

Title: Implementing NHS Health Checks within a non-clinical integrated lifestyle service

Introduction: West Sussex Wellbeing is the integrated lifestyle service offer delivered in partnership between West Sussex County Council and the seven districts and boroughs of the county. The focus of the programme is on reducing the health and wellbeing inequalities gap across the county by targeting those with greatest need.

West Sussex County Council scores low on the public health dashboard for NHS Health Checks (NHSHC) and until now we have not offered this programme within our wellbeing service.

This was a joint ambition within the team to enhance the offer for residents to access smoking cessation and NHS Health Checks at a further range of settings (alongside GPs, pharmacies and three teams of Nurse Advisors who run a small number of community and workplace clinics), reducing the need for clients to access multiple services, capturing peoples motivation, utilising the skill set of the wellbeing advisors who are highly trained in motivational interviewing and brief advice to take forward the next steps within an NHSHC.

Establishment of a public health project group to implement this programme and the development of a comprehensive training programme for non-clinical staff.

Outcomes achieved:

- Training of approx. 30 additional staff across the county from our wellbeing programme
- NHS Health Checks on offer within each D&B area

Community providers lacked the background knowledge and experience of their clinically trained counterparts and the absence of a clinical lead within these organisations posed obstacles to implementation; others included infection control policies, clinical waste disposal, appropriate immunisation, ongoing quality assurance and clinical governance. The project group (in partnership with D&B colleagues) worked through these issues and designed a bespoke training programme including a non-clinical staff learner workbook adapted from the standard Learner Workbook, established IT solutions to record data remotely and created an online competency assessment to ensure service delivery standards.

Lessons learnt

- Need a bespoke training offer
- It takes longer than you think to work with organisations where there is no clinical service already – not only in terms of policies and processes but hearts and minds!
- Involve providers at every stage

Having a two-way dialogue with providers and the flexibility of the approach should ensure that staff are appropriately trained and ready to deliver NHSHCs within the county's integrated lifestyle hubs; expanding on the current offer to West Sussex residents.