

Health Check News

Devon
County Council

Helping you prevent heart disease, stroke, diabetes and kidney disease.

November 2014 - Issue 5

Welcome to the fifth edition of the **NHS Health Check Devon Newsletter**. This newsletter is issued quarterly and gives an informative update on issues relating to the NHS Health Check programme in Devon. If you would like to receive regular copies of this newsletter, or have any feedback, please use the contact details on page 6 to get in touch.

Health Checks News

NHS Health Checks: THE OFFER

Please remember to only record the NHS Health Check offer **once per patient in your return**, even if you then follow up with a text message, phone call or another letter, or this will affect our uptake rates.

NHS Health Checks Y2 Q2 Data

Thanks for submitting your quarter 2 data. We are pleased to report that the NHS Health Check programme is really ramping up across the county! To date, **55,960 (22.64%)** NHS Health Checks have been offered, and **26,884 (10.88%)** have been delivered.

New NHS Health Check web page

Public Health Devon have developed a new public facing [webpage](#) for NHS Health Checks in Devon. This is a useful resource which answers many frequently asked questions relating to the checks. This [webpage](#) could be a useful resource for your invitation letter.

Health Checks Training

Health Promotion Devon are delivering training in 2014/15. More sessions are being booked for the new year, please contact ndht.HPDTraining@nhs.net to book your place.

Don't forget, there are also a range of online training resources available including:

[The Dementia Training Tool](#) addresses the dementia aspect of the health check, including self-assessment section and completion certificate.

[The Alcohol Identification and Brief Advice](#) e-learning course provides professionals with support to deliver simple alcohol identification and brief advice.

[The Behaviour Change and Motivational Interviewing](#) e-learning course which helps professionals to support their patients with behaviour and lifestyle change.

Walking for Health

Active Devon and their partners are into the first six months of leading the Devon Walking for Health (WFH) service. Funded by Devon County Council Public Health, Active Devon are working with a range of local delivery partners, to ensure a local approach to the delivery and development of Health Walks in Devon, ensuring that the service is accessible for all.

To find out more about WFH for you and your patients, visit www.walkingforhealth.org.uk where you can find out more about the programme and search for your local walking scheme.

Active Devon is keen to promote even closer ties between WFH schemes and local GP practices and Health Centres. Hannah Colston is leading the WFH service at Active Devon hannah.colston@devon.gov.uk

07870 573 068 or 01392 263674



FEATURED SERVICE

Focus on Dementia

GPs and primary health care teams are often the first port of call for people worried about their memory, and are a gateway to timely diagnosis and interventions. If a patient is concerned about their own, or someone else's memory, it is important that they visit their GP or seek help from relevant local organisations, such as the [Alzheimer's Society](#).

Everyone aged 65-74 who has an NHS Health Check should be made aware of the signs and symptoms of dementia, the availability of memory services, and the relationship between cardiovascular risk factors and risk factors associated with certain types of dementia (NHS Health Check [Best Practice Guidance](#), 2013, Section 3.4).

Dementia Training Tool

The web-based NHS Health Check [Dementia Training Tool](#) is aimed at those delivering the NHS Health Check. The tool provides a good overview of the dementia aspect of the NHS Health Check, and includes a self-assessment section to test your knowledge, and a certificate on completion.

Dementia Leaflet

The [NHS Health Check Dementia Leaflet](#) has been developed to support the dementia information given to those aged 65-74 years of age during their NHS Health Check. These leaflets are available to order free of charge in a variety of formats and languages through the [Department of Health order line](#) or you may download individual copies at this [link](#).

Health Needs Assessment

Public Health Devon has recently published a [Dementia Health Needs Assessment \(HNA\) for Devon](#). The aim of the HNA is to provide an overview of dementia by understanding the risk factors, the population and projected growth to help inform service provision.



Dementia Roadmap

The Dementia Roadmap for Devon provides high quality information about the dementia journey, local information on services, support groups and care pathways; to assist primary care to support people, and their families, with dementia and cognitive impairment.

In Devon, it is at an early stage of development, and your feedback would be greatly welcomed. The main audience is staff working in primary care, including GPs, nurses, dementia navigators and practice managers. However, it is anticipated to be of as much benefit to other professionals, people worried about memory problems, people living with dementia and their carers and families. Please visit the roadmap [here](#).

