

## PERFORMANCE ACTION PLAN TEMPLATE

This template is to be completed for ALL measures showing **RED** status of non-compliance against the specified target reported.

INDICATOR OVERVIEW	
Indicator Title	<b>NHS Health Checks: Take up of the NHS Health check programme by those eligible</b>
Strategic Director Lead	<b>Fiona Johnstone, Director of Public Health</b>
Departmental Lead	<b>Julie Webster Head of Public Health</b>
Target	<b>50% take up by those people offered a health check</b>

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	<b>30.0%</b>	+ / - Target : -20.0% YTD
Non-compliance reason	<ul style="list-style-type: none"> <li>Individual practices have the flexibility to schedule their Health Check appointments through the year in a way that best suits their work profile. Many practices have initially sent out a large volume of invites to patients and are now arranging for patients to have their actual appointments. This inevitably has an impact on quarterly figures.</li> <li>This programme is effectively competing with the Quality Outcomes Framework (QoF) and 2 major Local Enhanced Service (LES) contracts; 'Over-75s' and 'Admissions avoidance'. These are all far more financially attractive to practices and are of higher priority.</li> <li>There are ongoing issues with data collection. Despite now being in the 2<sup>nd</sup> year of operation, we are still uncovering basic yet significant errors (e.g. practice nurses using the wrong clinical template, hence activity data not coming through).</li> </ul> <p><i>Please note the take-up rate in Wirral for 13-14 was 53.09% compared to national figure of 49%.</i></p>	

<b>ACTIONS:</b> This describes what's necessary or how to achieve a 'green' score. This way everyone is clear on what is required and when; knows the expected outcome and how to achieve it .	
What (is required)	<ul style="list-style-type: none"> <li>• A close review of data and processes with associated support to poorly performing practices.</li> <li>• Promoting GP health checks within practices and in community settings.</li> <li>• Explore feasibility of using Point of Care Testing (POCT) that will enable patients to receive relevant tests and receive immediate results at the practice. Evidence from other programmes has shown a positive impact.</li> </ul>
How (will it be achieved)	<ul style="list-style-type: none"> <li>• Public Health will continue to work with those GP practices that are significantly underperforming to improve the uptake rates. Factors to be addressed include inaccurate coding and reinforcing the invitation process.</li> <li>• Training sessions to support healthcare professionals in undertaking NHS health checks will be repeated early in the new year.</li> <li>• Promotional materials are currently being developed (video and posters) for GP practices to use in their patient waiting areas to promote NHS health checks. These materials will also be used to promote the programme in a range of community settings.</li> <li>• A pilot study is planned to test out the impact of using Point of Care Testing (POCT) in each practice, which would allow for a range of test to be carried out as part of the one consultation. At present, patients sometimes have to attend repeat appointments for various tests at various locations, which can result in non-attendance or follow-up.</li> </ul>
Who (will be responsible)	Jane Harvey
When (will results be realised)	<p>The next data return is 31<sup>st</sup> January 2015 for Q3 data (1<sup>st</sup> October – 31<sup>st</sup> December 2014). However, it is predicted that the Christmas period will have an inevitable impact on Health Checks uptake. In the knowledge that many patient swill not attend for this type of appointment at this time of year, practices will not schedule many appointments. We are therefore predicting another underperformance</p>

	in Q3 with a significant upsurge in activity for Q4.
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