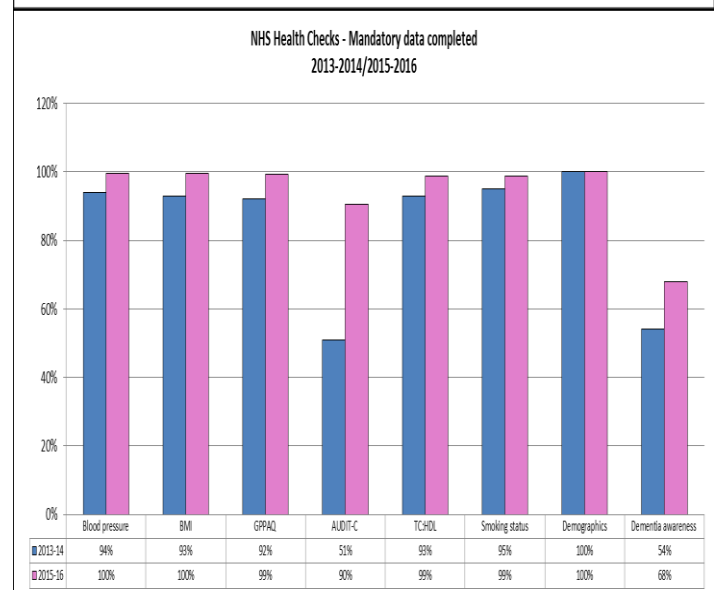
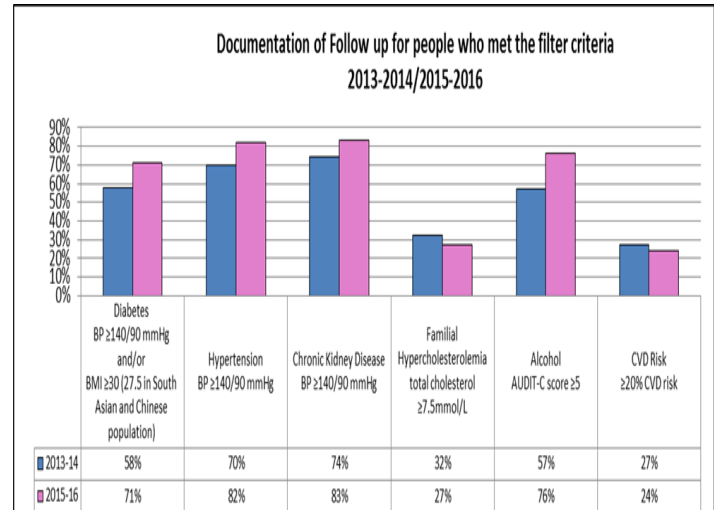
Areas of training and support given:

- Accurately completing the Bromley NHS Health Check template for all mandatory data and clinical filters
- Completing the PHE Alcohol IBA E-Learning Module
- Training days on accurately completing the Audit C/Audit
- Dementia awareness training
- Training on identification and management of patients at risk of diabetes and non-diabetic hyperglycaemia
- Training on the introduction of management of patients identified as having a CVD risk score of $\geq 10\%$

Key points from the evaluation

Following structured training and support we found:-

- An improvement in the percentage of complete records submitted for quarterly data returns in 2015-16 in comparison to 2013-14
- An improvement in the follow up and documentation of follow up for people who met the NHS Health Check filter criteria in all areas except Familial Hypercholesterolaemia and CVD Risk $\geq 20\%$



Lessons learnt

Regular quarterly structured/targeted staff training and support has:

- Improved best practice and clinical effectiveness
- Created a forum for sharing and a support network for staff
- Kept staff engaged
- Created a better working relationship between staff delivering health checks, primary care staff in general and the Public Health Vascular Disease Prevention Team.
- Helped in identifying and dealing more effectively, with issues where improvement in practice and clinical effectiveness are needed.

Staff that have attended quarterly training and support, have said that they find it valuable to their practice and as a result training has been well attended.