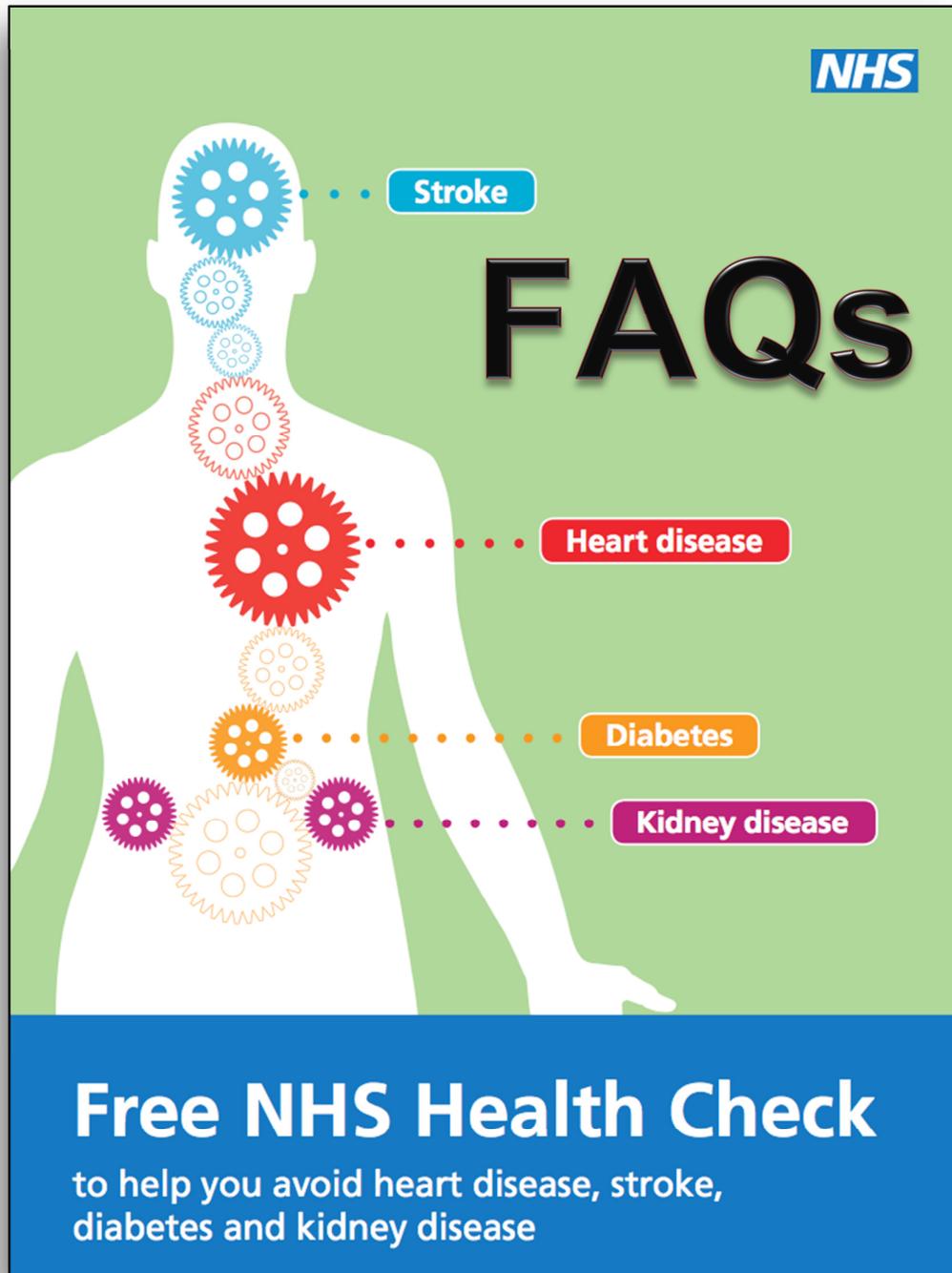


Pharmacy Based: NHS Health Checks



The poster features a white silhouette of a human figure against a green background. Inside the silhouette, various colored gears and virus-like shapes represent different health conditions. Lines connect these shapes to labels: a blue gear in the head is labeled 'Stroke'; a red gear in the chest is labeled 'Heart disease'; an orange gear in the abdomen is labeled 'Diabetes'; and a purple gear in the lower back is labeled 'Kidney disease'. The NHS logo is in the top right corner. The text 'FAQs' is prominently displayed in the center. At the bottom, a blue banner contains the text 'Free NHS Health Check to help you avoid heart disease, stroke, diabetes and kidney disease'.

NHS

Stroke

Heart disease

Diabetes

Kidney disease

FAQs

Free NHS Health Check
to help you avoid heart disease, stroke,
diabetes and kidney disease

Frequently Asked Questions



Frequently Asked Questions...

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1. What are NHS Health Checks?

- The NHS Health Check is a national programme, which assesses all who attend for their risk of developing heart disease, stroke, diabetes and kidney disease.

2. Why do Health Checks?

- NHS Health Checks can help people modify behavioural risk factors such as smoking, alcohol, weight control, diet and physical activity.
- It is estimated that delivering NHS Health Checks could prevent 1,600 heart attacks and strokes each year, 4,000 cases of diabetes, and save 650 lives.

3. Who is the target group?

- NHS Health Checks are offered once every 5 years to every eligible person aged between 40 and 74 without a pre-existing condition - approximately ¼ of the population.

4. Who is involved?

- This pilot scheme has been developed through a partnership of Devon Local Pharmaceutical Committee, Sentinel Health and Well Being and Plymouth City Council's Office of the Directorate of Public Health.
