



NHS Health Check London Training Support Q & A

To help improve the quality of the check, alongside the training videos, a Q&A document is being collated. Providers and commissioners have gathered these questions as hot topics that often crop up. Note that there can be variations in local delivery.

| Question | Answer |
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| Training for the NHS Health Check | |
| Who are the training videos aimed at? | Anyone who is or will be delivering the check. They can be useful for commissioners to watch to see an end-to-end check. |
| How much training is needed to deliver the NHS Health Check? | Regardless of the methods used to deliver the NHS Health Check programme locally, staff capability and capacity is essential for a high-quality service. Staff delivering NHS Health Checks are expected to have face-to-face training and on-going clinical supervision. Technical competence alone is not enough; staff must also be able to communicate appropriately with people, particularly in relation to risk factors. Public health commissioners should be clear in their commissioning specifications that providers must ensure staff delivering checks are demonstrably competent to the standards in the NHS Health Check Competency Framework. |
| How do these training videos complement the existing training resources for the NHS Health Check? | The videos give an insight into what a good practice health check assessment looks like and is to complement and NOT replace training. |
| When could the videos be watched? | The videos can be watched as part of a training session, programme or individually. They can be watched as many times as wanted, and upon completion of evaluation, a certificate will be available. |
| How can the videos be built into the Local Authorities NHS Health Check training plan? | Public health commissioners can share the link to the videos with all NHS Health Check providers. |

| During the NHS Health Check | |
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| Which template should be used during the NHS Health Check? | There is no national template for NHS Health Checks. There are GP system templates stand-alone software, local templates and Ardens It is essential that the correct template is used for your local programme. The best way to check which one to use is with your public health commissioner. |
| Does everything need to be filled in on the local template? | Usually, yes. Though some templates have mandatory and optional fields. Not fully completing the template can lead to incomplete checks, and in some local authorities, this means the check will not be paid for. |
| When should bloods happen for the NHS Health Check? | Best Practice Guidance states either a venous sample before the check or point of care at the check. The cholesterol result is needed to be able to calculate the QRISK result. This should be communicated face-to-face at the check. |
| Should the NHS Health Check be in one or two parts? | <p>The check should be in one part, with a venous sample before or with point of care at the check.</p> <p>Some practices do 'the check' and perform a venous sample at the same time, then patients are followed up in various ways, by phone, by letter, face to face, and some only get followed up if blood results are outside of normal ranges.</p> <p>This two-step check is not an NHS Health Check, and the public health commissioner may not pay for the check.</p> |
| Where can you find helpful leaflets to hand out during the NHS Health Check, including the Dementia leaflets? | <p>Most national hard-copy leaflets are no longer available to order. Printable versions are available through this link. https://www.healthcheck.nhs.uk/commissioners-and-providers/marketing/leaflets/</p> <p>Some people share the leaflets with patients by text.</p> <p>Some areas have local leaflets, check with your public health commissioner.</p> |
| How can I find out about lifestyle services I should be signposting to? | <p>This can be found out in a variety of ways:</p> <ul style="list-style-type: none"> • Sometimes, they are outlined in the service specification, so ask the practice manager or pharmacist. • Ask your local public health commissioner. • Check the local authority website. |
| Is there a handout booklet and where can I find this? | <p>There is a national results booklet. This is available to print and can be accessed here. https://www.healthcheck.nhs.uk/commissioners-and-providers/delivery/invitation-letter-and-results-card/</p> <p>Some areas have local booklets, and some GP systems or software providers have printable results too.</p> |

| Improving the quality of the NHS Health Check | |
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| How long should be given for the NHS Health Check to be completed? | 20-30 mins (Best Practice Guidance); some public health commissioners have it stated in the service specification; check with the practice manager or pharmacist. |
| How could the quality of the NHS Health Check be improved? | Analysis of extracted data, audit of services, patient satisfaction surveys and the friends and family test. |
| How to find out if the NHS Health Check is being delivered to the patient according to the NHS Health Check guidance? | Watch the training videos, as these give you end-to-end check examples. Consider getting involved with service improvement with the public health commissioner. Attend training offered to share good practice with counterparts. |
| How do I find out if onward referrals and brief advice are being taken up? | This can be difficult to track. Try asking patients at follow-up appointments, and sometimes the public health commissioner and colleagues will have information too. |

Useful Links

1. Access to the new NHS Health Check training hub
<https://www.e-lfh.org.uk/programmes/nhs-health-check/>
2. Access to NHS Health Check Dementia Training
[NHS Health Check - Dementia training](#)
3. An online directory of local services for all of London's 33 boroughs
www.mecclink.co.uk/London

Disclaimer: while we understand there can be variation in local delivery, the questions and answers in this document are compliant with the NHS Health Check Best Practice Guidance [NHS Health Check best practice guidance](#) - October 2019 (updated March 2020) and the NHS Health Check Competency Framework [NHS Health Check Competency Framework](#) – updated July 2020.

For more information about this document and the videos please contact Monica Acheampong Monica.Acheampong@dhsc.gov.uk