

NHS HEALTH CHECK PATIENT SURVEY REPORT

SEPTEMBER 2015

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INTRODUCTION

The NHS Health Check Programme is commissioned from our practice by the Public Health Department of Westminster City Council and has been running since 2010. NHS Health Checks are designed to check the circulatory and vascular health of patients aged 40 – 74 who don't already have cardiovascular disease, such as high blood pressure, diabetes, or heart disease.

From October 2014, we changed the way we deliver NHS Health Checks at our practice and they are now delivered in NHS Health Check only clinics by our Healthcare Assistants. They use specialist software and new equipment, allowing them to do the NHS Health Check and give the results back to the patient in the same 30 minute consultation.

The purpose of the survey was to gauge patient satisfaction with the new way we deliver NHS Health Checks and to ensure that patients felt they were being informed about sources of information available to them to help them manage their health.

METHODOLOGY

Surveys were given to all patients who received NHS Health Check between June 1st and July 1st 2015. Responses were received from all 30 patients who had NHS Health Checks during this period.

The results were discussed at a practice meeting in September.

RESULTS

1. Overall how would you rate your NHS Health Check experience?

<u>Really Good</u>	<u>Good</u>	<u>Satisfied</u>	<u>Not Satisfied</u>
30	0	0	0

2. How would you rate the advice you received today following your NHS Health Check?

<u>Really Good</u>	<u>Good</u>	<u>Satisfied</u>	<u>Not Satisfied</u>
30	0	0	0

3. Were you directed to any sources of health information during your NHS Health Check, e.g., websites? If so, please specify which ones.

<u>Yes</u>	<u>No</u>
18	12

Comments from patients about sources of information:

None needed

My Action,

Given the option for a lot of information on diet, drinking etc.

Healthy Hearts & Minds

My Action (for quit smoking)

NHS Direct

Men's Health Forum

Eye Tests Specsaver

My Action telephone number

Healthy Men Brochure

4. Please use the space below if you have any further comments or feedback.

Feedback received was:

No comments

Great general MOT check

Good explanation of possible contributors to scores

Excellent check & done extremely well. Thank you!

Eye-opening but sound advice

Thank you!

Very impressive

Very efficient

Well explained & engaging

Excellent thorough service

Impressively efficient

Everything was explained, easy to understand which is good. Thank you.

Was made to feel very comfortable and at ease. Very calm.

Very good & helpful, will try to use advice

No comments

Very good. Very kind and helpful. Thank you.

I felt listened to and the health care assistant created an atmosphere of trust and comfort.

Thank you very much.

Pleasant experience

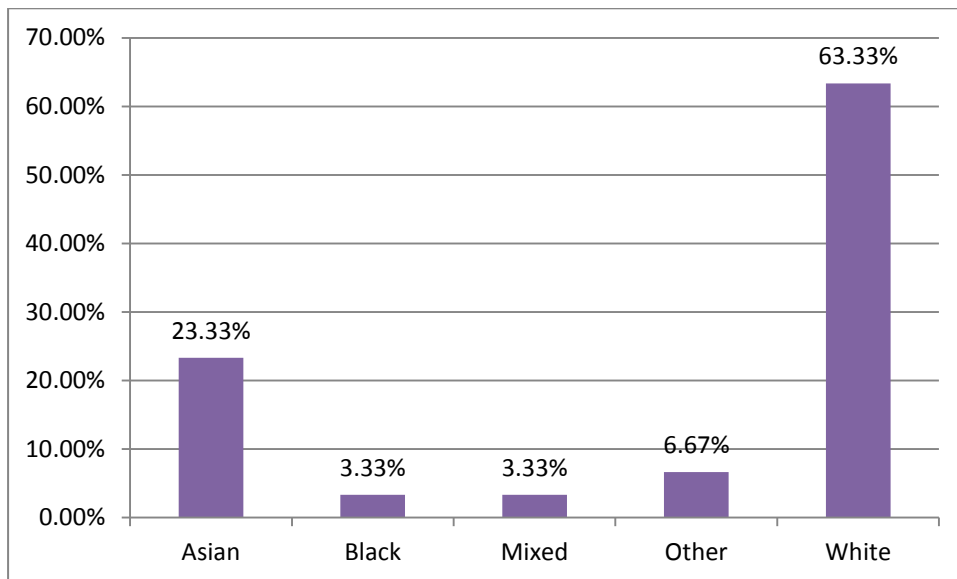
A very friendly person and I feel very comfortable and received good support