Devon Referral Support Services

If a GP wishes to access further advice and care for a patient, then the [Devon Referral Support Services](#) (DRSS) is the local service which will manage this process as quickly and efficiently as possible. The DRSS will help patients to choose the most appropriate service for them and explain what choices are available.

The team at DRSS will be able to advise patients on the choices available to progress their specific care needs. This may include choosing a hospital, booking an appointment or updating patients on their referral. When a GP passes the details of a patient to the DRSS it will generate a unique booking reference number for the patient. GPs should give the patient a leaflet with their unique booking reference or NHS number and details of contact numbers.

Devon Memory Service

If the GP has concerns about a patient's memory/cognition they can refer via Devon Referral Support Service to the [Devon Memory Service](#) provided by the Devon Partnership Trust. The service includes Memory Assessment Services in Memory Clinics in Exeter, Barnstaple or Torbay. Memory Clinics aim to discover the cause of memory problems and to provide the appropriate information, support and treatment that patient's need to help them to live well and independently.



DementiaRoadmap
Helping primary care to support people with dementia

Devon Dementia Support Service

The Alzheimer's Society has been commissioned to provide a Dementia Support Service in Devon. Dementia Support Workers help people who have a diagnosis of dementia maintain their independence, improve their sense of well-being and take control of their own lives.

They provide expert practical advice and support to help people to understand dementia and will also assist people to cope with the day-to-day challenges that having dementia may bring, and help prepare them for the future.

Dementia Support Workers will:

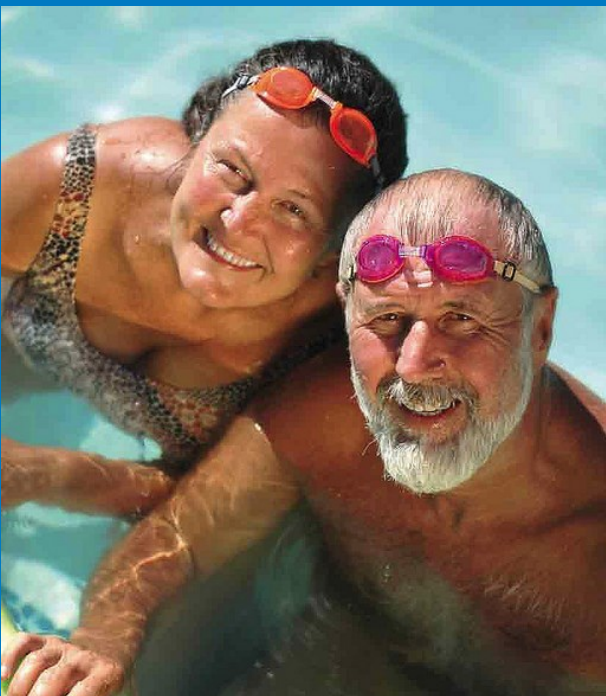
- help people to understand dementia
- provide one-to-one support following a diagnosis
- signpost to relevant support
- offer advice on managing behaviour
- support people to make informed decisions about legal and future care arrangements
- provide information on benefits

Devon Service: devon@alzheimers.org.uk

Or call on 0300 123 2029

Memory Cafes

Memory Cafes offer an informal setting for those affected by memory problems and their carers to access support and information. They operate on a 'drop-in' basis and give participants the chance to exchange experiences and information and receive practical information and emotional support. Memory Café locations can be found on the [Dementia Roadmap](#).



Service Updates

Public Health Devon commission a variety of services to support your patients following their NHS Health Check. Please see page 5 for referral details of these services, and see below for service updates.

Stop Smoking Services

Devon Stop Smoking Services are now using an online mapping tool. Please see link for all [GP Stop Smoking Services](#) and all [Pharmacy Stop Smoking Services](#).

Stoptober's new creative strategy to engage smokers with a humorous campaign appears to have been a great way to engage people in quitting in Devon! Learning from this year includes:

- Observations that strike a chord (e.g. you'll be healthier and wealthier)
- Laughing at procrastination
- Never making it feel harder to quit
- Never fuelling smoker's cravings or talking about cancer.

Stoptober comes to Exeter High Street.



