

Developing a resilient community & primary care based workforce to deliver the NHS Health Check

Wendy Kirkpatrick, Health Development Manager
Angela Eden, Health Improvement Manager
Salford Health Improvement Service



Salford Health Improvement Service & NHS Health Checks

- Commissioned to deliver NHS Health Checks in Salford, Manchester, Bury and Warrington
- 56 of 75 (75%) staff are trained to deliver NHS Health Checks
- 30 staff have extended roles for supervision in delivery of NHS Health
- Member of the Salford NHS Health Check Operational Group
- Delivery of accredited NHS Health Check training
- Provides opportunities for staff to shadow and be observed completing an NHS Health Check



Non-accredited training

- Practical skills based sessions
- Point of care testing for cholesterol and HbA_{1c}
 - Calibration of equipment (each session and monthly)
 - Storage of consumables
- Recording of BP and pulse (rate and rhythm)
- Recording of height, weight, BMI and waist circumference
- Manual for staff to use which provides guidance for completing measurements, recording and interpretation of results



Accredited knowledge based training

- RSPH Level 2 Understanding Delivery of NHS Health Check
- Provides learners with underpinning knowledge and theoretical base around core and technical competencies
- Assessment is multiple choice question paper of 25 questions with a pass mark of 17 or more
- Learning outcomes around assessing and interpreting individual risk and opportunities for reducing these
- Completion of other RSPH Level 2 topic courses encouraged – Healthy Weight and Healthy Eating; Physical Activity; Alcohol
- Already experienced staff involved in delivery of regular healthy eating groups, physical activity groups – linking individual results to lifestyles and able to offer onward referral to local activity sessions



RSPH Level 2 Understanding Delivery of NHS Health Check

- Salford HIS received accreditation to deliver this in May 2015
- Developed the training package matching PHE Best Practice Guidance and Competency Framework to the learning outcomes
- Adaption's made for clinical and community staff – shift in focus from clinical measurements to providing results linked to lifestyles (advice)
- Information and pathways for signposting or referral to lifestyle services for behaviour change support
- Where HIS has been contracted to deliver NHS Health Checks, an additional offer for training provision is extended to local services/staff to build their workforce capability



Observation and ongoing support

- PHE/Skills for Health - Learner Workbooks for completion
- Shadow others – practice based opportunities
- Be observed – assessment and feedback
- Open forums – held twice yearly; drop in or stay for 3 hours; case studies; Q & A; skills practice; staff feedback and updates
- Email updates – sent to all registered staff includes PHE papers/guidance, links to NHS Health Checks website
- Support – available via telephone as required; email;



Delivery of training programme

- Health Improvement Service staff
- Salford GP and pharmacy staff
- Stockton Heath Medical Centre staff (see poster presentation)
- West Berkshire Primary Care staff
- Greater Manchester staff ad hoc
- Accredited sessions, followed by skills practice and ongoing telephone or email support
- Work with local Public Health commissioners



Single Point of Access Team

- Appointment system
- Data collection system
- Data cleansing
- Forwarding of data to GP teams
- Data collection for calibration of equipment
- Staff trained in knowledge base of NHS Health Checks
- Staff trained in monthly calibration of POCT equipment
- Maintenance of consumables and stock control



Development of workforce

- For staff who are already competent and experienced in community development and behaviour change, learning about process driven approaches is generally straightforward
- Linking to other areas of work – National Diabetes Prevention Programme pilot; weight management sessions; physical activity sessions
- Example of work in Warrington:
 - 1500 checks completed in 8 months by HIS staff
 - GP team completed accredited training
 - Observation opportunities
 - On completion of contract, work continued by GP team



Development of workforce

- Skills based non-accredited training
- Theoretical accredited training
- Observation sessions
- Review sessions – including feedback, case studies, Q & A sessions, peer review
- Ongoing support from managers, colleagues
- Use of national guidance papers e.g. PHE Best Practice Guidance, Competency Framework
- Attendance at local, regional and national learning and networking events



Summary of key points

- Community development and behaviour change approaches are the foundations for successful delivery of NHS Health Checks in communities; engaging individuals and lifestyles with community services
- Mix of skills, competence and knowledge based training
- Ensure there is ongoing supervision and support available
- Use available supporting guidance to develop service provision and staff
- Working collaboratively with a range of service providers to make use of a wide range of skills, knowledge and expertise



Contact details:

wendy.kirkpatrick@salford.gov.uk

angela.eden@salford.gov.uk

0800 952 1000

health.improvement@salford.gov.uk

www.salford.gov.uk/health-improvement-service