

SECTION 3: Administration

3.1 Finding your eligible population

The NHS Health Checks is not appropriate for everybody. Only those who meet the eligibility criteria should be invited for an NHS Health Check.

Eligibility Criteria

The NHS Health Checks programme is aimed at the following group of people:

- Residents of London Borough of Bromley
- Non-Residents who are registered with a Bromley GP
- Aged ≥ 40 years and up to but not including 75 years

Provided that they are **not** on a practice disease register and/or **do not** have a diagnosis for any of the following excluded conditions:

Exclusion Criteria

- coronary heart disease (CHD)
- chronic kidney disease (CKD) which has been classified as stage 3, 4 or 5 within the meaning of the National Institute for Health and Care Excellence (NICE) clinical guideline 182 on Chronic Kidney Disease
- diabetes
- hypertension
- atrial fibrillation
- transient ischaemic attack (TIA)
- hypercholesterolemia
- heart failure
- peripheral arterial disease (PAD)
- stroke
- prescribed statins
- people who have previously had an NHS Health Check, or any other check undertaken through the health service in England, and found to have a 20% or higher risk of developing cardiovascular disease over the next ten years

NOTE: Where someone has a CVD risk of 10-19%, they would not be excluded from recall unless they meet one of the other exclusion criteria, e.g., being prescribed a statin.

Using clinical system to search for your eligible population

We recommend GP Practices use IT searches in their clinical system, developed by Public Health to search for patients who match the eligibility criteria.

Please note eligible patients will change as patients age and are given new

diagnoses so will need updating regularly. Using the search instructions provided by Public Health Department at LBB, the Practice will be able to manage the call and 5 year recall of those eligible for an NHS Health Check.

Number of Checks to be delivered

The Department of Health requires Local Authorities to be offering as a minimum one-fifth (20%) of the total number of people eligible for the check by the end of each financial year.

Please note it is important that Providers do not exceed the target number set by Public Health as budgets have been set accordingly, and they will not be paid for extra work above the target, unless this has been agreed with Bromley Public Health.

The eligible population figure at Q1 will be used as a baseline for the total year.

3.2 Inviting patients for an NHS Health Check

Practices should invite one fifth of their eligible population each year. There will be an incentive payment for achieving this invitation target.

Bromley Public Health, LBB will provide the EMIS web computer searches to enable practices to call patients for their NHS Health Check. These searches have been developed to only include patients who are eligible for their NHS Health Check.

Instructions on how to import and run the searches are provided by Bromley Public Health, with support provided by the Public Health Vascular Team

Practices are encouraged to invite patients for an NHS Health Check at regular intervals, e.g. monthly. Advice on how many patients should be invited can be discussed with the practice Public Health Vascular Nurse.

The letter to be used for inviting patients for their NHS Health Check can be found in Appendix 2a. This letter has been developed following a randomised trial by Southwark Local Authority in collaboration with the Department of Health Behavioural Insights team. For further information on this click here:



Southwark NHS
Health Invitations Inter

The NHS Health Check leaflet should also be enclosed with the invitation letter (Appendix 2b). These are ordered directly from the Department of Health, details of which can be found in Appendix 3

In order for invitation status to be identified in searches, it is vital that these letters are coded correctly. The following national READ codes apply:

9mC1 – NHS Health Check invitation first letter
9mC2 – NHS Health Check invitation second letter
9mC3 – NHS Health Check invitation third letter
9mC4 – NHS Health Check verbal invitation
9mC0 – NHS Health Check telephone invitation
9mC6 – NHS Health Check invitation SMS text message

National Standards state: An agreed process should be in place for those eligible for the NHS Health Check who either do not respond to the offer or do not attend (DNA) their appointment.

At least two contacts should be made: a written invitation letter should be followed up by a reminder if there is no response.

Local areas may agree on the most appropriate reminder method for their population (eg, phone, text, letter, email, in person).

- The timing between invitations can be decided by the individual Practice within the 12 month period. Suggest 12 week interval for letter invitations, 2 week interval for telephone invitations
- If no response after two invitations they do not need to be invited again until their NHS Health Check is due in a further 5 years, but they can request an NHS Health Check at any time before this. A Practice can choose to send a third letter if they wish.
- Experience from other areas shows the **best uptake** is achieved if the **first letter is followed up with a telephone invitation**. We would encourage Practices to use a variety of invitation methods not just letter only.
- Text message reminders have also been shown to increase uptake.

Patients invited for an NHS Health Check should be given basic information in order to make an informed choice about having the check. NHS Health Check Information leaflets should be ordered directly from the Department of Health (Appendix 3). These should be sent out with the invitation letter, but can also be made available to patients in the surgery.

All correspondence should be appropriate to the individual and it is important that all reasonable steps are taken to aid people's understanding.

3.3 Declined or failed to respond to invitation

For those who decline the NHS Health Check, this should be recorded in the patient record on the NHS Health Check template as declined using code: 8IAx 'NHS Health check declined'.

Failure to respond are those who do not attend for NHS Health Check following 2 written invitations within a 12 month period. This should be recorded in the NHS Health Check template or coded as 9Nj5: 'Failed to Respond to NHS Health Check invitation'

These patients should be formally invited again after a period of 5 years.

