

How Health Checks in community and workplace settings can benefit clients

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Tameside Community Health Check Team



- Health Check Co-ordinator
- 2 x Health Check Advisors
- Health Champion

Background

- The team is part of the local health improvement team
- Non clinical staff employed to deliver checks
- Robust governance and training in place
- Commissioned by public health to design, deliver and evaluate a two year programme to provide health checks in the community

- **Tameside's Public Health Consultant, Gideon Smith, explains,** 'From a public health perspective the service is making at least three very important contributions to enhancing local access to NHS Health Checks. Firstly, as an open-access service, it makes NHS Health Checks available to people who do not respond to GP invitations. Secondly, as we do not have universal sign up from local GPs to send invitations, the service makes NHS Health Checks available to those who are eligible but do not receive an invitation. And thirdly, information about the service is now included in invitation letters sent by GP practices providing a choice of access to NHS Health Checks.'

The process

- Point of care testing and Qrisk2, enables the team to communicate screening results instantly and inform the client
- All results sent securely via NHS email to GP within 4 days with read codes
- Protocol that blood pressure readings over 180/100 to be sent to the GP within 24 hours
- Offer of further support from further services within the Health Improvement Team or signposted to external organizations

Overview of the programme

(July 2014 - December 2015)

- Checks have been delivered in over 78 different community venues, including mosques, temples, churches, supermarkets, libraries, supported housing and football grounds and 48 workplaces, including fire stations, schools, abattoirs, refuse collection depot and commercial businesses
- Community Clinics where clients can pre book appointments
- Invested in a gazebo
- Linking in with local campaigns (Hypertension)

(July 2014 - December 2015)

- In total **1974** checks provided, 33% (653) male, 67% (1321) female
- Additionally we saw another 1109 clients who were not eligible so we offered a 'mini' health check
- 1 in 5 of all NHS health checks done in Tameside was carried out by the community team
- 11.5 % BME residents (compared to 5.4% of overall Tameside population)
- Almost a quarter of clients seen living in most deprived neighbourhoods

Benefits

- Convenience
- Instant results
- Opportunistic health checks
- Flexible service – out of hours, early morning, weekends etc.
- Familiar surroundings for clients
- Increased referrals into Health Improvement Team
- Follow up of a proportion of clients

Challenges

- The number of clients who are not eligible
- 1109 additional clients seen for a 'mini' health check
- Clients not knowing who their GP is
- Reaching men
- Finding new venues
- Dependent on cooperation of partners
- Communication with Primary Care (Do the results get onto pt record)
- Distractions at community events

Key to success

- Committed, flexible, enthusiastic staff (recruit carefully)
- Support for innovation from Public Health commissioners
- Robust training, protocols and governance procedures
- Close liaison with General Practice
- Good knowledge of local area and ability to build partnerships
- A focus on improving health through prevention and lifestyle changes

Workplace case study

- Male aged 40
- Not accessed GP for years
- Not interested in Health Check
- After conversation had health check
- Had raised blood pressure and cholesterol and opened up about anxiety



Community case study



- Female aged 48
- Local Housing organisation event
- Wasn't feeling too well
- Bp 205/127
- Admitted to A&E
- Monitored for 24 hours
- Now on medication and signed up to lifestyle support

Quotes

- “This check up was out of the blue and I would not have gone to the doctors for it, but I was grateful that it existed and gave me peace of mind.”
- “No need to make or wait for GP appointment. Quick easy access to the service at my place of work. Instant results and information to take away”
- “I feel its important that these things are addressed in the workplace as they are all easily forgotten while we are getting busy with life!”
- “Thank you so much for arranging the health checks. It was an extremely successful day and the staff really appreciated the checks and we’ve now all gone into overdrive trying to stay healthy. Becky’s desk is full of ryvita and fruit! I’m eating dates....”