

SMART HEALTH SOLUTIONS

G-CLOUD 15

LOT 3, CLOUD SUPPORT

Service Definition Document

NHS Health Check 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.

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.

Our Services

We provide a range of training courses to support the delivery of the National NHS Health Check Programme including:

- **Understanding NHS Health Checks**
- **NHS Health Check Clinical Refresher**
- **NHS Health Check Refresher**
- **NHS Health Check Bespoke Training**



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 the prevention of heart disease, stroke, diabetes, and dementia.

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.

NHS Health Check Programme Training

Cardiovascular disease (CVD) is the number one cause of death globally; an estimated 17.9 million people died from CVD in 2016, representing 31% of all global deaths. However, it is estimated that 50 to 80% of cases of CVD are caused by modifiable risk factors, such as smoking, obesity, high blood pressure, high cholesterol, excessive alcohol consumption and physical inactivity, so therefore could be prevented from occurring. In England, the NHS Health Check provides a cornerstone for the prevention of 7 of the top 8 risk factors for early death and disability identified in the Global Burden of Disease (GBD).

The NHS Health Check is a prevention programme which aims to reduce the chance of a heart attack, stroke or developing some forms of dementia in people aged 40-74. It achieves this by assessing the top seven risk factors driving the burden of non-communicable disease in England, and by providing individuals with behavioural support and, where appropriate, pharmacological treatment

In 2009, the NHS Health Check 5-yearly programme started in England and in 2020, the programme completed its first decade, with coverage averaging 1 million annually.

One of the Directors at Smart Health Solutions is the former clinical advisor to the CVD Prevention Programme at OHID and provided support for the alpha phase of the digital

NHS Health Check. This is now in the beta phase and is to be piloted by two local authorities.

As a leading provider of NHS Health Checks Training our mission is to improve the uptake and quality of NHS Health Checks in the UK.

NHS Health Checks Training Needs Analysis

An insight into competency and training needs across NHS Health Check providers

What?

- Baseline assessment across the workforce who are involved in the delivery of NHS Health Checks, using the National Competency Framework

Why?

- Training needs identified to inform the planning of subsequent training.
- Identifying practices that do not engage with the TNA process

How?

Eight steps to delivery

1. Agree on objectives/aims/questions with the Commissioner
2. Design and test the Survey
3. On-line distribution of Survey to GP Practices
4. Reminders to complete
5. Collation of responses
6. Analysis of responses
7. Production of Report with recommendations
8. Presentation of Report

Examples of information asked for during the Training Needs Analysis

- Level of competency (self-assessment)
- Past training
- The time involved in NHSHC
- Level of involvement Admin/Delivery/Governance

- Future training needs
- Role
- Up to 2 free text boxes for 'other questions to be agreed'

Understanding NHS Health Checks (Full day)

Course Content

The content gives a national perspective and can be tailored to local programme delivery:

- NHS Health Checks National and Local
- NHS Health Check Competency Framework & Learner Workbook
- Addressing inequalities
- Call & Recall
- Data governance and flow
- NHS Health Check Filters
 - AF
 - Blood Pressure
 - Cholesterol
 - CKD
 - Diabetes
 - Familial Hypercholesterolemia
- Understanding CVD Risk
- Risk factors for CVD
- GPPAQ (Physical Activity Questionnaire)
- Audit C (Alcohol Questionnaire)
- Dementia awareness
- Introduction to behaviour change/motivational interviewing

Learning Outcomes

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

- State why NHS Health Checks are important
- Identify non-modifiable risk factors for cardiovascular disease

- Identify modifiable risk factors for cardiovascular disease
- Know the NHS Health Check filters
- State how an NHS Health Check should be conducted
- Identify how an NHS Health Check can assess and interpret the risk of cardiovascular disease
- State how the risk of cardiovascular disease and opportunities for reducing this risk may best be communicated

NHS Health Check Refresher (half day)

Course Content

The content gives a national perspective and can be tailored to local programme delivery:

- Refresher NHS Health Checks National and Local
- NHS Health Check Competency Framework & Delegates Workbook
- Addressing inequalities
- Call & Recall
- Data governance and flow
- Understanding CVD Risk
- GPPAQ (Physical Activity Questionnaire)
- Audit C (Alcohol Questionnaire)
- Dementia awareness

Learning Outcomes

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

- State why NHS Health Checks are important.
- Know the NHS Health Check filters
- State how the risk of cardiovascular disease and opportunities for reducing this risk may best be communicated.
- Appreciate the different risk communication strategies
- Appreciate the complexity of GPPAQ and Audit C

