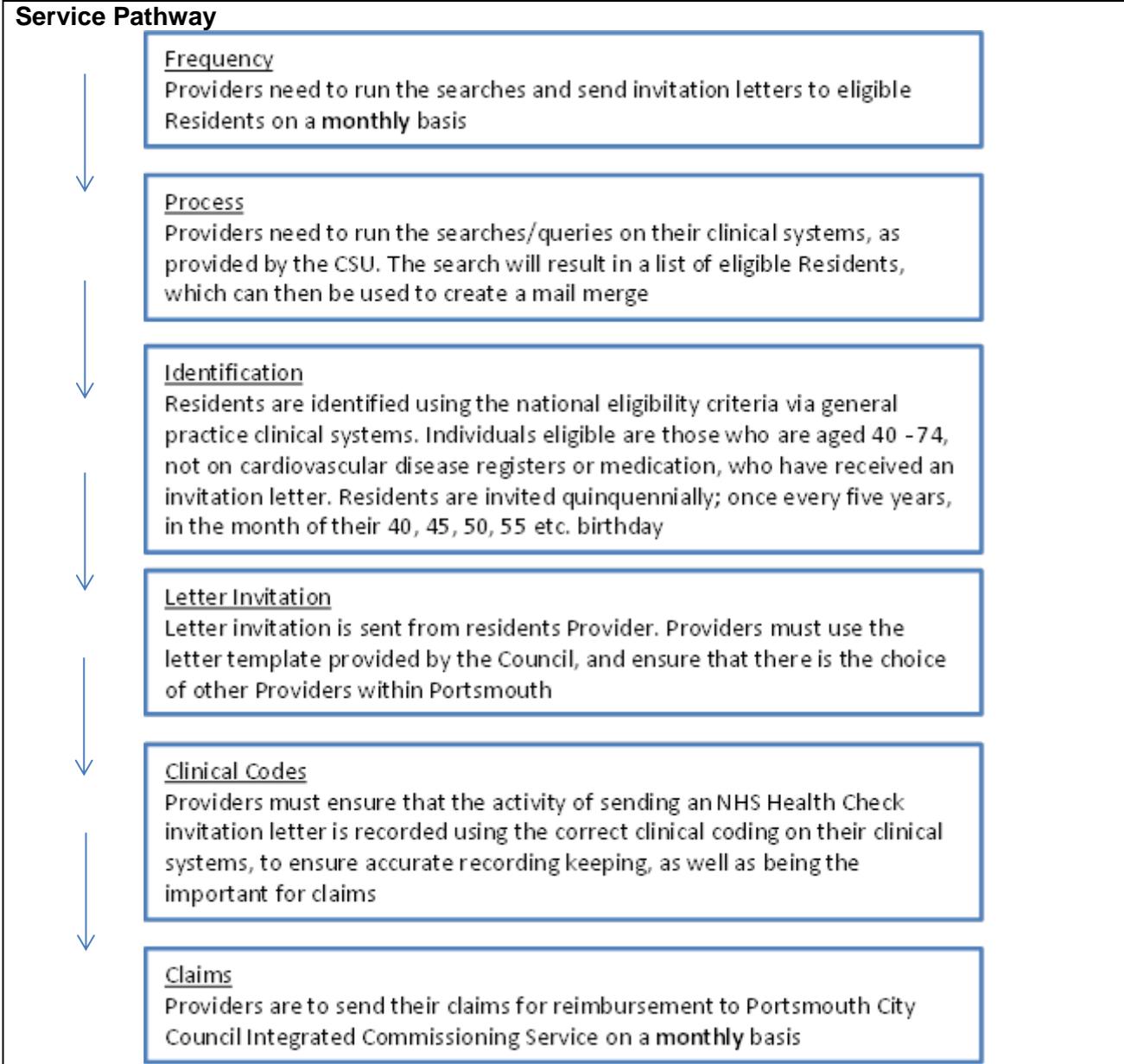


<b>Service Specification No.</b>	
<b>Service</b>	<b>NHS Health Checks Call/Recall &amp; Data Processing</b>
<b>Commissioner Lead</b>	<b>Amanda McKenzie, Health Checks Manager</b>
<b>Period</b>	<b>1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2021</b>
<b>Date of Review</b>	

