

SMART HEALTH SOLUTIONS

G-CLOUD 15

LOT 3, CLOUD SUPPORT

Service Definition Document

Health Care Training

Introduction

New technology is continually being introduced within the NHS. Our role is to provide training support that allows stakeholders to harvest the benefits from this investment.

A flexible healthcare training service supporting NHS and public sector organisations to develop workforce capability across priority prevention and long-term condition areas. The service provides evidence-based training aligned to national guidance, supporting improved confidence, consistency and quality of care delivery.

Furthermore, as almost every healthcare professional undertakes some form of Continuing Professional Development, Smart Health Solutions will meet these needs. Our activities all culminate in delivering efficiencies for NHS Staff and improving patient outcomes.

Service description

Health Care Training supports organisations responsible for delivering prevention, early intervention and long-term condition management programmes. The service focuses on developing practical knowledge, skills and confidence across clinical and non-clinical roles, enabling staff to deliver consistent, evidence-based care and advice.

Training is delivered by experienced healthcare educators and aligned to relevant national guidance and competency frameworks. Content is designed to support real-world application, with an emphasis on practical delivery, communication and implementation within local pathways. Training can be delivered in-person or online and adapted to local priorities and service models.

Scope of training

The service can include training across the following areas:

- **Cardiovascular disease prevention (ABC)**

Training covering atrial fibrillation (AF), blood pressure (BP), cholesterol and chronic kidney disease (CKD), supporting early detection, risk management and appropriate referral.

- **Immunisations and vaccinations**

Training supporting the safe and effective delivery of adult immunisation and vaccination programmes, aligned to national standards and guidance.

- **Behaviour change and communication skills**

Training focused on effective, person-centred conversations to support behaviour change, including motivational interviewing approaches where appropriate.

Our Approach

Smart Health Solutions' main passion is the prevention and management of cardiovascular disease (CVD). We believe that improving knowledge, skills, and confidence will improve the detection and management of diabetes, hypertension, atrial fibrillation, familial hypercholesterolemia, chronic kidney disease and lifestyle issues, leading to improved outcomes for preventing heart disease, stroke, diabetes, and dementia. Alongside detection and management, prevention of these conditions is crucial to reducing the incidence of cardiovascular disease.

Whereas, for infectious diseases immunisations and vaccinations are essential to support immunity. Immunity is the ability of the human body to protect itself from infectious disease. The defence mechanisms of the body are complex and include innate (non-specific, nonadaptive) mechanisms and acquired (specific, adaptive) systems.

To achieve this, we offer a range of in-person and online training both nationally and locally.

We believe the best way to learn is through interactive, fun and engaging training and laughing while learning.

Building the foundations of core knowledge and then reinforcing them with practical examples helps delegates learn and retain the important information needed to improve patient care and outcomes.

Keeping abreast and embracing new technologies ensures that our work is efficient and

user-friendly for both our staff and customers.

We use a single platform that enables registration, creating a unique learner journey that allows evaluation, access to handouts, and certification in a single place.

Quality and Effectiveness

- Recognise the importance of the integrated, multi-disciplinary team in the prevention of cardiovascular disease within populations and their own role in their organisation
- Have an appreciation of reporting measures, accountability and governance issues pertinent to the prevention of cardiovascular disease
- Recognise the importance of the integrated, multi-disciplinary team in the prevention of infectious diseases through vaccinations and immunisations within populations and their own role in their organisation
- Have an appreciation of reporting measures, accountability and governance issues pertinent to vaccinations and immunisations
- Be aware of relevant Competency Frameworks and their application

Training Courses

Atrial Fibrillation, Blood Pressure, Cholesterol and CKD (ABC)

The NHS Long Term Plan identifies cardiovascular disease (CVD) as a clinical priority and the single biggest condition where the NHS can save lives over the next 10 years. Following the disruption caused by COVID-19, we now have much to do to improve the detection and management of atrial fibrillation, blood pressure, cholesterol and CKD.

This course aims to equip Clinical Teams, which routinely deliver much of the long-term management and support of patients with CVD. This will enable Teams to thrive clinically in the 'New World' of neighbourhoods and support other clinicians who may be new to Primary Care to maximise the effectiveness of population health management and personalised care for this significant group.

Course Content

- Why and what?
- National perspective
- A B C
 - Atrial Fibrillation
 - Blood pressure
 - Cholesterol
 - CKD
- What is it?
- Identification
- Diagnosis
- Management
- Clinical case scenarios

Learning Outcomes

After participating in this course delegates will develop knowledge and skills in the following areas:

- Clinical Excellence

- Be familiar with current relevant national guidance relating to CVD prevention, including the new 2019 NICE Guidelines for the management of hypertension (NG 136)
- Recognise of the importance of prompt diagnosis and adherence to patient treatment pathways for atrial fibrillation, chronic kidney disease, hypertension and lipid management (NG 136, NG 203, CG180, CG181, CG71)
- Understand diagnostic pathways, including gold standard blood pressure measurement and ambulatory monitoring; basic ECG skills and lipid profiles
- Recognise the importance of detecting and treating Familial Hypercholesterolaemia
- Get to grips with evidence-based treatments, how they work and their position in the ABC of cardiovascular prevention
- Be better equipped to support patients and their families to reduce their own cardiovascular risk through effective communication of risk and support with lifestyle modification strategies and adherence to treatments

