NHS Health Checks – service from April 2024 Frequently Asked Questions

***Please note:*** *the use of “we” within the answers below refers to Public Health Dorset as the commissioner of NHS Health Checks.*

# How do providers source equipment to deliver NHS Health Checks?

It is the responsibility of the provider to source and fund the required equipment.

# What happens if a provider fails to provide 5 Health Checks within a month as outlined in the requirements of the service specification?

See section 3.2 “Service Availability Requirements”, which states in 3.2.1; *“the Provider must be available to deliver a minimum of 5 NHS Health Check appointments per calendar month.”*

The emphasis is on the word “available”. Should the provider seek to only be available for less than 5 appointments each month, this would not meet the qualifications for participation on the Framework. This requirement allows for several appointments to be available for service users to choose from.

For clarity, this requirement does not put a minimum requirement on any provider for the number of checks delivered. This is because service user choice will determine where the check is completed.

# Can a GP provider carry out an ad hoc opportunistic Health Check on someone who has attended the surgery for something else but has not been sent an invite or letter?

Yes, this can be done within the service specification.

# Are GP providers required to use Point of Care Testing (POCT) machines?

It is best practice for providers of Health Checks is to invest in a Point of Care Testing machine (POCT). This will enable the results to be available at the time the patient attends for the Health Check, forming a single consultation.

# How do I record a patient on SystmOne who is not registered at our providing location?

This can be registered on SystmOne as a "temporary" or "walk in" patient but must not be recorded "private".

Eligibility is based on patient declaration for the 3 key eligible criteria: age, no pre--disposed conditions and not had an NHS Health Checks in last 5 years. Therefore, GP providers do not need to access a record to carry out the Health Check. This would be approached in the same way as a pharmacy provider (who is also unable to access patient records) through the patient declaration.

Please be aware that, in order to receive payment for the Health Check, the GP provider is required to complete the Q-Risk result and enter this into SystmOne.

# What is the protocol if a ‘non-registered-patient’ has observations which require further treatment e.g. high BP? What are the expectations to record/share/act on this?

The provider is required to undertake the check in the same way as they would for a registered patient and record this in SystmOne within the temporary patient record. Should further treatment, support or care be required, non-registered patients should make an appointment to manage this through their registered practice. This is the way in which a pharmacy provider would manage the needs of the patient as their ability to provide continued, ongoing care is limited.

Section 3.8 (page 7) and Appendix 1 (page 14) of the service specification outlines the required actions and referral pathways based on the results of the Health Check.

**Please note:** if, upon reporting back to a patient’s registered GP, it is discovered that they have already had another NHS Health Check within 5 years, the provider delivering the service will still receive payment for completing the check. It might be beneficial for the registered GP to address with the patient if there are any concerns leading to more than one attendance for a check.

# Will there be a cap on the number of health checks we can do?

We are not applying a cap on the number of health checks completed. This will be reviewed when we have received the Q1 data and have a better understanding of activity.

# Should we be sending out the awareness (invite) letters and will we be paid if we do?

We are encouraging awareness letters to be sent during 2024/25 alongside encouraging providers to opportunistically invite patients for an NHS Health Check, particularly those who are considered high-risk. Providers can sign up to send our Service Level Agreement (SLA) for NHS Health Check invitations to receive payment for sending out awareness letters.

# Can we be provided with NHS Health Checks leaflets?

We have a limited supply of leaflets in stock and have been monitoring the number of

providers restarting the service before ordering more. Providers are encouraged to order additional leaflets when they have 10-15 remaining in stock.

We are happy to send leaflets to providers relative to the number of checks completed in the previous reporting period, and if you would like to place an order, please email: [phcontracts@dorsetcouncil.gov.uk](mailto:phcontracts@dorsetcouncil.gov.uk)

# Are we able to source any promotional materials from Public Health Dorset?

We have produced a partner pack which you will have been sent. It promotes both primary care and targeted community health checks. The pack includes:

* Posters
* Digital screens
* Social media graphics

Please contact [PHDcomms@dorsetcouncil.gov.uk](mailto:PHDcomms@dorsetcouncil.gov.uk) if you wish to have the partner pack sent to you.

Providers may wish to use and print the standard NHS resources which can be found and ordered here NHS Health Check - Marketing

# How can we access information on training?

Please visit: [www.publichealthdorset.org.uk/providerresources/nhs-health-checks](http://www.publichealthdorset.org.uk/providerresources/nhs-health-checks)

1. **How do we record patient data in SystemOne for patients who have received their NHS Health Check in a community venue?**

All NHS Health Check information completed by a community provider must be uploaded to SystemOne by the patient’s practice. To ensure data is held correctly in SystemOne, staff uploading NHS Health Check data must record the check as having been delivered by a 3rd party (available in the drop-down within the template. Please also record the date of the check, and not the date the data is uploaded.