- Know what is needed for Dementia prevention and awareness within a health check

NHS Health Check Clinical Refresher (half day)

Course Content

The content gives a national perspective and can be tailored to local programme delivery:

Refresher NHS Health Checks National and Local

NHS Health Check Competency Framework & Learner Workbook

Addressing inequalities

NHS Health Check Filters

- AF
- Blood Pressure
- Cholesterol
- CKD
- Diabetes
- Familial Hypercholesterolemia

Learning Outcomes

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

- State why NHS Health Checks are important
- Know the NHS Health Check filters
- State how an NHS Health Check should be conducted
- For: AF, BP, Chol, CKD, and FH
- Know who is most at risk
- Know the signs & symptoms
- Describe the pathophysiology, detection and diagnosis
- Understand Initial management

Quality and Effectiveness for all NHS Health Check Training

- Understand the need and the importance of the NHS Health Check Programme and the impact it can have
- Recognise the importance of the integrated, multi-disciplinary team in the prevention of cardiovascular disease within populations, and their own role in this within practice and pharmacy
- Have an appreciation of reporting measures, accountability and governance issues pertinent to the prevention of cardiovascular disease
- Be aware of the NHS Health Check Competency Framework and its application

Our Training process

Enrolment process

- A good uptake of courses is essential to ensure value for money. We provide a streamlined online booking system and update commissioners regularly with registration numbers.
- We will have a dedicated page on our website exclusively for your training, where delegates can register for any of our training. We will also provide bespoke flyers for you to cascade.
- Once registered for training, reminders and updates are sent to delegates.
- We regularly update commissioners with registration numbers, delegate roles and practices of all registered people, and follow up after the event with details of those who attended or DNA training.

Support for participants

Before and after training, our admin support team respond to enquiries via the dedicated email address training@smarthealthsolutions.co.uk within 24 hours of receiving an email, with escalation of any queries to trainers where needed.

Attendance

People who register need to attend the training. Therefore, we provide multiple email reminders for the event and are able to respond to registration queries quickly. If someone is unable to attend the training they have registered for, we work out with them the next best date for them to attend and amend registrations accordingly.

During training

Our trainers are very approachable and will happily respond to questions. They will also pass on queries and questions directly to commissioners where needed.

We believe the best way to learn is through face-to-face training that maximises interaction and engagement with peers and the trainer. Building the foundations of core knowledge and reinforcing this knowledge with practical examples are essential to helping delegates learn and retain the important information needed to effect change.

We encourage the delegates to share experiences so that they can learn from each other. To keep it fun and engaging, training is delivered using a variety of learning styles and formats, including presentations, group work, case studies, and role-play.

If the training needs to be adapted for online, we focus on techniques to keep delegates engaged. While we encourage delegates to have their cameras on and participate in discussions and ask questions, preferably by unmuting, we understand that some will feel more comfortable or have limitations that result in using the chat function.

After training

All delegates are sent evaluation forms after the event, followed up with reminders. These are collated and analysed before a short report is prepared for the commissioner.

Evaluation

A link to submit evaluations online is shared with participants once training has occurred, followed up by reminders. Following completion of evaluation, participants are directed to a dedicated webpage where they can download all training resources.

A certificate of attendance is then sent to everyone who has completed evaluation, the certificate is personalised, detailing participatory training hours for CPD.

Ongoing communication and updates about evaluation along with a summary report after each course and end of year report will be shared with commissioners.

If any issues arise during training, the trainer will also contact the commissioners, including a debrief via a Teams call where needed.

Contract meetings

Regular contract meetings with the commissioner allow time to share good experiences, highlight any issues that might arise and discuss strategies to increase uptake. Having a good rapport with commissioners is key to delivering a successful training programme, not just with the trainers but with the back-office team from both organisations.

We will monitor service performance throughout the contract period and participate in an annual quality review meeting. Performance monitoring will include timely collection and reporting of data to demonstrate contract delivery and outcome achievement. A short annual report will be submitted to the Authority within 5 working days of year-end, in a format agreed with the Authority.

We are proud of our relationship with commissioners and have experienced a very effective working relationship with many organisations.

We are delighted that many of our new contracts come from recommendations from other commissioners, a sign of our quality delivery and 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 nation's cholesterol charity



Colleagues have been Burdett Trust for Nursing Award Winner



All new OHID (and former PHE) CVD Prevention program staff attend our NHS Health Check training

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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