Very good initiative

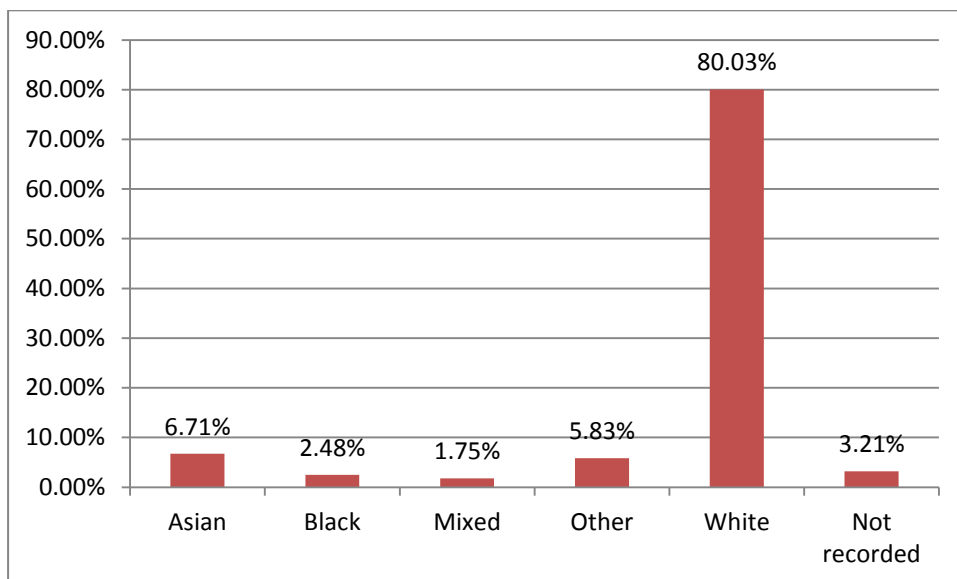
Very informative & useful to have done health check!

