

Service Specification for Health Check Lite Programme Delivery in Community Hubs in London Borough of Harrow [Specification Ref: HCL1124]

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1 Introduction

- 1.1.1 This Specification is for the provision of an NHS Health Check Lite outreach programme in community hubs settings in Harrow.
- 1.1.2 The Provider, which must have the appropriate registration with the CQC, will work closely to deliver this Service in conjunction with Voluntary Action harrow and the NWL ICB Harrow Borough Based Partnership.
- 1.1.3 The Specification is for the clinical delivery of an NHS Health Checks Lite programme. In other words, it will cover the standard NHS Health Checks checks but not the blood tests and may include additional elements. Under this Specification we are proposing initially not to restrict who is eligible for an NHS Health Check but may tighten the criteria if this is felt necessary.
- 1.1.4 The Provider must deliver Health Checks to eligible residents at community hubs over the 14-15 months of the programme, until end of March 2026.
- 1.1.5 The aim of this Service is to provide a community NHS Health Check programme to residents who would otherwise be unlikely to attend a GP practice for an NHS Health Check or who are not registered with a GP. It is particularly aimed at groups which are at greater risk of cardiovascular disease. It is intended thereby to address health inequalities.

1.2 Local context

- 1.2.1 People in Harrow have a higher level of cardiovascular risks than the general national population. The healthy life expectancy at 65 for men and women is lower than that of the population in both London and England. The prevalence both of diagnosed and estimated diabetes is higher than in London and England.¹
- 1.2.2 Cardiovascular disease (CVD) is one of the conditions most strongly associated with health inequalities. CVD is more common where a person lives in deprived communities, is male, older, has a severe mental illness or ethnicity is South Asian or African Caribbean.²
- 1.2.3 As a partnership in Harrow across the local authority, health services and voluntary sector we are committed to addressing these rates of cardiovascular disease. We are looking to the Provider of this Specification to join this collective endeavour.

1.3 Purposes of Specification

- 1.3.1 The purpose of the Specification is to deliver a community NHS Health Checks programme:
 - To enable the early detection of hypertension
 - To enable the prevention and early detection of diabetes
 - To enable the early detection of chronic kidney disease
 - To enable the early detection of possible familial hypercholesterolemia
 - To identify individuals with a high risk of future cardiovascular disease
 - To identify potentially harmful drinking
 - To increase population level awareness of dementia specifically among 65 to 74 year olds along with the message that what's good for the heart is good for the brain as one in five cases of dementia are caused by vascular dementia³
 - To provide advice regarding lifestyle modification through signposting and referral to one or more of the following local lifestyle intervention services:

¹ https://www.harrow.gov.uk/downloads/file/30091/Harrow_Diabetes_Report_2021_v3.pdf

² <https://www.gov.uk/government/publications/health-matters-preventing-cardiovascular-disease/health-matters-preventing-cardiovascular-disease>

³ <https://cks.nice.org.uk/topics/dementia/>

- Smoking cessation service
- Lifestyle intervention programme (healthy weight, physical activity etc.)
 - Offer a real opportunity to make significant inroads into health inequalities, including socio-economic, ethnic and gender inequalities.
 - Encourage those not registered with a GP to do so.

2 Requirements of Provider

2.1.1 The Provider must be registered with the CQC to provide diagnostic and screening procedures and have at least a 'Good' rating for doing so. If this rating falls below 'Good' during the contract lifetime the Provider must inform the Commissioner immediately. The Commissioner may terminate or suspend the contract immediately in that case or ensure the Provider has a sufficiently robust action plan and mitigation measures in place to deliver the service safely and competently.

2.2 Mobilisation

2.2.1 It is expected that the Provider must be in a position to mobilise with a booking process set up in January 2025 and be ready to deliver the first NHS Health Check sessions in January 2025 in partnership with the Organisation and the wider partnership. The Community hubs will be open until March 2026.

3 Collaboration with Organisation delivering Harrow Diabetes and Hypertension Community Champion Scheme

3.1 Respective roles of Provider and Organisation

3.1.1 The Provider delivering the Health Check Lites in Community Hubs will need to collaborate very closely together with Voluntary Action Harrow, have regular meetings with each other and make sure that any problems are quickly resolved to the satisfaction of both parties.

3.1.2 The **Provider** will be responsible for the health and safety aspects of the delivery on the site, the delivery of the risk assessment with the patient, the explanation of the results, the training and quality of the staff delivering the NHS Health Check risk assessment, all clinical aspects of the programme, point-of-care blood tests for blood sugar and cholesterol, the clinical recording system, clinical governance, providing the data from the NHS Health Checks to the Organisation and Commissioners and others.