Dry January

Don't forget Dry January is just around the corner! Find out more and get involved via the [Dry January](#) website. Download your free guide to this year's campaign along with fundraising ideas and posters [here](#) and find Dry January on [Facebook](#) and on Twitter [@DryJanuary](#)!



Programme Progress

Quarter 1, Year 2

The NHS Health Checks programme is really ramping up in year 2, with **55,960 (22.64%)** NHS Health Checks offered, and **26,884 (10.88%)** NHS Health Checks received.

Uptake rates have improved since the start of the programme. Cumulative uptake, stands at 48.04%, which has improved since last quarter. Uptake per quarter is gradually improving, with quarter 2 uptake at nearly 58%.

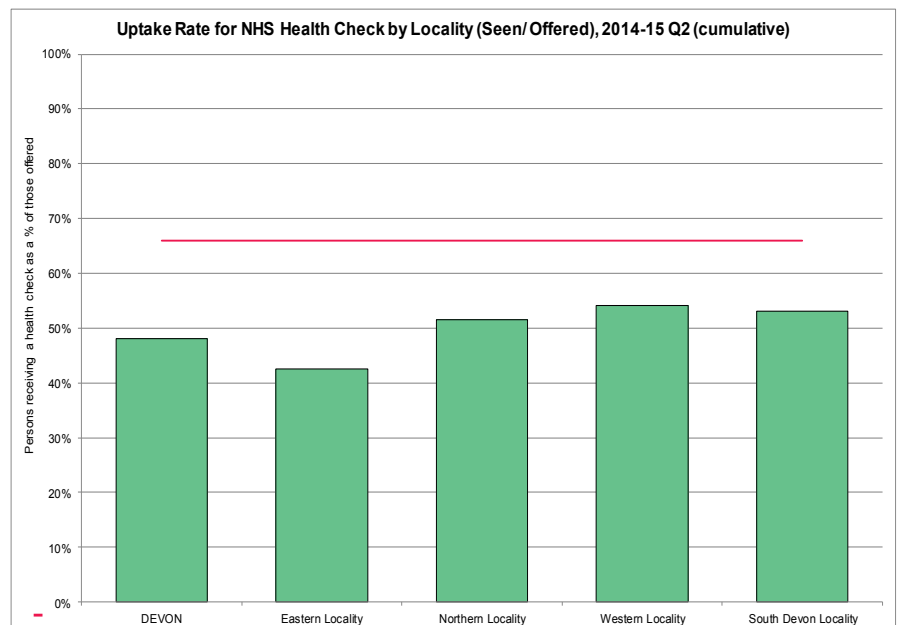
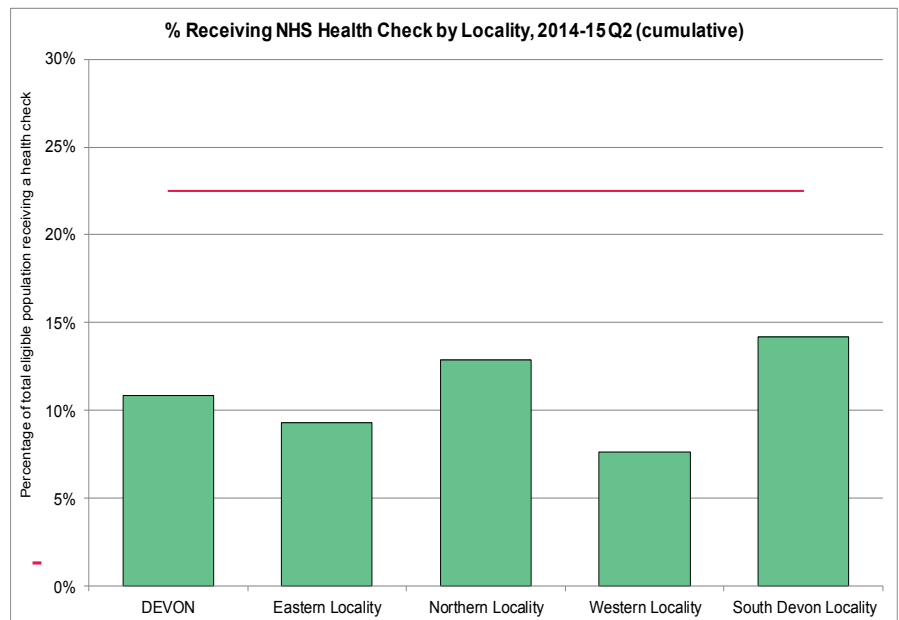
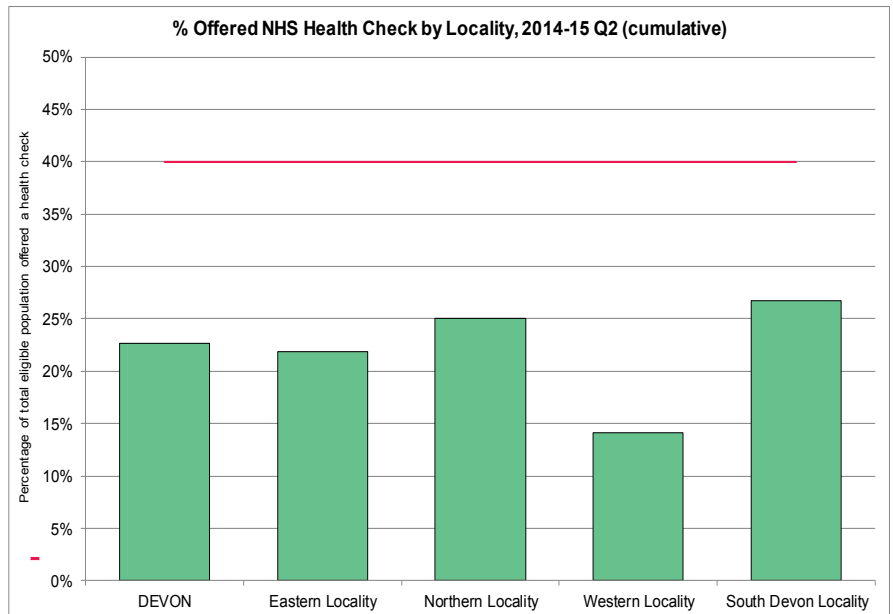
Increasing Uptake