- Sentinel Health and Well Being is a not for profit Community Interest Company owned by shareholders of General Practitioners and Practice Managers in Plymouth. They provide services for patients and medical professionals in Plymouth, South East Cornwall, South Hams and West Devon. This pilot project is restricted to patients registered with the eight surgeries listed below.

5. Who can I check?

- NHS Health Checks are normally provided by patients' GPs. However, a small number of GP practices have teamed up with Devon LPC and Sentinel to extend the offer of NHS Health Checks to more of their registered patients. Their patients can be seen in designated pharmacies.
- Currently, the following Plymouth GP surgeries have volunteered to take part:

Plymouth GP Practices:

- | | |
|--|-------------------------|
| • Armada Surgery | • Knowle House Surgery |
| • Beacon Medical Group (excluding Ivybridge) | • Pathfields Practice |
| • Beaumont Villa Surgery | • Peverell Park Surgery |
| • Glenside Medical Centre | • St Levan Surgery |

6. Who can deliver pharmacy based NHS Health Checks?

- The following seven pharmacies will be delivering NHS Health Checks.

Plymouth Pharmacies:

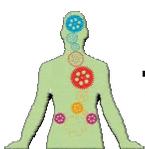
- | | |
|---------------------------------------|--|
| • Boots Drake Circus | • The Pharmacy St Levan |
| • Boots Ridgeway | • Well Chaddlewood, District Shopping Centre |
| • King Street Pharmacy | • Well Crownhill, Knowle House Surgery |
| • TCE O'Gallaghers (Ebrington Street) | |

7. How will the patients be invited to the NHS Health Check?

- To help manage demand and improve attendance, patient invitation letters and an explanatory leaflet will be sent out by Sentinel.

8. Where are NHS Health Check Appointments held?

- Patients can attend any of the authorised pharmacies (see 6 above).



9. What does the health check involve?

- The check will last about 20-30 minutes. You will ask questions, for example, about their family history and lifestyle choices, which may put their health at risk. You will also cover physical activity levels, smoking status, alcohol consumption and eating habits. Their height, weight, age, sex and ethnicity will be recorded and their blood pressure taken. There will also be a simple blood test to check their cholesterol level.