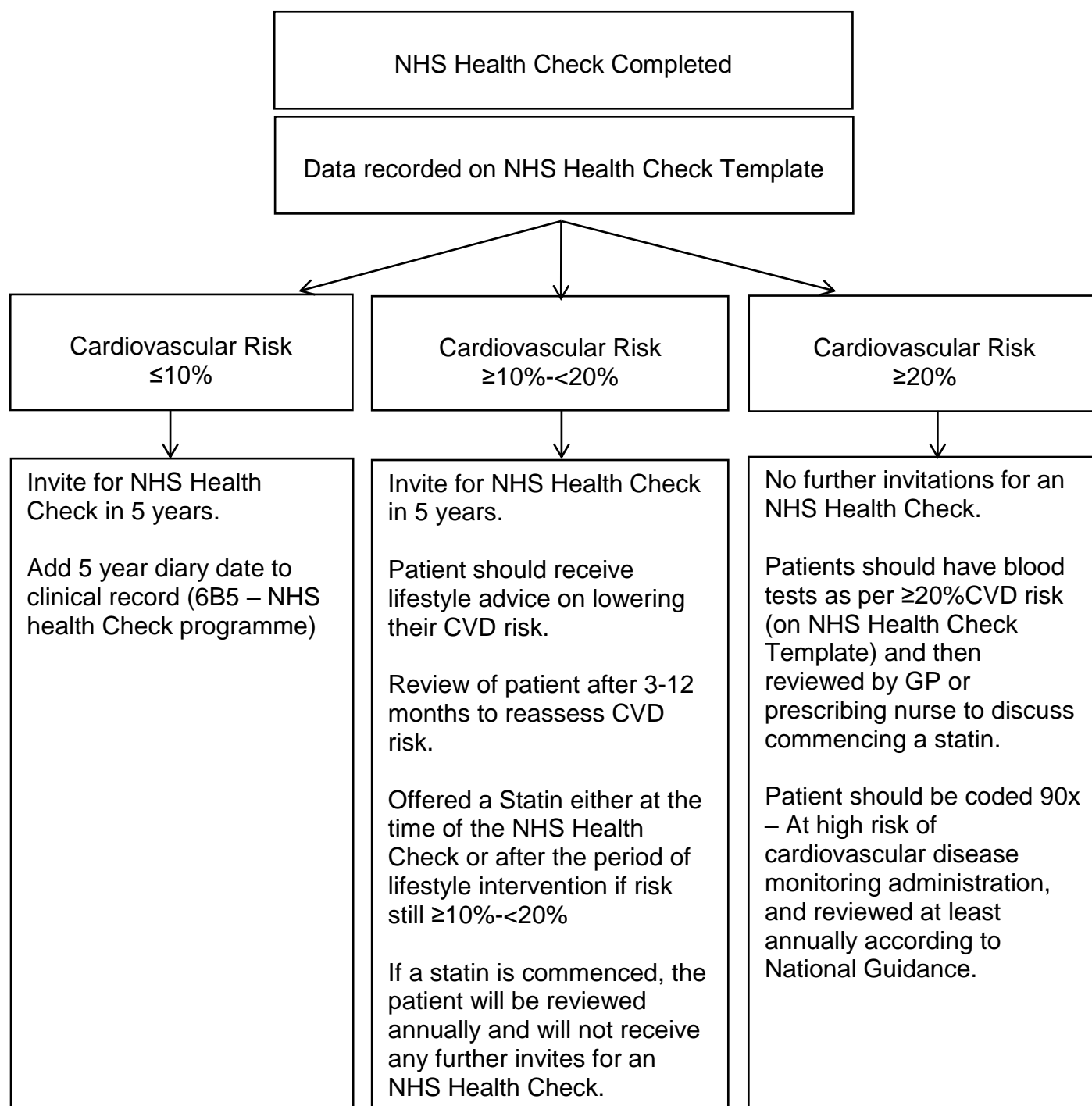
A patient can attend for an NHS Health Check at any time during the 5 years, even if they have been coded as 'declined' or 'failed to respond'.

3.4 Appointments

Patients should be offered an appointment for an NHS Health Check which is expected to last between 20 and 30 minutes, but should be no less than 30 minutes if using near patient testing.

Practices should try and maximise uptake by offering appointments at accessible times for the eligible population.

3.5 Patient follow up and recall



Patients newly diagnosed as having Hypertension, Diabetes, Chronic Kidney Disease, Coronary Heart Disease, Atrial Fibrillation or Peripheral Heart Disease should be coded so their clinical record appears on the appropriate Disease Register and the patient managed according to appropriate guidelines. They should **not** be recalled for a further NHS Health Check in 5 years.

3.6 Management of data received from external providers

Where the NHS Health Check has been performed at a venue other than the GP Practice, a paper or electronic record will be generated and forwarded securely to the GP practice. On receiving an NHS Health Check report from an alternative provider, arrangements should be made for ensuring the data is entered into the patient's clinical record.

It is a statutory requirement that any data from NHS Health Checks is coded in the patient's clinic record.

The person entering the information from the alternative provider record should use the NHS Health Check template and complete all the mandatory fields. Failure to do this may result in the practice missing out on payment.

Once the data has been entered, the paper copy should be scanned into the patient's clinical records.

The alternative provider should advise the patient to contact the GP Practice to arrange further follow up if required. The patient should be provided with a results sheet or a letter indicating what is required.

3.7 Insurance

Providers of the NHS Health Check may be asked by patients if the NHS Health Check will affect any insurance they may have or wish to arrange.

Further information and Frequently Asked Questions about this issue can be found as - *NHS Health Check and Insurance: Frequently Asked Questions (FAQ)* on the Department of Health NHS Health Checks website:

http://www.healthcheck.nhs.uk/search_results/index.php?search=insurance&x=0&y=0