<b>1</b>	<b>Service overview &amp; rationale</b>
<b>1.1</b>	<p><b>Overview</b></p> <p>The NHS Health Check programme aims to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia. Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions or have certain risk factors, will be invited (once every five years) to have a check to assess their risk of heart disease, stroke, kidney disease and diabetes; and will be given support and advice to help them reduce or manage that risk.</p>
<b>1.2</b>	<p><b>National/local context</b></p> <p>National: Cardiovascular disease (CVD) is the second largest cause of death in England - causing 131,659 deaths in 2012 (28% of all deaths). Of all CVD deaths, about 45% are due to coronary heart disease (CHD) and about 25% are due to stroke. CHD itself is the most common single cause of death (13% of all deaths in England in 2012). (Source: Health and Social Care Information Centre)</p> <p>There are also inequalities with the most deprived areas in the city having the highest rates of CVD premature mortality. The first treatment approaches following clinical evaluation and a diagnosis of CHD are often drug therapy and advice to follow a healthier lifestyle. But surgical options, carried out as elective or planned procedures, may be necessary. As a measure of unmet need, local rates of angiography procedures are significantly lower than the national rate. However, emergency admission rates for both CHD and stroke are similar to the national rate.</p> <p>(Source: Health and Social Care Information Centre. Public Health England. Cardiovascular disease PCT profile)</p>
<b>1.3</b>	<p><b>Health Burden of Cardiovascular disease (CVD) in Portsmouth</b></p> <p>Portsmouth's rate of premature mortality (i.e. mortality in those aged under 75 years) due to CVD has declined by 52% since 1995. However, the local rate is still significantly higher than the national rate. There are gender differences; for the period 2010 to 2012 the CVD premature mortality rate for Portsmouth males (98 deaths per 100,000 males) was significantly higher than the England average (83 deaths per 100,000 males). The premature mortality rate for Portsmouth females (41 deaths per 100,000 females) was not significantly different to the England average (36 deaths per 100,000 females).</p>

<b>2</b>	<b>Key Service Outcomes</b>
<b>2.1</b>	<p><b>NHS Health Checks in Portsmouth</b></p> <p>NHS Health Checks are a systematic prevention programme that assesses an individual's risk of heart disease, stroke, diabetes and kidney disease, once every five years. It is for people aged between 40 and 74 who have not been previously diagnosed with one of the above conditions, hypertension, or are currently receiving certain medications.</p> <p>The aim of NHS Health Checks in Portsmouth is to provide a quality service that will help people live longer, healthier lives. The longer term aim is a reduction in incidence or early detection of heart attacks and strokes, type II diabetes, chronic kidney disease and vascular dementia. There are three main elements to the delivery of the NHS Health Check; Risk Assessment, Communication of Risk and Risk Management.</p>
<b>2.2</b>	<p><b>Objectives of Call/Recall Process</b></p> <ul style="list-style-type: none"> <li>▪ To use GP clinical systems to identify Residents who are eligible for NHS Health Checks</li> <li>▪ Invite those eligible Residents using the quinquennial call/recall process e.g. once every 5 years, in the month of their 40, 45, 50, 55 etc. birthday</li> <li>▪ Invite Residents using NHS Health Check invitation letter template (appendix A), ensuring that the choice of all NHS Health Checks providers is offered within the invitation letter.</li> </ul> <p><b>Objectives of Data Processing</b></p> <ul style="list-style-type: none"> <li>▪ To provide anonymous outcome data of Residents who have received a NHS Health Check from clinical system, i.e. MIQUEST KPI query</li> <li>▪ To update clinical records of those Residents who have received a NHS Health Check from another Provider.</li> </ul>

**3 Scope**



**3.1 Exclusion of Residents not eligible for an NHS Health Check**

As outlined in the 2013 regulations, each local authority is to ensure systems are in place to consistently and accurately identify the population, establish eligibility and offer NHS Health Checks to all eligible persons in its area in a five-year period.

The eligibility criteria are that the invitee must:

- be aged 40 to 74
- must not have been offered a health check within the previous five years

Specifically people already diagnosed with the following are excluded from the programme:

	<ul style="list-style-type: none"> <li>▪ coronary heart disease</li> <li>▪ chronic kidney disease (CKD) (classified as stage 3, 4 or 5 within NICE CG 73)</li> <li>▪ diabetes</li> <li>▪ hypertension</li> <li>▪ atrial fibrillation</li> <li>▪ transient ischaemic attack</li> <li>▪ familial hypercholesterolaemia</li> <li>▪ heart failure</li> <li>▪ peripheral arterial disease</li> <li>▪ stroke</li> </ul> <p>In addition, individuals:</p> <ul style="list-style-type: none"> <li>▪ Must not be being prescribed statins for the purpose of lowering cholesterol</li> <li>▪ Must not have been assessed through a NHS Health Check, or any other check undertaken through the health service in England, and found to have a <math>\geq 20\%</math> or higher risk of developing cardiovascular disease over the next ten years (PHE, 2014).</li> </ul>
<p><b>3.2</b></p>	<p><b>Identification using GP clinical system</b></p> <p>Providers can identify eligible Residents in the quinquennial process using clinical system searches or queries that have been written specifically for NHS Health Checks Call/Recall process. These have been created by the NHS South, Central and West Commissioning Support Unit and can be access by contacting:</p> <p><b>Steve McGuire   ICT Training Facilitator</b>  <b>NHS South, Central and West Commissioning Support Unit</b>  4<sup>th</sup> Floor   Aldershot Centre for Health   Hospital Hill   Aldershot   GU11 1AY  Phone: 07810 528 283   Email: <a href="mailto:steve.mcguire@southcsu.nhs.uk">steve.mcguire@southcsu.nhs.uk</a>   <a href="mailto:steve.mcguire@nhs.net">steve.mcguire@nhs.net</a>  (patient identifiable data only).</p> <p>Residents need to be invited on a monthly basis.</p>
<p><b>3.3</b></p>	<p><b>Letter Invitation</b></p> <p>Commissioners will provide a template letter which Providers need to use to invite Residents for an NHS Health Check (Appendix A). The template letter has been created using social marketing and resident feedback and includes the information for Residents relating to consent and Data Protection.</p> <p>Providers can personalise the letters with their headed paper etc. but the content of the template must not be changed or removed without prior consent from the Health Checks Manager.</p>
<p><b>3.4</b></p>	<p><b>Clinical Codes and Claims</b></p> <p>Providers must ensure that the activity of sending an NHS Health Check invitation letter is recorded using the correct clinical coding on their clinical systems, to ensure accurate recording keeping, as well as being the important for claims. Providers are to send their claims for reimbursement to Portsmouth City Council Integrated Commissioning Service</p>

	on a monthly basis.
<b>4</b>	<b>Data Processing</b>
<b>4.1</b>	<p><b>KPI Data</b></p> <p>Providers are required to provide the Commissioners with anonymous outcome data of Residents who have received a NHS Health Check from their clinical systems, i.e. MIQUEST KPI query.</p> <p>The Commissioners may request this quarterly, 6 monthly or annually, and will be used for reporting and monitoring.</p>
<b>4.2</b>	<p><b>Updating Clinical Systems</b></p> <p>Providers are responsible for updating clinical records of those Residents who have received a NHS Health Check from another provider.</p>
<b>4.3</b>	<p><b>Complaints</b></p> <p>All Providers will deal with any complaints from a Resident or other stakeholder about the service. They will report the complaint and the response to Portsmouth City Council Public Health team. Complaints must be dealt with professionally, thoroughly and within an appropriate timescale that the Resident agrees with. Complaints will be escalated to the Health Checks Service Manager when needed. Complaints directly to Portsmouth City Council from Residents will be dealt within according to Portsmouth City Council complaints procedure.</p>
<b>4.4</b>	<p><b>National/Local Guidance and Applicable Standards</b></p> <p>For further guidance, support and applicable standards relating to the NHS Health Checks programme, Providers can access the national NHS Health Checks website at <a href="http://www.healthcheck.nhs.uk">www.healthcheck.nhs.uk</a> or they can contact the NHS Health Check Manager locally at <a href="mailto:healthchecks@portsmouthcc.gov.uk">healthchecks@portsmouthcc.gov.uk</a>.</p>
<b>5</b>	<b>Remuneration</b>

<b>5.1</b>	<p><b>Call/Recall Process</b></p> <p>Payment will be made to providers of £1.50 per Resident invitation for an NHS Health Check. Follow up or other letters/methods will be at the Providers expense.</p> <p>Providers, on a monthly basis, will provide evidence of activity to be able to claim payment. Providers using GP clinical systems for will need to run monthly reports from their clinical systems, searching for the correct clinical codes e.g. NHS Health Check Invitation First Letter and the date sent, and return to Portsmouth City Council Integrated Commissioning Service.</p> <p>Payments may be withheld for the following reasons:</p> <ul style="list-style-type: none"> <li>▪ For inviting Residents who do not meet the eligibility criteria</li> <li>▪ For not using the correct template letter</li> <li>▪ For not submitting timely claims.</li> </ul>
<b>5.2</b>	<p><b>Data Processing</b></p> <p>Payment will be made to Providers of £28.84 per quarter for;</p> <ol style="list-style-type: none"> <li>a. Updating clinical records of those patients who have received a NHS Health Check at the practice or from another provider</li> <li>b. Providing MIQUEST KPI Data when requested</li> </ol>
<b>9</b>	<b>Appendices</b>
<b>9.1</b>	Appendix A: NHS Health Check invitation letter template
<b>10</b>	<b>References</b>
<b>10.1</b>	Public Health England (2014), <i>NHS Health Check programme standards: a framework for quality improvement</i> [Online] Available at <a href="http://www.healthcheck.nhs.uk">www.healthcheck.nhs.uk</a> .