10. Conducting the NHS Health Checks

1. Explain the rationale
 2. Explain the process
 3. Carry out screening
 4. Explain results, signpost or make a referral
- It is important to establish that the patient has received, read and understood the patient information leaflet, and for them to be given the opportunity to ask any questions. Staff carrying out any part of the check need to be able to answer accurately any questions the patient may pose.

11. Waste disposal procedure?

- The safe disposal and subsequent destruction of clinical waste is a key step in the reduction of illness or injury through contact with the potentially hazardous material, and in prevention of environmental contamination.
- It is important that you dispose of the partially filled sharps boxes and clinical waste bags safely and correctly, following your Pharmacy's routine health and safety standard operating procedures.

12. Can I check patients opportunistically in the pharmacy?

- Yes – as long as they are eligible and registered at one of the GP practices listed in Q 5.
- Patients from other GP practices will need to be directed back to their registered practice to be seen by their own GP.

13. How do I know if a patient is eligible for a NHS Health Check?

- Only eligible patients should be invited by Sentinel. However, the questions that you will ask at the start of the NHS Health Check will enable you to confirm whether the person is eligible.

14. What do I do if a person is not eligible for an NHS Health Check?

- The questions you will ask at the start of the NHS Health Check will clearly identify if the patient is eligible or not. If they are not eligible – you should not continue with the NHS Health Check. There may be an opportunity to give the person general lifestyle based advice – and if there is anything you are concerned about particularly, refer the patient back to the GP or if appropriate, for other lifestyle services.

15. Is it just the pharmacist who can provide the NHS Health Check?

- Members of the pharmacy team who have attended the training can carry out NHS Health Checks; however, where clinical advice or support is needed, this should be provided by a Pharmacist.

16. Will the pharmacy be provided with information leaflets etc?

- A small number of leaflets will be provided at the NHS Health Check training, additional copies can be obtained from http://www.healthcheck.nhs.uk/information_leaflets/

17. How do I gain patient consent?

- Patient consent is asked for as part of the NHS Health Check process on the PharmOutcomes NHS Health Check template.



18. Do patients need to pay for the NHS Health Check?

- For eligible patients the NHS Health Check is free.

19. Equipment and Resources

It is important that all the correct equipment and resources are available to carry out the Health Check, including the following:

- Cardiochek machine
- Testing Strips (including data chip)
- Safety Lancets
- Pipets
- Sterile wipes
- Gauze
- Band aids
- Blood pressure monitor and cuffs
- Sharps box
- Clinical waste bag
- Scales
- Height measure
- Manual forms (for back up)
- National information leaflets
- Dementia leaflets
- Result leaflets
- Alcohol Audit- C tool
- GPPAQ

20. PharmOutcomes

- PharmOutcomes is used to record and support the delivery of NHS Health Checks and is also used to record transactions for audit and payment.

21. Is there any paperwork to complete?

- The PharmOutcomes template has been designed to help and guide the pharmacy team through a structured NHS Health Check process. Once the check is completed you should print and provide a patient summary.

22. How will the patient's GP be notified of the results of the NHS Health Check?

- Once the patient details are recorded on PharmOutcomes the details will be emailed to the Practice Manager at GP Surgery by selecting the correct surgery on the drop down menu and clicking "save".

23. What do I do if I need to refer the patient to other services?

- See referral protocol P11 or P12

24. My pharmacy offers Stop Smoking Services and the local Weight Management Service. Can I refer patients to "in house" services?

- Yes – see referral protocol P11 or P12

25. How do I make an urgent referral to the patient's GP?

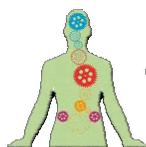
- If following the results the patient requires further (non-urgent) investigation **You** should advise the patient to contact their own GP and note this on the PharmOutcomes template.
- If you are concerned regarding the patients' results. Telephone the GP practice (**Yourself**) and advise of your concerns and that you require a GP to contact the patient to arrange an urgent appointment.

