



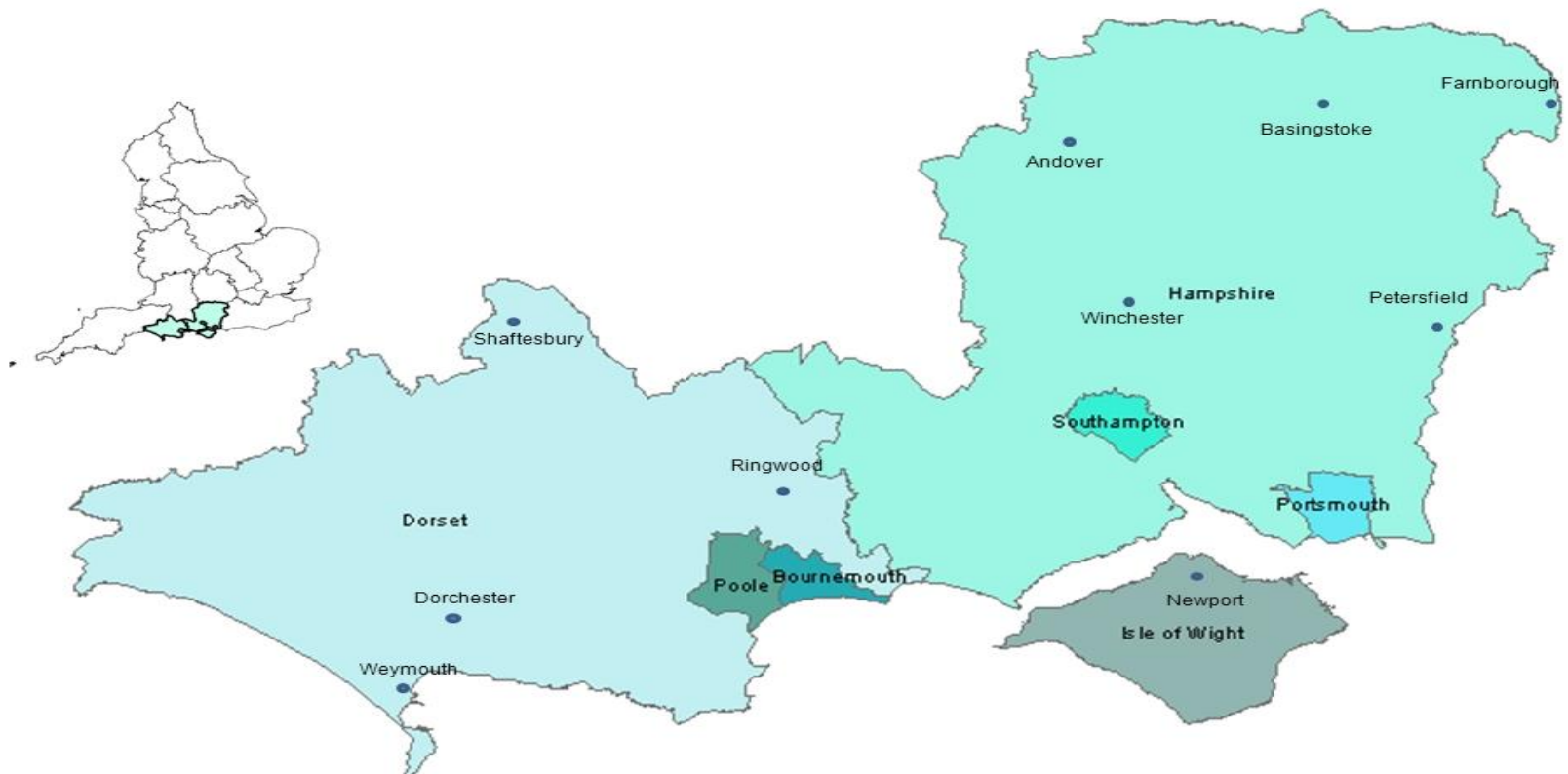
Public Health  
England

# The Wessex approach to raising the quality of staff training for the NHS Health Check

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# Wessex (now part of PHE South East Centre)





# Project Aims

- to improve the *quality of delivery* of the NHS Health Check
- to improve *effectiveness* of the NHS Health Check in identifying and preventing ill-health and in supporting people to make healthier lifestyle choices
- to improve the *cost effectiveness* of the NHS Health Check by reducing the cost of providing expensive treatments



# Objectives

- ❖ To incorporate the requirements of the national NHS Health Check competence framework (2014) in any new training
- ❖ To explore how staff training across Wessex could be more *standardised*
- ❖ To explore how staff training might be *increased* across Wessex
- ❖ To equip staff with the skills to identify high risk patients, to deliver improved support and to refer those identified
- ❖ To develop a standardised training guidance document for Wessex



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# Who was involved?



