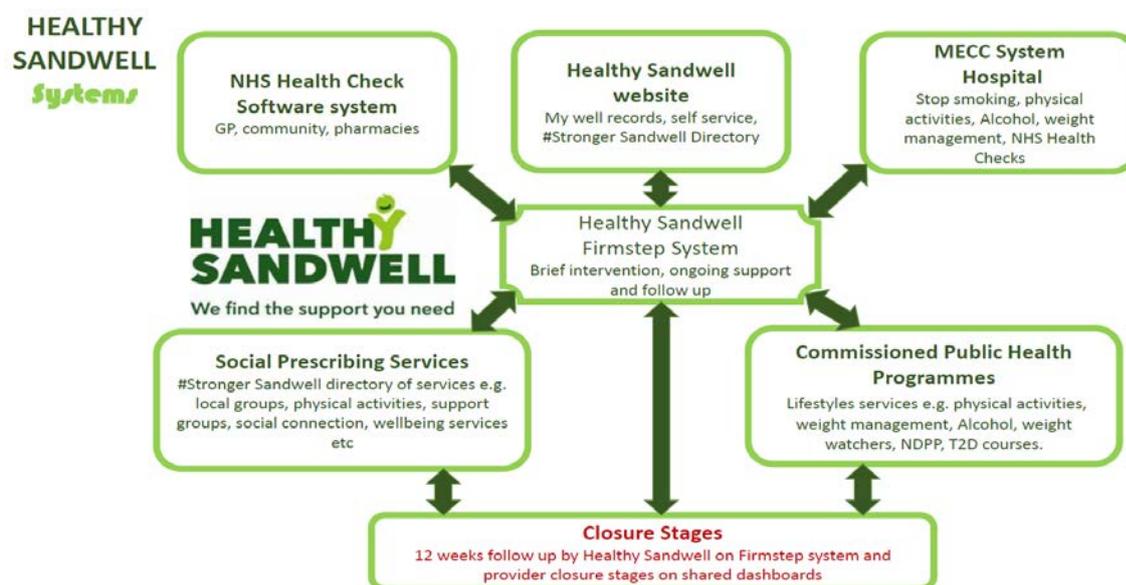


Abstract

Improving lifestyle support following the NHS Health Check programme; a whole system approach

Sandwell NHS Health Check programme performance has improved drastically from being one of the worst performing local authority regionally to one of the best improved authority for 2017 and 2019. Sandwell is above average regionally and nationally compared to similar local authorities. The reason for the continual improvement is the mixed method of delivery, excellent software system and a follow up system for referrals and support following the NHS Health Checks Programme.



Referrals come to Healthy Sandwell team from the NHS Health Check's software system called Health Diagnostic (Healthy Option) software which is installed across GP practices in Sandwell. The referrals are automated and built into the NHS Health Check templates and form an integral part to both service specifications for the health check service and the software system. There are referral thresholds for physical activities, weight management (BMI), stop smoking, pre-diabetes, and alcohol services with further development for social prescribing. Once the referral is made, the information is uploaded into the Healthy Sandwell Firmstep system which is a fully functional Customer Relationship Management (CRM) system. Customers receive regular text messages, calls from Healthy Sandwell Team, updates, and e-mails to support them achieve their lifestyle behaviour change goals. All information on referrals following the Health Checks and outcomes achieved are collected and analysed by Sandwell Public Health Team using Power BI Software. A sample of the information collated for the period 31/07/2019 – 24/01/2020 is presented below using Power BI Software.

Healthy Sandwell Customer Data

Select Date Range

31/07/2019 24/01/2020



Location Flag



Count of Contacts

7843

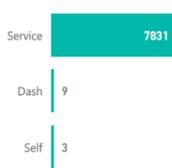
Count of Individuals

4281

Type of Action



Type of Product



Followup Flag



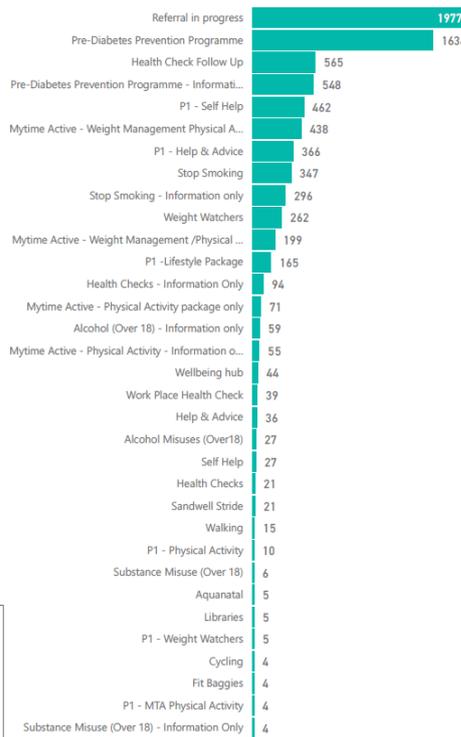
Information Only Flag



Contacts Over Previous 5 Weeks (Week Ending)



Type of Services Provided / Status



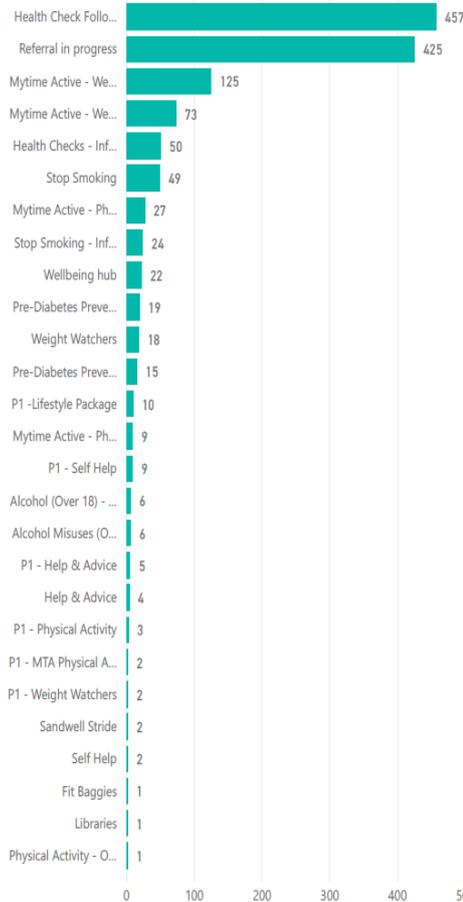
Type of Outcomes Received



referrer

12

Count of thiservice by thiservice



31/07/2019 27/01/2020



thiservice

Count of thiservice

Alcohol (Over 18) - Information only	6
Alcohol Misuses (Over18)	6
Fit Baggies	1
Health Check Follow Up	457
Health Checks - Information Only	50
Help & Advice	4
Libraries	1
Mytime Active - Physical Activity - Information only	9
Mytime Active - Physical Activity package only	27
Mytime Active - Weight Management /Physical Activity - Information only	73
Mytime Active - Weight Management Physical Activities Combined Programme	125
P1 - Help & Advice	5
P1 - MTA Physical Activity	2
P1 - Physical Activity	3
P1 - Self Help	9
P1 - Weight Watchers	2
P1 -Lifestyle Package	10
Physical Activity - Other	1
Pre-Diabetes Prevention Programme	15
Pre-Diabetes Prevention Programme - Information only	19
Referral in progress	425
Sandwell Stride	2
Self Help	2
Stop Smoking	49
Stop Smoking - Information only	24
Weight Watchers	18
Wellbeing hub	22
Total	1367