Programme uptake rates, and the number of checks offered and received vary considerably by practice and locality. By improving uptake rate, we can seek to make the programme more efficient.

As aforesaid, it is really important that each offer is only recorded once per patient, even if the initial offer is followed up by a phone call, letter, text, or email to remind the patient.

Practices with the highest uptake in the county are taking a proactive approach to offering their patients a Health Check. This has included calling patients and using repeat invitations and reminders.

An alternative invitation letter might also be a good way to invite patients. A [study in Medway](#) found that a letter with a pre-defined appointment time on a tear-away slip significantly increased uptake rates, in comparison with practices that used the standard invitation letter.



Lifestyle Services

NHS Health checks can provide a great opportunity to improve your patient's health. There are a wide range of lifestyle services available for your patients in Devon. The table below gives details of how to refer:

SERVICE	PROVIDER	HOW TO REFER?
Drug and Alcohol Treatment & Support	RISE (Recovery and Integration Service)	Email: rise.referral@riserecovery.cjsm.net Exeter, East and Mid Devon - Tel :01392 492360 Fax : 01392 213485 North and West Devon, Torrridge - Tel: 01271 859044 Fax : 01271 370712 South Devon and Teignbridge - Tel: 01626 351144 Fax : 01626 366314
Online Alcohol Treatment and Support Services	Breaking Free Online	Email: info@breakingfreeonline.com Phone 01618 344647 Breaking Free will issue your practice with log-in cards which provide individual access codes for your patients.
Specialist Stop Smoking Service	Health Promotion Devon	Email: ndht.hpd@nhs.net Tel: 01884 836 024 Website: http://www.smokefreedevon.org.uk/support-to-quit-smoking/quit-smoking-through-the-devon-stop-smoking-service/
Stop Smoking Support (GP, pharmacy and community settings)	Various Providers	Many local GPs, pharmacies and dental surgeries have their own advisers who can help you to quit. Download a leaflet for a list of local support in your area: http://www.smokefreedevon.org.uk/support-to-quit-smoking/quit-smoking-through-your-gp-pharmacy-or-dentist/ Resources: http://resources.smokefree.nhs.uk/resources/
Community-Based Weight Management Services	Health Promotion Devon	Email: ndht.hpd@nhs.net Tel: 01884 836 024 Website: www.devonhealthandwellbeing.org.uk/library/prof/community-based-weight-management-programme-tiers-1-and-2/
Exercise Referral Scheme	Various Providers	Website: www.devonhealthandwellbeing.org.uk/wp-content/uploads/2012/10/Exercise-Referral-Schemes_Devon1.pdf
Get Active Devon	N/A	Physical Activity 'Finder' Website: www.getactivedevon.co.uk
Dementia Support	NHS Health Check Dementia Resources	Website: http://www.healthcheck.nhs.uk/commissioners_and_healthcare_professionals/national_resources/dementia_resources/ 20 minute e-learning training package for practitioners: http://www.healthcheck.nhs.uk/increasing-dementia-awareness-training-resource/
Depression and Anxiety Services	Devon Partnership Trust	Exeter - Telephone: 01392 675 630 email: dpn-tr.ExeterDAS@nhs.net East and Mid Devon - Telephone: 01392 385 170 email: dpn-tr.EastandMidDevonDAS@nhs.net North Devon - Telephone: 01271 335 041 email: dpn-tr.NorthDevonDAS@nhs.net South and West Devon Telephone: 01626 203 500 email: dpn-tr.SouthandWestDevonDas@nhs.net Website: http://www.devonpartnership.nhs.uk/DAS.385.0.html