Immunisations and vaccinations

Invasive Pneumococcal Disease (IPD) is a major cause of morbidity and mortality and can affect anyone, however, it is more common in the very young, the elderly and those with impaired immunity or chronic conditions. There were more than 5,000 confirmed cases reported in England and Wales (2016/2017). Shingles affects 1 in 4 people and predominantly those who are over 70. The Covid-19 pandemic disrupted the delivery of the Pneumococcal and shingles vaccination programmes, and therefore improving uptake is a key focus.

Course Content

- Fundamentals of immunisation and adult vaccines:
- Influenza, pneumococcal, and shingles vaccination programmes will include COVID-19 vaccines.
- Provide delegates with the theory and rationale for the adult vaccination programme.
- Why vaccinate and the UK vaccine programme
- Influenza vaccine programme
- Pneumococcal vaccine programme
- Shingles vaccine programme
- Covid vaccination
- B12
- Legal aspects Medicines administration, consent developing competence
- Best practice for giving IM injection
- Consider best practice for safe and effective vaccine delivery.

Learning Outcomes

After participating in this course, delegates will develop knowledge and skills in the following areas:

- Clinical Excellence
- Be familiar with the Adult vaccination: Planned against the National Minimum Standards (NMS) for immunisation.

- **UKHSA [Immunisation training of healthcare support workers: national](#)**

minimum standards and core curriculum (last updated 2015)

- **The RCN 2022: competence assessment framework, Immunisation knowledge and skills competence assessment tool** is recommended to support ongoing practice development and assessment of practice. All delegates should ideally have a supervisor in practice and opportunity for supervised practice. In line with the national minimum standards.
- Improved understanding of Vitamin B12 and anaemia and consider the clinical indication for giving B12.
- Be familiar with the
 - **Immunisation against infectious disease ‘The Green Book’**
 - **UKHSA Immunisation collection**
 - **immunology for immunisers animation (UKHSA On Line)**
 - **RCN immunisation hub**

To Note

Delegates must also be up to date with basic life support and anaphylaxis.

- *Resuscitation Council UK. Emergency treatment of anaphylactic reactions: Guidelines for health care providers*
- *Royal College of General Practitioners Learning. Basic Life Support training and Community CPR in the COVID-19 world*

All vaccinators will also require a period of supervised practice in the workplace to develop skills and competence.

Motivational Interviewing (MI) for Weight Management

Tackling obesity is one of the greatest long-term health challenges currently faced in the UK and around the world. Around two-thirds (63%) of adults are above a healthy weight, and of these half are living with obesity. In England 1 in 3 children leaving primary school are overweight or living with obesity with 1 in 5 living with obesity.

Obesity prevalence is highest among the most deprived groups in society. Children resident in the most deprived parts of the country are more than twice as likely to be living with obesity than those in the least deprived areas.

Obesity is associated with reduced life expectancy and a range of health conditions including type 2 diabetes, cardiovascular disease, liver and respiratory disease and cancer. Obesity can also have an impact on mental health. Though just telling people they need to lose weight doesn't work, there are more effective behaviour change techniques, such as Motivational Interviewing.

"MI is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion." (Miller & Rollnick, 2013)

MI is:

- guiding style of communication, that sits between following (good listening) and directing (giving information and advice)
- designed to empower people to change by drawing out their own meaning, importance and capacity for change
- based on a respectful and curious way of being with people that facilitates the natural process of change and honors client autonomy

MI is also particularly useful to help people examine their situation and options when any of the following are present:

Ambivalence is high and people are stuck in mixed feelings about change

Confidence is low and people doubt their abilities to change

Desire is low and people are uncertain about whether they want to make a change
Importance is low and the benefits of change and disadvantages of the current situation are unclear.

Course Content

Weight, you and patients

- National and local prevalence
- Our own weight and its impact
- Stigma of obesity
- Weight loss drugs

Difficult conversations

- Very Brief Advice methodology
- Behaviour change techniques & challenges
- To perform examples of difficult conversions

Weight management services

- Tier 2 Adult Weight Management service and its eligibility criteria
- Who to refer
- Individuals who are not eligible for the service
- Common questions presented when referring patients to the service

Learning Outcomes

After participating in this course, delegates will develop knowledge and skills in the following areas:

- Be familiar with the national and local prevalence of BMI/weight
- Appreciate the impact one's weight can have on discussions with patients
- Appreciate the concept and impact of the stigma of obesity
- Be aware of the latest local guidance on weight loss drugs
- Appreciate the Very Brief Advice methodology
- Be familiar with a variety of behaviour change techniques
- Be aware and have an understanding of the health and wellbeing services
- Understand the Tier 2 Adult Weight Management service and its eligibility criteria.
- Be aware of where to refer individuals who are not eligible for the service

Other initiatives

In addition, we have organised many larger events and programmes of work:

To support NHS England's **Perceptions of Nursing** and **Perceptions of Midwifery** work, they commissioned Smart Health to establish three national nurse networks, the General Practice Nurse Student Nurse Network (GPNSNN), the Community Nurse Ambassador Network (CNAN), and Learning Disability Nurse Student Nurse Network (LDN SNN) along with seven regional Midwifery networks. The first of these networks started in 2019, then the rest during the pandemic. This meant all work had to be virtual, and the use of digital technology was key to their success. All recruitment to the networks was through online portals, and the networks were managed virtually. This, along with linkage with the NHS England Futures platform, made this initiative a success during a challenging time.