26. How will the pharmacy get paid for the service?

- Activity is recorded on PharmOutcomes and activity is automatically submitted for payment by following the correct "save" procedure.

27. When will the payments be made?

- Quarterly – within 3 weeks following end of quarter. Calculated from PharmOutcomes submitted returns



28. What do I have to do in the event of a patient incident?

- You should follow your Pharmacy's standard Health and Safety standard operating procedures. If you have any concerns about the health of the patient – contact their GP by telephone. Record this on the PharmOutcomes template and send to the GP by following the correct "save" procedure

29. What do I do if a patient wants to make a complaint?

- In the first instance - complaints should be dealt with by following your Pharmacy's usual complaints procedures. If this does not resolve the complaint then you should refer the person to Sentinel to investigate further.

SENTINEL
Express Diagnostics & Treatment Centre
Plymouth Science Park
Derriford
PLYMOUTH
PL6 8BU

Email: pchcic.sentinelclinicaltreatmentservice@nhs.net

Phone: 0845 155 8297

Fax: 01752 771230

30. Will there be further training if I want another member of staff to provide the NHS Health Checks?

- It is possible that future training events will be offered, pharmacies will be informed as and when these are created.

31. Who do I contact if I have further questions about the services?

- You may be able to resolve your query with reference to the NHS Health Check Best Practice Guide – published by Public Health England and available here: http://www.healthcheck.nhs.uk/national_guidance/
- For local interpretation of this guidance - contact Dan Preece, Advanced Public Health Practitioner, Plymouth City Council dan.preece@plymouth.gov.uk

32. Where can I find out more about the health checks?

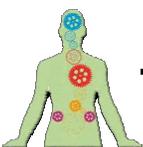
- More information is available here: www.healthcheck.nhs.uk/
- Or on the [NHS Choices Website](#) where further support can be found to help you reduce your risk, or you can use the tool below.

33. Your patient advises they want to get healthier, where is their local support?

- PCH Livewell Service – see referral protocol P11 or P12

34. Are there any online tests and tools to help the patient?

- There is a wealth of online interactive tools and self-assessments that can help you. Just google - NHS Health Checks online.





35. Support Material

There are a range of FREE e-learning tools which support delivery of the NHS Health Check. These online training courses provide a useful supplement to the Plymouth NHS Health Check training, or can be used to increase knowledge of specific aspects of the check:

- NHS Health Check e-learning Course - <http://learning.wm.hee.nhs.uk/course/health-check>
- Supporting Behaviour Change - http://www.rcn.org.uk/development/practice/cpd_online_learning/support_behaviour_change
- Introducing the Dementia Component - <http://www.healthcheck.nhs.uk/increasing-dementia-awareness-training-resource>
- Alcohol IBA e-learning Course - <http://www.alcohollearningcentre.org.uk/eLearning/IBA>
- British Heart Foundation: Cut the Saturated Fat/Smoking/Alcohol Advice - <https://www.bhf.org.uk/publications.aspx>

36. NHS Choices

- Main web site - <http://www.nhs.uk>

37. Health Promotion

- Main web site - <http://www.plymouthcommunityhealthcare.co.uk/livewell/livewell-home-page/>

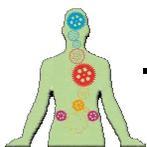
38. Promotional Material:

You can order the following useful leaflets and brochures on line.