Hampshire  
County Council



Public Health  
Dorset



SOUTHAMPTON  
CITY COUNCIL®



Portsmouth  
CITY COUNCIL



Public Health  
England



ISLE of  
WIGHT  
COUNCIL

**NHS**  
*Health Education England*

Hampshire & Isle of Wight LPC

SUPPORTING LOCAL COMMUNITY PHARMACY



**WESSEX**

Local Medical Committees  
Incorporating Wessex LEaD



**CPPE**

CENTRE FOR PHARMACY  
POSTGRADUATE EDUCATION



# What was the process?

Engaged the following:

- Five NHS Health Check local authority commissioners– August 2014
  - Scope current training (Baseline)
  - Explore future training needs and priorities
  - Explore current commissioning processes
- Health Education England, Wessex, School of Public Health and education commissioners
- Further key stakeholders including Wessex Local Medical Committee (LMC), Hampshire and Isle of Wight Local Pharmaceutical Committee (LPC)
- Training providers *and front line staff-March 2015, Wessex event*



# New training content

## 4 Key Elements:

(Ref: the national NHS Health Check Competence Framework, 2014)

- ✓ E-learning on the NHS Health Check programme *and* Dementia awareness
- ✓ Face to face training on 'How to do a NHS Health Check'
- ✓ Face to face training on 'Behaviour Change', or Making Every Contact Count (MECC) training
- ✓ Pre and Post training evaluations

+Follow up with providers to review the impact of training





# What was achieved?

- A training guidance document, including a training specification
- A short questionnaire for future training providers to check their views on the training content
- A training evaluation form to capture the views of attendees *pre-* and *post-* face to face training. Eg. Post training question:

<p><b><i>On a scale of 1 -6 (6 being highest) how much did today's workshop:</i></b></p> <ul style="list-style-type: none"><li>• <b>Increase your understanding of CVD risk?</b></li><li>• <b>Increase your understanding of dementia risk?</b></li><li>• <b>Increase your confidence in discussing behaviour change to mitigate risk?</b></li><li>• <b>Meet your training needs to deliver NHS Health Checks when considered alongside the on- line training?</b></li></ul>	<p>1, 2, 3, 4, 5, 6</p> <p>1, 2, 3, 4, 5, 6</p> <p>1, 2, 3, 4, 5, 6</p> <p>1, 2, 3, 4, 5, 6</p>
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# Results of pilot

- Whole day (Nov 2015). Provider modified and expanded previous training
- E-learning prior to event- 80% completed
- 14 people (6 GP surgeries, 4 pharmacies), pharmacists, practice nurses, healthcare assistants. All gained in confidence/ found training useful
- Included half day session on behaviour change / Motivational Interviewing (MI)





## What worked well?

- ✓ Engagement of a wide range of stakeholders
- ✓ Collaboration empowered ownership of guidance/ specification content

*..‘we’ve ended up with a stronger document that meets the needs of the different stakeholders’-NHS Health Check commissioner*

- ✓ New relationships were formed between organisations eg. LMC, LPC, HEW
- ✓ Stakeholders motivated to reflect on current and future training content

*...‘It has been helpful thinking broadly about the purpose of training in relation to ‘healthy conversation skills’ and improving the quality of follow up*

- ✓ New training was developed based on the Wessex training guidance

*‘it will standardise the delivery of the service and hopefully produce better outcomes for the health of our nation’-GP practice nurse/ commissioner*



## Next Steps

- Publication of the Wessex training guidance document
- Make guidance available on the national NHS Health Check website and through the PHE webinar programme
- Test out interest in new training in South East local authorities in 2016
- Explore engagement of Health Education England in future commissioning
- Use in conjunction with the new StARS framework (a Systematic Approach to Raising Standards) and PHE NHS Health Check Quality Assurance standards
- One NHS Health Check commissioner said: *...This gives us a very good start to developing a training programme'...' this process has actually made me think more about it and raised it on my priority 'to do' list...'...' It's helped us identify the right content for training'...*



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# Thank-You for listening!

For further information contact:

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