COMPARATIVE ANALYSIS

ETHNIC GROUP

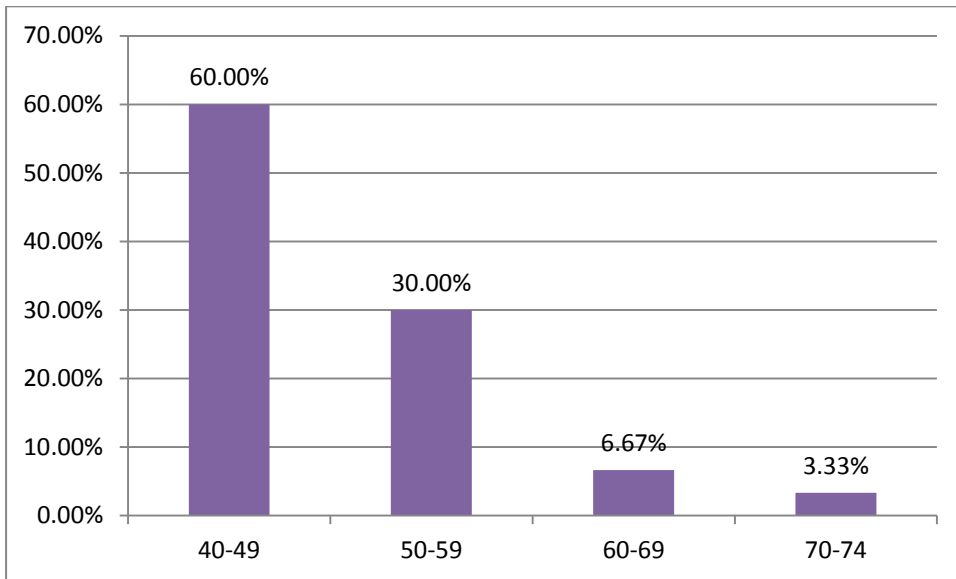


Ethnic Group of NHS Health Check Survey Responders

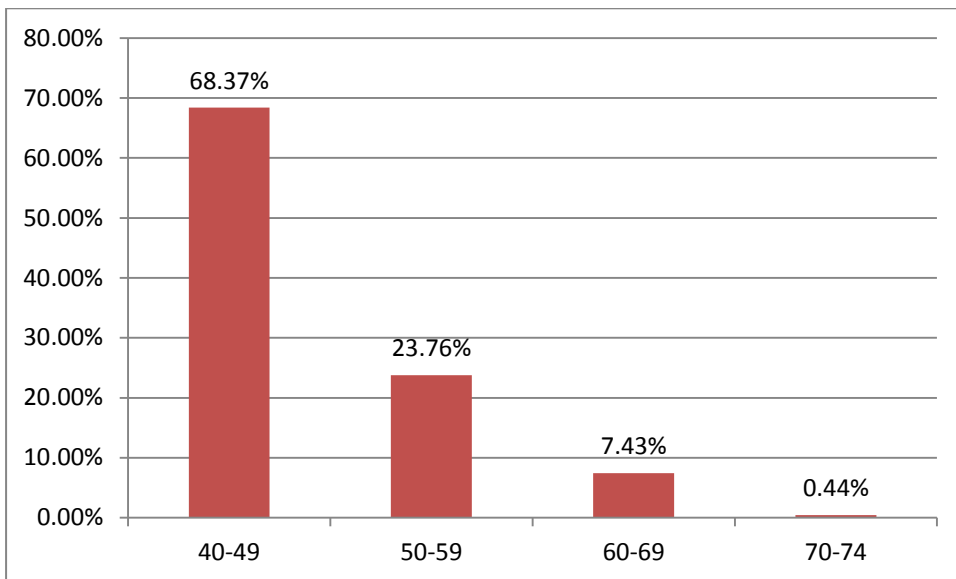


Ethnic Group of All Patients Requiring NHS Health Check

AGE

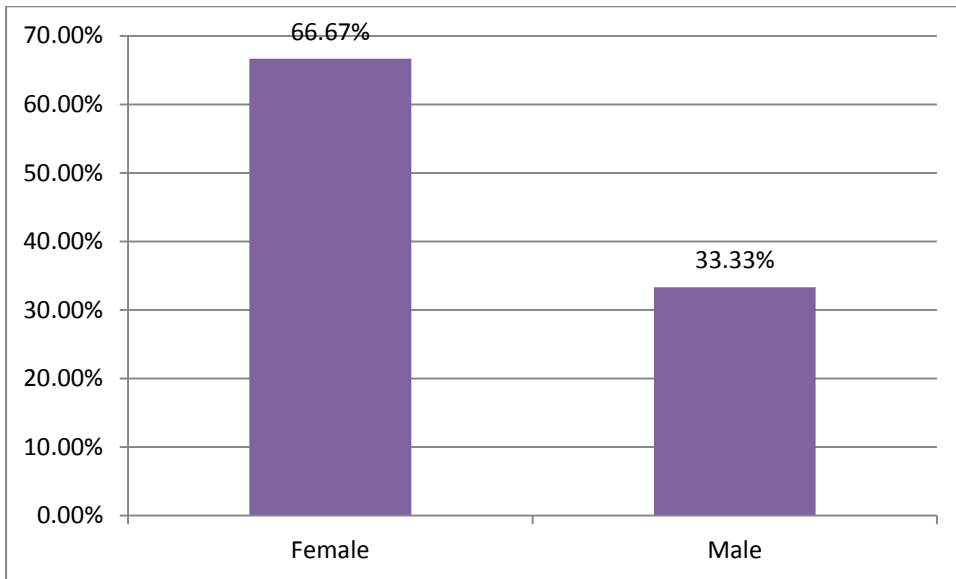


Age Group of NHS Health Check Survey Responders

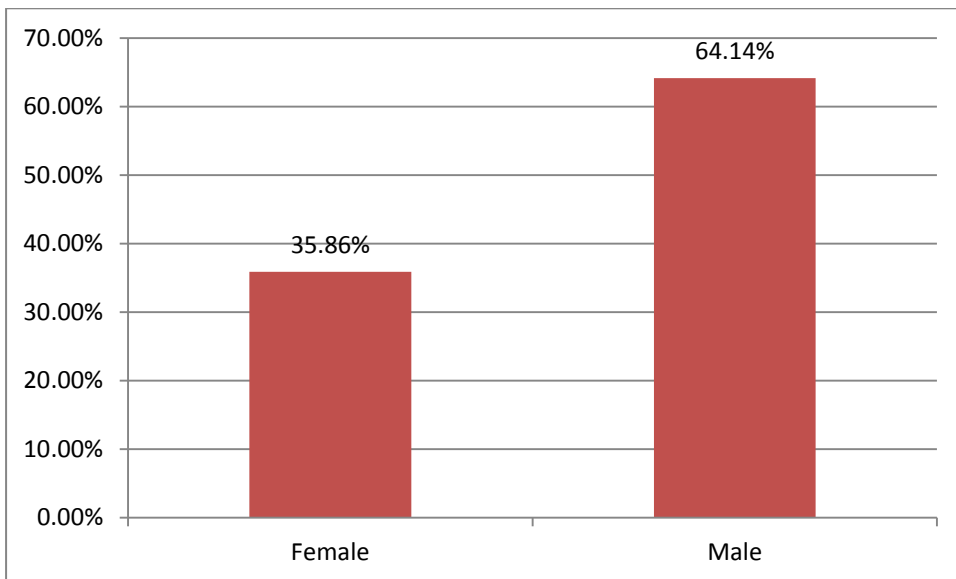


Age Group of All Patients Requiring NHS Health Checks

GENDER



Gender of NHS Health Check Survey Responders



Gender of All Patients Requiring NHS Health Checks

Actions/Conclusions

It was agreed that the service should continue in its current form.

It was noted that the practice was on track to meet the target of 20% of health checks given to the eligible patients by November. It was agreed that from January – March 2016, emphasis should be given to patients who had refused or not responded to invitations already during the year. Anyone refusing an NHS health check for the second time would have a note added to their medical record so that the GP could discuss this refusal with them at their next consultation.