**NHS Health Checks Frequently Asked Questions**

**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.

If you are using the laboratory to process the blood sample instead of a POCT machine, please ensure the patient has their blood taken and processed **before** their NHS Health Check appointment so the cholesterol measurement is available on the day of the check to share with the patient and to go into the Qrisk calculation as part of the results process.

**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 NHS Health Check, the GP provider is required to complete the Q-Risk result and enter this into SystmOne.

**How do I add LiveWell Dorset NHS Health Check data to SystmOne?**

LiveWell Dorset are delivering NHS Health Checks at community settings across Dorset and BCP for residents who meet target criteria. NHS Health Check data for these residents is recorded on Pharmoutcomes and sent to the patient’s GP practice via email. Please do keep an eye out for these emails, and ensure that the patient data is manually added to the patient’s record on 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?**

At this stage we are not applying a cap on the number of health checks completed. This will be reviewed when we receive data from providers each quarter.

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

As set out in the Service Level Agreement, we ask all providers to send invites to 10% of their eligible patients each year of the 5-year programme. Providers will receive £3.50 per patient in line with the 10% of their eligible populations. Full payment for inviting 10% of the eligible population will made during Q1 of the financial year. We do ask that GP practices focus on those patients with a high risk of CVD.

The charge applies to those delivering checks in their practice or to those who are using our LiveWell Dorset service out in the community.

**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?**

As part of the NHS Health Check programme that relaunched in 2023 we have produced partner pack for providers. The partner pack includes posters, social media posts and examples of messages you can use to help promote the service. Please see: <https://drive.google.com/drive/folders/1JqtCYMIm6OR-NYSYdWoM2LMRmZh9zu89>

We have also produced a case study about what it is like when you have an NHS Health Check with a GP. See: [www.youtube.com/watch?v=G-lCBzI\_0VQ&t=6s](http://www.youtube.com/watch?v=G-lCBzI_0VQ&t=6s)

This link can be used to promote on your website or in your surgeries if you have the facilities.

If you would like any support with marketing NHS health checks please contact [phdcomms@dorsetcouncil.gov.uk](mailto:phdcomms@dorsetcouncil.gov.uk)

Providers may wish to print resources or promotional material from: [www.healthcheck.nhs.uk/commissioners-and-providers/marketing/](http://www.healthcheck.nhs.uk/commissioners-and-providers/marketing/)

**How can we access information on training?**

The Public Health Dorset “Provider Resources – NHS Health Checks” page includes all the information needed to deliver this service: [www.publichealthdorset.org.uk/providerresources/nhs-health-checks](http://www.publichealthdorset.org.uk/providerresources/nhs-health-checks)

**How do I talk about Dementia with a patient at an NHS Health Check?**

As a cardiovascular risk assessment, the NHS Health Check programme can be used to raise awareness of vascular dementia and help residents understand the link between heart health and brain health. There are two dementia components to the NHS Health Check; the first is that everyone who has an NHS Health Check should be made aware that the risk factors for cardiovascular disease are the same as those for dementia. The second is that people aged 65-74 should be made aware of the signs and symptoms of dementia and be signposted to memory services if this is appropriate.

Discussing dementia might not be something residents are expecting to discuss when they come in for their NHS Health Check, so a resource on discussing dementia is available and might be helpful to share with practitioners delivering the programme. See: [www.healthcheck.nhs.uk/commissioners-and-providers/marketing/dementia-resources/](https://www.healthcheck.nhs.uk/commissioners-and-providers/marketing/dementia-resources/)