Appendix A

Surgery  
Address  
Address  
Address  
Address

Patient Name  
Address  
Address  
Address  
Address  
Date

Dear **Xxxx**

You are due to attend your NHS Health Check.

Please call to book your appointment now; see over page for details of how to make your appointment.

For more information about your NHS Health Check and how it would benefit you visit **[www.pompeyhealthchecks.com](http://www.pompeyhealthchecks.com)**

Yours sincerely,

Dr xxxx  
Surgery name

The information from your NHS Health Check will be held on our confidential database and is covered by the Data Protection Act 1998. To ensure we are looking after the health of everyone in Portsmouth, we intend to share information with NHS Portsmouth CCG, Portsmouth City Council and Public Health England for reporting purposes. Please let your GP know if you do not wish to share this information.

### To book at a GP Practice

Contact your practice in the usual way and tell them you wish to make an appointment for an NHS Health Check. They will tell you what to do next.

### To book at a Pharmacy

Please telephone or visit your preferred pharmacy from the participating pharmacies below to arrange an appointment:

**Asda Pharmacy**, The Bridge Shopping Centre, PO1 1SL - 023 9284 1810.

**RJ Berry Ltd**, 145 Sultan Road, PO2 7AT - 023 9282 2022.

**City Pharmacy**, 113 London Road, North End, PO2 OBN - 023 9266 3836.

**Copnor Pharmacy**, 336 Copnor Road, PO3 5EL - 023 9266 2511.

**Lalys Pharmacy**, 3-5 Kingston Road, PO1 5RX - 023 9283 1112.

**Lloyds Pharmacy**, 67 Milton Road, Copnor, PO3 6AN - 023 9281 6993

**Lloyds Pharmacy**, 52 High Street, Cosham, PO6 3AG - 023 9238 1911

**Lloyds Pharmacy**, 145-147 Somers Road, PO5 4PT - 023 9283 1911

**Merali Pharmacy**, 24 Queen Street, PO1 3HN - 023 9282 1859

**Rowlands Pharmacy**, 92 Kingston Crescent, PO2 8AL - 023 9266 3017

**Rowlands Pharmacy**, 1 Festing Buildings, Highland Road, PO4 9BZ - 023 9273 1389

**Rowlands Pharmacy**, 173 Allaway Avenue, Paulsgrove, PO6 4HG - 023 9237 5900

**Rowlands Pharmacy**, 94-98 Fratton Road, PO1 5BZ 023 9282 1745

Please visit [www.pompeyhealthchecks.com](http://www.pompeyhealthchecks.com) or call 02392 294 001 for more details.

**Just 30 minutes of your time to keep you running like clockwork - even if you're feeling well, it's worth having your NHS Health Check now**

**Everyone is at risk of developing heart disease, diabetes, stroke, kidney disease and vascular dementia. The good news is that these conditions can often be prevented - even if you have a history of them in your family.**

- NHS Health Checks are free
- Your NHS Health Check will assess your risk of developing heart disease, type 2 diabetes, stroke and kidney disease
- You will be provided with simple, practical and realistic steps to help you reduce any risk and stay healthy.

#### **What happens at the check?**

- The check will take about 30 minutes
- You'll be asked some simple questions about your family history and any current medication
- We'll record your height, weight, age, gender and ethnicity
- We'll take your blood pressure
- We'll do a simple blood test to check your cholesterol levels
- We'll ask a few simple lifestyle questions.

#### **What happens after the check?**

- We will discuss how we can support you to stay healthy and reduce your risk
- You'll be taken through your results and told what they mean
- You will be advised about the other services to help maintain your health
- If you have your health check at a pharmacy you may be advised to make a follow up appointment with your GP. This may include having further tests
- Treatment or medication may be recommended.