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

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• 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 HbA₁c
  – 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.
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