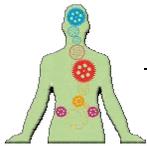
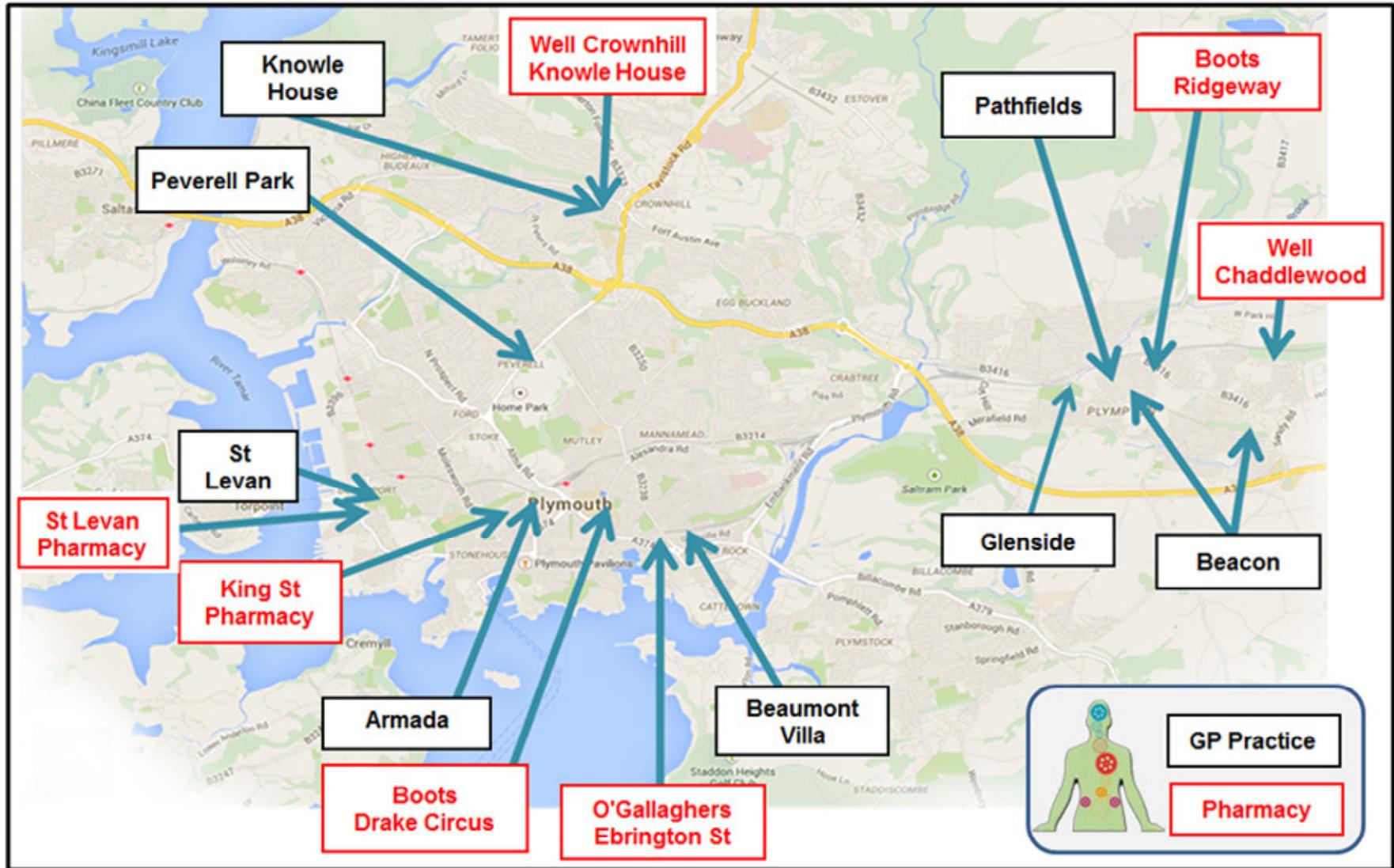
- Health Check Leaflet - <http://tinyurl.com/nnsud57>