Frequently Asked Questions

Q How many times can I offer an NHS Health Check to patients?

Practices can decide how they make the NHS Health Check offer to their patients (i.e. whether you invite by letter, phone call, text, or opportunistically), **but please remember to only record this offer once**, even if the initial offer is followed up. Otherwise we will be over-counting and this will affect uptake!

Q Can you send me leaflets on X, Y, Z?

We only stock the Health Check Results Leaflets. These can be ordered from lara.snowdon@devon.gov.uk

Details of the codes and ordering details for other leaflets are available on the [Professional's Web Pages](#).

Q Is there a letter to send to patients?

A template is available on the [Professional's Web Pages](#). If you would like to edit the invitation letter to suit your practice population, please refer to the [research](#) undertaken by the [PHE Behavioural Insights Team](#).

The national programme leaflet to accompany this letter (also available in a range of formats), and other publications relating to NHS Health Checks are available from the [DH order line](#).

Q Are you having any more training?

Health Promotion Devon are delivering training in 2014/15. More sessions are being booked for the new year, please contact ndht.HPDTraining@nhs.net to book your place.

Further free e-training courses and tools for professionals delivering health checks are also available online. These include:

[The Dementia Training Tool](#) addresses the dementia aspect of the health check, including self-assessment section and completion certificate.

[The Alcohol Identification and Brief Advice](#) e-learning course provides professionals with support to deliver simple alcohol identification and brief advice.

[The Behaviour Change and Motivational Interviewing](#) e-learning resource helps professionals support patients with behaviour and lifestyle change.

Q Do we have to go on training?

The specification lays down the requirements for training based on national guidance. You don't have to attend, but we offer training to provide consistency across the programme and to provide support to staff on behaviour change and motivational interviewing, to ensure that we make the most of the intervention.

Q Do we have to use point of care testing (POCT)?

This is a practice decision. Ongoing consumables and blood samples are included in the NHS Health Check price. POCT allows a one stop visit including risk communication for certain individuals but some would still need further tests. In rural areas this may be advantageous.

Q How many checks do I have to do?

You need to invite 20% of your eligible population per year (after excluding patients on disease registers using the exclusion read codes list on the [website](#)) and it is likely (based on the national programme) that 50% will turn up. You will be paid for checks undertaken and we are aiming for a higher uptake rate.

Payments are based on 50% of checks offered being undertaken but practices will be paid for all NHS Health Checks delivered.

Q What is the web address of the Professional's Web Pages:

<http://www.devonhealthandwellbeing.org.uk/library/prof/health-checks/>

Q Useful contact details:

Lara Snowdon - lara.snowdon@devon.gov.uk

Ria Cockbain - ria.cockbain@devon.gov.uk

Training - ndht.HPDTraining@nhs.net