3.1.3 Both the Organisation and the Provider will need to work closely with community representatives to ensure that the programme design is co-produced to ensure maximum uptake and effectiveness.

4 Programme Delivery

This section covers:

1. Process and requirements for delivery of NHS Health Checks in community settings
2. Patient eligibility
3. Clinical system
4. Delivery of NHS Health Check risk assessment
5. Communication of outcomes of NHS Health Check to Patient
6. Sharing of results of NHS Health Check with Patient's GP practice (if they have one and if they consent)
7. Lifestyle advice and onward referral
8. Data protection and privacy

4.1 Process and requirements for delivery of NHS Health Checks in community hubs

- 4.1.1 The Provider will work closely with Voluntary Action Harrow to schedule the delivery sessions in the most appropriate venues in Harrow at the most appropriate times. These would include sessions in the evenings or at weekends.
- 4.1.2 The main responsibility for advertising each delivery session will be with the Community Hub. The Provider must provide information about who is eligible and what to expect at the sessions which the community hub can use in promotion materials.
- 4.1.3 It will be the responsibility of the Community Hub to ensure that all venues are fully accessible and comply with all health and safety regulations Health and Safety requirements. The Provider must ensure that all necessary equipment is in place. This includes privacy screens where necessary. It is anticipated that venues will principally be at community and faith centres though some could be at other locations e.g. sporting venues. Please note that the Provider could also use their own mobile clinic, if that is available, to deliver the programme. As stated elsewhere, the location of the sessions will be chosen in collaboration with Voluntary Action Harrow and the wider partnership.

4.2 Patient eligibility for community NHS Health Check programme

- 4.2.1 The service is for patients/Service Users who are aged up to 74 years (there will initially be no lower age threshold though this may be introduced if necessary to manage demand) with priority given to patients who have no pre-existing diagnosis of:
 - coronary heart disease
 - chronic kidney disease (CKD) which has been classified as stage 3, 4 or 5 within the meaning of the National Institute for Health and Care Excellence (NICE) guideline NG203 on CKD
 - diabetes
 - hypertension
 - atrial fibrillation
 - transient ischaemic attack
 - hypercholesterolemia
 - heart failure
 - peripheral arterial disease
 - stroke
 - people who have previously had an NHS Health Check, or any other check undertaken through the health service in England, and found to have a 20% or higher risk of developing cardiovascular disease over the next ten years.
- 4.2.2 If a patient is eligible, they should be asked if they have had an NHS Health Check in the last five years. If they have, they should not receive an NHS Health Check from the Provider.

4.3 Clinical system

- 4.3.1 The Provider must have a clinical record system into which all patient data connected with the delivery of this service will be entered.
- 4.3.2 The Provider must securely store, retain and destroy those records in accordance with Data Guidance, Records Management Code of Practice for Health and Social Care and in any event in accordance with Data Protection Legislation.
- 4.3.3 The Provider must ensure that its information technology systems comply with NHS Digital's DCB0160 standard in relation to clinical risk management.
- 4.3.4 The Provider must ensure that the patient's Health Record includes the patient's verified NHS Number wherever possible.
- 4.3.5 See also the sections on monitoring data and sharing of results of NHS Health Check with a patient's GP.

4.4 Delivery of NHS Health Check risk assessment

- 4.4.1 The following information is required to be captured for all eligible patients/Service Users according to the national programme requirements:
 - Age
 - Gender
 - Ethnicity
 - Postcode
 - Smoking status [non-smoker (never smoked), ex-smoker (previously smoked), light smoker (fewer than 10 a day), moderate smoker (11-19 a day), heavy smoker (≥ 20 a day)]
 - Body Mass Index
 - Level of physical activity (the General Practice Physical Activity Questionnaire⁴ classifies physical activity levels as active, moderately active, moderately inactive and inactive).
 - Family history (history of coronary heart disease in first-degree relative under 60 years - first-degree relative means father, mother, brother or sister)
 - Blood pressure measurement
 - Alcohol risk assessment using Audit C
 - Dementia Awareness (for those aged 65-74)
 - Pulse rhythm check
 - Cardiovascular risk score (QRisk)
 - Mental Health questions (PHQ2 / GAD2)
 - Diet
 - Sleep
 - Menopause

⁴ <https://www.gov.uk/government/publications/general-practice-physical-activity-questionnaire-gppaq>

- 4.4.2 We may add additional questions about e.g. diet and waist circumference in further discussions when setting up the systems and processes.
- 4.4.3 Staff delivering the risk assessment must be fully trained in how to correctly and accurately carry out all the elements of the risk assessment above. This will be the Provider's responsibility.
- 4.4.4 Staff delivering the risk assessment need to be aware of how parts of the assessment can be misunderstood by patients e.g. confusing 'active' with 'being busy' in terms of the questions on the GP Physical Activity Questionnaire, or men thinking that waist is at the level of their hip rather than between the bottom of their ribcage and their hip.