39. Essential References and Information

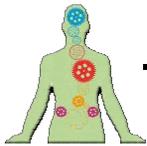
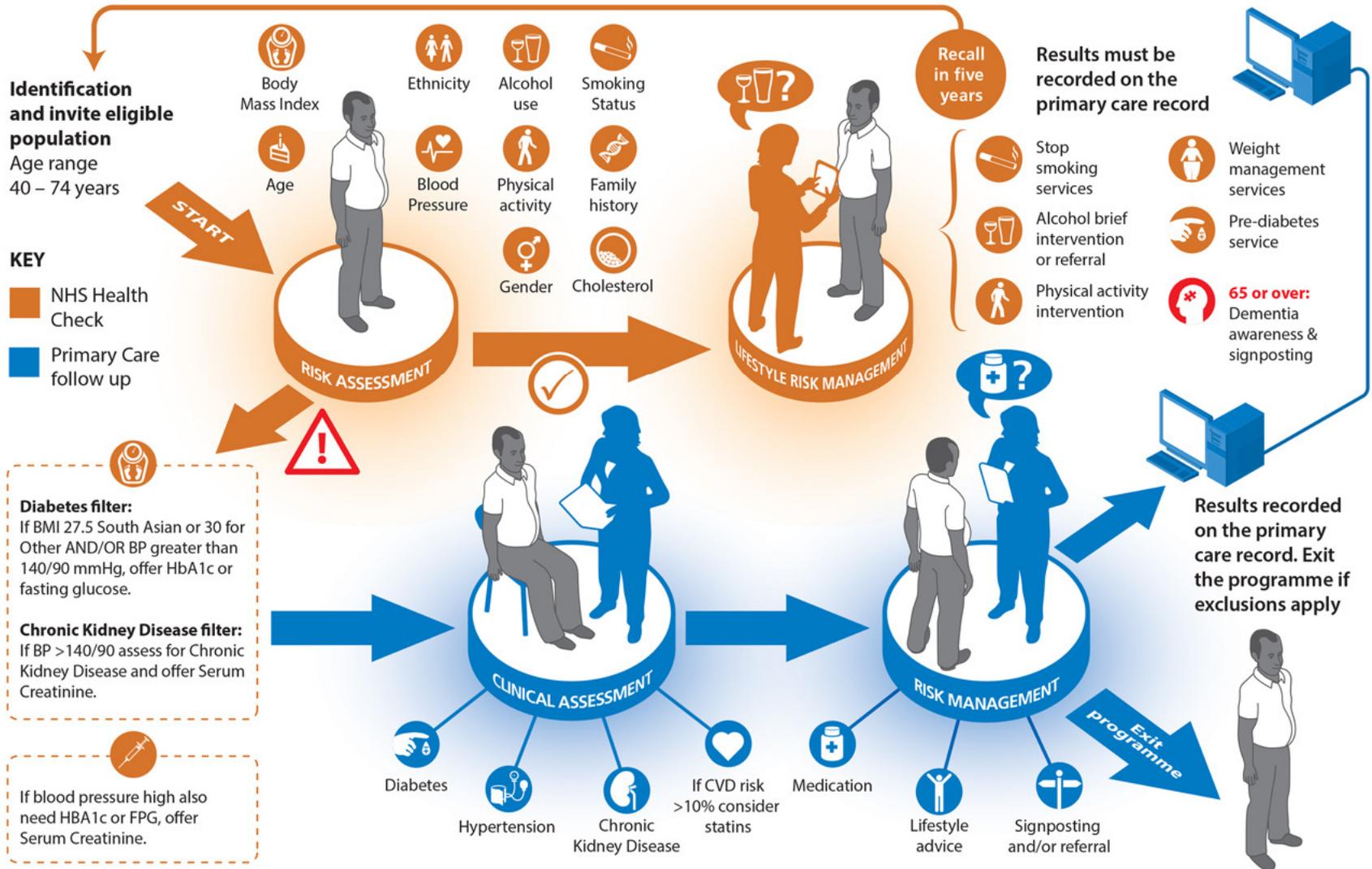
- http://www.healthcheck.nhs.uk/commissioners_and_healthcare_professionals/national_guidance/nice_guidelines/
- <http://www.nice.org.uk/>
- <http://www.bhsoc.org/>
- <http://www.qrisk.org>
- http://www.healthcheck.nhs.uk/news/the_handbook_for_vascular_risk_assessment_risk_reduction_and_risk_management/