Our '**All About**' series of evening educational events across South London, covered AF, Anti-coagulation and Diabetes. We made them lively and interactive, using voting buttons to actively involve everyone in the discussion and had 98% Good/Very Good feedback from the 300 attendees.

Smart Health took a very active role in the original **Heart Age project**, run by Unilever. We were Clinical Directors and Chief Operating Officers in this exciting programme, which aimed to deliver large-scale behavioural change through the understanding of one's theoretical heart age once a person's lifestyle factors were counted against their actual heart age. Heart Age is calculated online, using a dedicated platform.

Smart Health assisted Imperial College with the follow-up of its patients on the pan-**European Euroaction2 Varenicline programme**. In the UK arm many patients were at risk of being lost to follow up and the study was at risk of not being able to report on, so SHS put together a team of qualified nurses that went out into patient's homes (fondly referred to as Project Open Door), to undertake the follow up tests. We achieved the highest follow-up of any of the European countries taking part, of over 80%.

Smart Health managed the delivery of **Cardiovascular Health Checks** for the staff



members of Unilever plc through its Fit Business programme. The voluntary checks achieved a 55% take-up (3,400), through a team of qualified nurses across 15 sites. In addition to the delivery of the checks, we wrote a bespoke appointment booking system for the staff and followed the programme up with a detailed report of the analytics for Unilever management.

Smart Health Solutions accreditations:

Royal Society for Public Health accredited training centre



Our NHS Health Check training is supported by HEART UK, the nations cholesterol charity



Colleagues have been Burdett Trust for Nursing Award Winner



Our Team

Michaela Nuttall Rn Msc 	Michaela is a Cardiovascular Nurse Specialist with a unique and varied experience across the NHS and beyond. She developed her passion for prevention over 20 years ago and has worked within it ever since. In 2016 she left public health after working in the field for 16 years and now focuses on her roles as a Director for Smart Health Solutions, Founder of Learn With Nurses, and Associate in Nursing for C3 Collaborating for Health. In 2019 Michaela became Head of CVD Prevention for Public Health England and then went on to be OHID's Clinical Advisor of the programme until 2023. She is the Chair of the Health Care Committee of Heart UK and an invited member of both the Nurses and The Guidelines and Information working party of the British and Irish Hypertension Society, elected member of the Association of Cardiovascular Nurses and Allied Health Professional Education working party, on a variety of editorial boards and the Global Cardiovascular Nursing Leadership Forum.
Joanne Haws RN MSc	Joanne is an independent nurse consultant and specialist in cardiovascular disease. She is the Chair of the Nurses and Allied Health Professionals Working Party of The British and Irish Hypertension Society and is also an Education Committee member of The

	European Society of Cardiology Association of Cardiovascular Nursing and Allied Professions. Since 2015 Joanne has provided clinical project and leadership support to The Breckland Alliance Primary Care.
Una O'Connor RN Msc 	Una qualified as a Registered General Nurse in London in 1988 and spent many years working within District Nursing and School Nursing in the London area. Education is a priority for Una having achieved a Master of Science Degree in Medical and Healthcare Education, in addition to PGCE and PGDip in the subject. Her passion for promotion and delivery of teaching led to the role of Communications and Engagement Lead for Learn With Nurses and Una is currently the Operations Manager for both Smart Health Solutions and Learn With Nurses.
Naomi Stetson RGN Dip N FBIHS 	Naomi is a Hypertension and Cardiovascular disease specialist nurse, she trained at UCLH and completed her specialist training at the University of Glasgow. Currently she is Lead Nurse at Peart Rose Hypertension Clinic. Naomi has been part of the BIHS for 20 years and has developed training modules on their behalf. She was part of the NICE CG127 Hypertension Guidelines and the Topic Expert Group. She has a breadth of experience in both Primary and Secondary Care and has delivered education programmes both in the Europe and Africa.

Mark Jones
Managing Director



Mark is an experienced business leader and healthcare consultant. In a career spanning 35 years he has built up an extensive portfolio of work.

His strength lies in his ability to confidently lead major projects and teams to positive outcomes, including the delivery of a Cardiovascular Screening Programme for staff at a major UK plc across 16 locations; a 3 borough Community Health PAS solution and a 3 site RIS/ PACS system deployment, both within the NHS.

As Managing Director, he always seeks to build and develop close relationships with Smart Health customers and associate companies, working in partnership to achieve mutual goals.

Contact

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