4.5 Communication of outcomes of NHS Health Check to Patient

- 4.5.1 Communicating the results of the NHS Health Check and creating the so-called 'teachable moment' are a key part of the NHS Health Check process and of the value of the programme, hence why it should be at least a 20 minute appointment.
- 4.5.2 The results must be printed out for the patient to take away as a hard copy and also emailed to the patient if they wish. The results print-out template needs to be agreed with the Organisation as well as the Commissioner. The current patient print-out can be found at Appendix 1. This is just for illustrative purposes. The final version could look different to this.
- 4.5.3 It is important that the Staff record the Patient's relative QRisk according to the Patient's age, gender and ethnicity, and know how to use it to help the Patient understand their own cardiovascular risk levels.
- 4.5.4 Staff must understand how to explain all the results of their NHS Health Check, including those where the results would meet the threshold for a referral to the GP or other clinician for further investigation and / or treatment.
- 4.5.5 In the course of the discussion of the results the Staff should communicate the key messages around dementia awareness for all Patients, not just those over 65 years old.
- 4.5.6 The current plan is that the Provider's staff will encourage patients after their NHS Health Check to speak with the Organisation's community champions to discuss what lifestyle changes they might like to try to reduce their CVD risk.
- 4.5.7 Staff should be trained to:
 - communicate risk in everyday, jargon-free language so that individuals understand their level of risk and what changes they can make to reduce their risk
 - use behaviour change techniques (such as motivational interviewing) to deliver appropriate lifestyle advice and how it can reduce their risk
 - create a two-way dialogue to explore individual values and beliefs to facilitate a patient-centred risk-reduction plan

4.6 Sharing of results of NHS Health Check with Patient's GP practice

- 4.6.1 If a patient is already registered with a GP, they should be asked if they are happy for the results of their NHS Health Check to be sent securely to their GP.
- 4.6.2 The Provider must have a secure means of sharing this data with the patient's GP.

4.7 Communication around data privacy

- 4.7.1 Staff must communicate clearly how patient's data will be handled and what choices they have around how their data will be handled.

4.8 Potential research

- 4.8.1 If agreed during the design phase, partners may request that Patients be asked if they would agree to be contacted by researchers carrying out follow-up evaluation of the impact of the programme and their contact details shared with the researchers. This would be a service evaluation rather than a clinical study and subject to more detailed discussions with the Provider.

5 Clinical Governance and Quality

5.1 Patient complaints and concerns

- 5.1.1 Patients must know how to complain about the service and have information about Healthwatch.

5.2 Clinical Governance

- 5.2.1 There must be an appropriately qualified Clinical Lead responsible for the delivery of this. Any member of the Staff delivering the service set out in this Specification must be working under the clinical guidance of the Clinical Lead who must ensure the Staff are appropriately trained and qualified and have the appropriate level of competence (see also Section 5.4).
- 5.2.2 Any serious incidents must be reported as per the Serious Incident Framework: <https://www.england.nhs.uk/patient-safety/serious-incident-framework/>. The documents on this site set out what is a serious incident.
- 5.2.3 The Commissioner within the Authority must be informed within 24 hours of the incident being identified.
- 5.2.4 The Provider must inform the Commissioners who the clinical lead is who is responsible for the delivery of the NHS Health Checks programme.
- 5.2.5 Staff must know when an immediate referral to a medical professional is advised e.g. very high blood pressure.
- 5.2.6 All equipment used must be correctly calibrated and comply with all applicable UK safety standards. The Provider will be responsible for ensuring that all clinical waste is appropriately handled using sharps bins etc. and is correctly disposed of.

5.3 Observation of delivery of NHS Health Checks

- 5.3.1 The Provider must enable the Commissioner or representatives of the Commissioner to observe the delivery of NHS Health Checks programme and attend an appointment with a Patient. (The Provider will need to ensure that Patient consent has been obtained for this to happen.)

5.4 Staff training and competence

- 5.4.1 The Provider must ensure that staff delivering NHS Health Checks are a) aware of the requirements of this Specification and b) meet the required competence levels at all times and c) undertake regular training and d) retain training records and ensure they are kept up-to-date and can be seen on demand by the Commissioner.
- 5.4.2 Staff must be able to demonstrate the competencies set out in the NHS Health Check Competency Framework. The competence levels, learner workbooks etc. can be found on the NHS Health Checks website: <https://www.healthcheck.nhs.uk/commissioners-and-providers/training/>.
- 5.4.3 Dementia training. All staff delivering NHS Health Checks should complete the 30 minute dementia awareness online training module and self-assessment. This can be found here: <http://www.healthcheck.nhs.uk/increasing-dementia-awareness-training-resource/>.
- 5.4.4 Staff must have completed safeguarding training to the appropriate level.