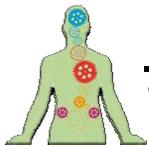
40. GP Practice & Pharmacy Map



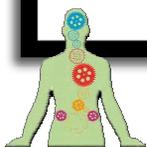
NHS Health Check



Notes



Topic Element	Assessment Method	Threshold for Action	Action	Signpost Service	Referral Guidelines
Physical Activity	General Practitioner Physical Activity	All GPPAQ classifications other than "Active"	Discuss activity using a Brief Intervention model.	To be provided	See additional information: Activity Opportunities in Plymouth
Alcohol	AUDIT C Questionnaire	8-15 - Increasing Risk	Brief Advice – During NHS HC	Harbour/ Hamoaze if complex	
		16-19 - Higher Risk	Brief Advice – During NHS HC	Harbour/ Hamoaze if complex	
		20 or above - possible dependence	Consider referral to specialist service for full assessment	All cases: Discuss referral to Harbour or Hamoaze with person	
Smoking	NHS HC	Identified as smoker who wants to quit or cut down	Discuss smoking using Very Brief Intervention model (Ask – Advise and Act)	Livewell Plymouth Stop Smoking Service	Registered with GP
				Pharmacy in-house (if avail)	
				GP Practice Community Advisor	
Weight	BMI	BMI 26 – 39.9	Discuss and refer if agreed priority	Livewell Plymouth 10% Club	Certain health conditions exclude – contact Livewell for further information
		BMI 40 or above or 35 if comorbidities	Discuss and refer to GP	GP for potential referral to Weight Management Service Cumberland Centre	
Stress Hypertension	BP	Equal to or above 140/90 or where SBP or DBP exceeds 140 or 90 respectively	Refer to GP – advise patient to contact GP and highlight on NHS HC referral form	GP	None all above threshold
Dementia	NHS HC	Age above 65	Give leaflet and discuss signs and symptoms Refer to memory service if appropriate	Alzheimer's Society	
Diabetes	BMI score	Equal or above 27.5 for people who are Indian, Pakistani, Bangladeshi, other Asian or Chinese - Equal or above 30 all other people	Refer for Diabetes investigation - HbA1c (or FPG) test	GP	None all above threshold
	or BP measure	Equal or above 140/90			
Chronic Kidney Disease	BP measure	Equal to or above 140/90 or where SBP or DBP exceeds 140 or 90 respectively	Refer for assessment for Chronic Kidney Disease assessment	GP	None all above threshold
Cardio Vascular Disease	Q Risk2 Assessment	10% or greater 10 year risk	Appropriate lifestyle advice and behaviour change support – increase physical activity, smoking cessation, safe alcohol consumption, healthy diet	PCHC and during NHS Health Check	None all above threshold
			Refer to GP (for further consideration of statins)	GP	



Plymouth NHS Health Check – Onward Referral



Alcohol brief intervention or referral



harbour drug & alcohol services



Web: www.harbour.org.uk
Call: 01752 434343



Hamoaze House

Take drugs out of your life



Web: www.hamoazehouse.org.uk
Call: 01752 566 100
Email: office@hamoazehouse.org.uk



Stop smoking services



Weight management services



Physical activity intervention



Support & advice for a healthier life



Web: www.plymouthcommunityhealthcare.co.uk/livewell
Call : 01752 437177
Email: livewell@nhs.net



Livewell Plymouth



twitter.com/LivewellPlym



Physical activity intervention



Plymouth City Council Sports Development Unit



Web: www.plymouth.gov.uk/getactive
Call: 01752 307008
Email: sportsdevelopment@plymouth.gov.uk



65 or over:
Dementia awareness & signposting

Alzheimer's Society

Leading the fight against dementia



Web: www.alzheimers.org.uk
Call : 0300 1232029
Email : devon@alzheimers.org.uk

Depression & Anxiety signpost to GP

