



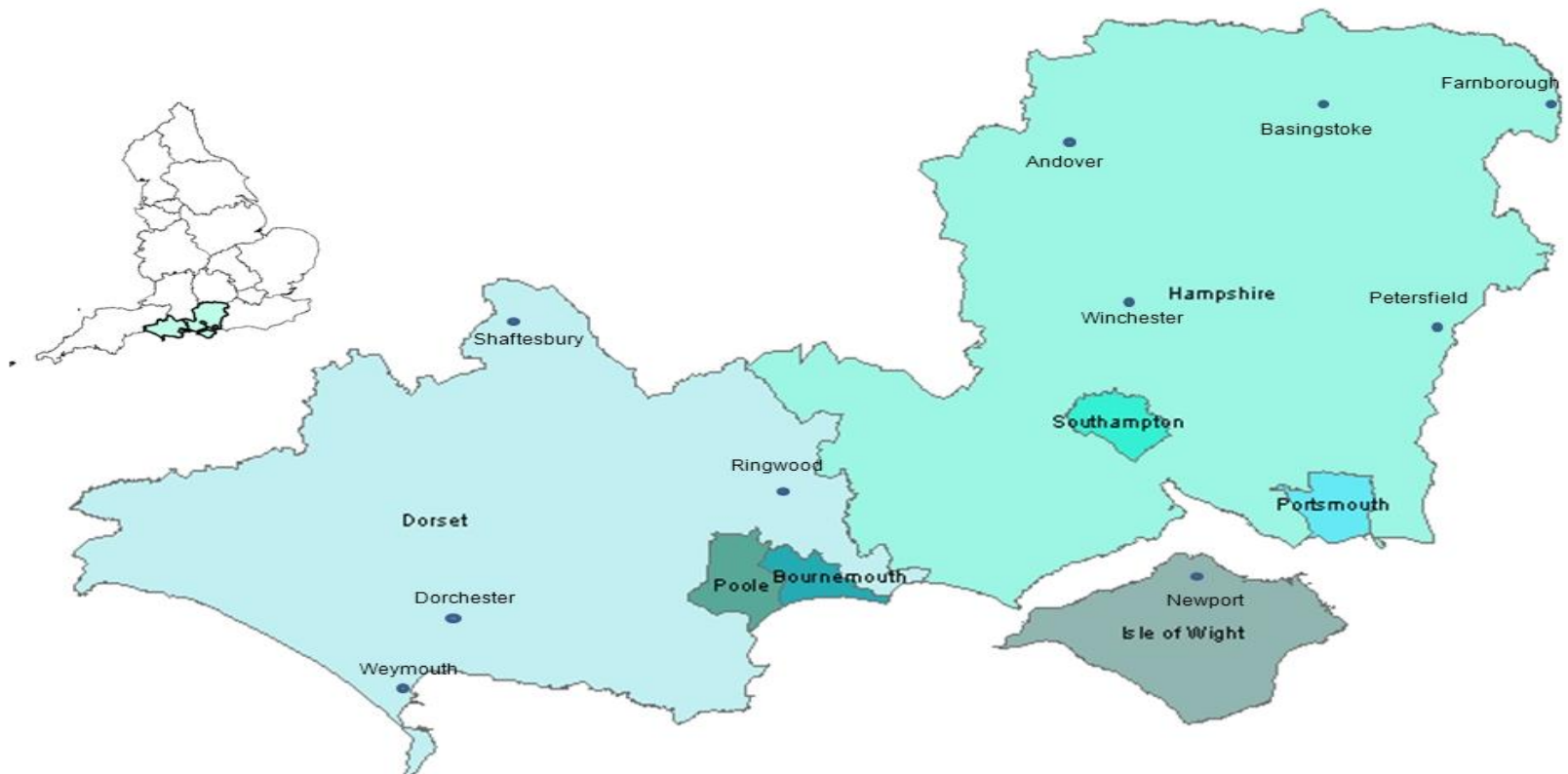
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The Wessex approach to raising the quality of staff training for the NHS Health Check

Sue Dewhirst-Public Health Manager, PHE South East Centre



Wessex (now part of PHE South East Centre)





Project Aims

- to improve the *quality of delivery* of the NHS Health Check
- to improve the *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 preventing ill-health, thus 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 that includes behaviour change training





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Who was involved?



Hampshire
County Council



Public Health
Dorset



Portsmouth
CITY COUNCIL



Public Health
England



NHS
Health Education England

Hampshire & Isle of Wight LPC



CENTRE FOR PHARMACY
POSTGRADUATE EDUCATION

SUPPORTING LOCAL COMMUNITY PHARMACY



What was the process?

Engaged the following:

- Five NHS Health Check local authority commissioners
 - 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



Behaviour Change/ MECC training

The Wessex NHS Health Check guidance suggests the inclusion of face to face training on Behaviour Change/ MECC in *all* NHS Health Check training

- To focus on improving communication to support the prevention of avoidable diseases
- To provide the opportunity for role plays/ discussion of case studies
- To practice the use of Open Discovery Questions (ODQs) ie. How?/ What?

NB Wessex MECC training (Healthy Conversation Skills) is delivered in 2x 3 hour sessions. Session 1 and 2 are usually delivered one week apart. See <http://www.wessexphnetwork.org.uk/mecc.aspx>





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





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, HEE
- ✓ 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-completed
- Guidance now available on the national NHS Health Check website and through the PHE webinar programme
- Test out interest in new training content in South East local authorities in 2016 through network meetings
- Explore engagement of Health Education England in future commissioning
- Use 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:

sue.dewhurst@phe.gov.uk

Public Health England, South East