6 Funding

- 6.1.1 There is a maximum
- 6.1.2 the budget of £30,000 available for this service for the lifetime of the contract.
- 6.1.3 All costs of the Provider for running service must be contained within the quote to include:
 - Costs will cover all key requirements of the service specification including all staffing, point of care testing equipment and consumables, any literature to provide to individuals;
 - All associated admin costs;
 - Any other costs likely to be incurred, this should be detailed in the quote.

7 Monitoring, Data, and Payments

7.1 Data and performance management

- 7.1.1 The provider will be expected to attend contract monitoring meetings to review performance with the Commissioner at regular intervals, initially monthly for three months and thereafter quarterly unless greater frequency is warranted. The anonymised data (see below at section 8.2) will be provided to the Commissioner at least a week prior to these meetings. If appropriate, these will be joint meetings with the Provider, the Organisation and the Commissioner and any other stakeholders that the Commissioner feels appropriate to invite.

7.2 Data required

- 7.2.1 The Provider will be expected to provide the following information on a quarterly basis:

Data required	Description
Activity data - KPI	
Demographic data	Details will be for discussion but are likely to include: <ul style="list-style-type: none"> • Age • Gender • Ethnicity • Language • Registered with a Harrow GP, non-Harrow GP, no GP. • Outbound and 1 inbound digit of postcode
Results data	This includes but is not limited to numbers who have had blood pressure checks;



Data required	Description
	Those whose results indicate: <ul style="list-style-type: none"> • Potential hypertension • Pre-diabetes / Diabetes • High cholesterol • Being overweight or obese • Not physically active • Sleep issues • High mental health score • Using harmful substances
Sessions delivered	Date, location and number of people seen
Referral data	This includes but is not limited to referrals to the healthy weight pathways in Harrow. Numbers of those whose results are sent on to their GP.

7.3 Payments

7.3.1 Payments will be made quarterly in arrears.

8. How To Apply

Please send a completed application to: grants@harrowgiving.org.uk

Deadline: 10am, Thursday 12th December

9. About Us

Harrow Giving is a local charity that funds small local projects to make a positive difference in the lives of Harrow residents. Harrow Giving is a trading name of Harrow Together (registered charity no. 1167770) and is administered by Voluntary Action Harrow Co-operative.

www.harrowgiving.org.uk

About Healthy Harrow [Fund Partner]

Healthy Harrow is a Community Champions programme which recruits members of the community to communicate health messages, share information to and from our communities, and raises awareness of health inequality issues.

www.healthyharrow.org.uk

About Harrow Borough Based Partnership [Fund Partner]

Harrow Borough Based Partnership (BBP) brings together our NHS organisations, Harrow Council, our GPs, local Voluntary & Community Sector and our citizens



Appendix 1 – Patient Printout example

My Health Check Results: [Name]											
[Date]	Heart Age	BMI	BP	Pulse (heart rate)	Heart Rhythm	Cholesterol (TC:HDL Ratio)	HbA1c	QRISK Score	Sleep	Mood (PHQ-2)	Anxiety (GAD-2)
My Results			/			:					
Target	[age at event]	Asian, 18.5 - 22.9 All others, 18.5 – 24.9	Below 140/90 Aim for 120/80	60-100 bpm at rest	Regular	Below 5:1	Below 41	[XX]% for your age, gender and ethnicity	7-9 hours	2 or less	2 or less

For more information about your health check results, visit: <https://www.nhs.uk/conditions/nhs-health-check/>.

My Lifestyle Prescription						
	MOVE	EAT	SLEEP	RELAX	CONNECT	AVOID HARMFUL SUBSTANCES

For tips and information about these lifestyle choices, visit <https://www.myhealthlondon.nhs.uk/be-healthier/healthy-lifestyle>

What would I like my lifestyle prescription to help me achieve? This is my goal.	
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What small lifestyle change will I make to achieve my goal, feel good and improve my health?				
What will I do?	How much will I do?	When will I do it?	Which days will I do it?	What might stop me? How can I prepare for this?



I will use the following services to help me achieve my goal. Visit: <https://services.thejoyapp.com/> for more services and support.

- Harrow Health Walks Street Tag Shape-Up Harrow Exercise on Referral Smoking Support Drug
or Alcohol support Living a healthy life with a long-term condition MyHealth London

Other: _____

