

# NHS Health Check Training

## for GP practices in Ealing

Submission from



### DOCUMENT CONTROL

#### Change History

Version	Author	Details
V0.2	Una O'Connor	Final Report
V0.	Mark Jones	Review and update

## Summary

The Government remains committed to the implementation of the NHS Health Check. The [COVID-19 Recovery Strategy](#) highlights the NHS Health Check's clear role in delivering preventative and personalised solutions to ill-health, and empowering individuals to live healthier and more active lives. The NHS Health Check Delivery training was offered to 79 practices within the Ealing borough and was open to all staff involved in the delivery of the programme as part of the NHS Long Term Plan. This report summarises the uptake, delivery, and evaluation of training provided by Smart Health Solutions.

## Background and Introduction

Cardiovascular disease (CVD) is the number one cause of death globally; an estimated 17.9 million people died from CVD in 2016, representing 31% of all global deaths<sup>1</sup>. However, it is estimated that 50 to 80% of cases of CVD are caused by modifiable risk factors, such as smoking, obesity, high blood pressure, high cholesterol, excessive alcohol consumption and physical inactivity, so therefore could be prevented from occurring. In England, the NHS Health Check provides a cornerstone for the prevention of 7 of the top 8 risk factors for early death and disability identified in the [Global Burden of Disease \(GBD\) study](#)<sup>2</sup>.

The NHS Long Term Plan identifies cardiovascular disease (CVD) as a clinical priority and the single biggest condition where lives can be saved by the NHS over the next 10 years. To achieve this, resources are being allocated to improve early detection of conditions strongly associated with cardiovascular disease. This includes working towards people routinely knowing their "ABC" risk factors ("A": atrial fibrillation (AF), "B": hypertension and "C": high cholesterol)<sup>3</sup>

In 2009, the NHS Health Check 5-yearly programme started in England, with the aim of reducing heart attack and stroke, and identifying dementia in people aged 40–74 years by assessing major risk factors and providing individual behavioural support and treatment. In 2020, the programme completed its first decade, with coverage averaging 1 million annually.<sup>4</sup>

A recent study highlighted the value of the NHSHC programme by demonstrating that patients who attend their NHSHC show demonstrable reductions in BMI, blood pressure and smoking incidence for 6 years afterwards<sup>5</sup>, corroborating an earlier review which found that the programme can achieve small reductions in CVD risk.<sup>6</sup>

Modelling of NHS Health Check effectiveness is a more appropriate method to estimate the CVD benefits of additional diagnoses and treatment, with estimates of 300 fewer premature deaths and 1000 more people living free of CVD.<sup>7</sup>

Then our world was disrupted by COVID-19, and now we have much to do to improve the detection and management of atrial fibrillation, blood pressure and cholesterol (ABCs). This pandemic has had a huge impact on many services and shone a spotlight on inequalities.

The Government remains committed to the implementation of the NHS Health Check. The COVID-19 Recovery Strategy highlights the NHS Health Check's clear role in delivering preventative and

personalised solutions to ill-health, and empowering individuals to live healthier and more active lives. <sup>B</sup>

NHS Health Checks remain a priority for the London Borough of Ealing. In 2021 Smart Health Solutions were commissioned to support the public health department in designing and delivering a training programme to support practice staff.

Therefore, Public Health Ealing commissioned a series of training courses to support practices to:

- Target residents disproportionately affected by COVID
- Deliver the NHS Health Check programme
- Get ahead for the forthcoming Cardiovascular Disease Direct Enhanced Service.

## Training Content and Delivery

GP practices were contacted for a Training Needs Assessment (TNA) <sup>A</sup> to ascertain the prospective attendee numbers and sessions required in each area of learning. 39 practices out of 79 responded. Ultimately staff from 70 practices went on to book onto training.

A localised training programme was developed to increase knowledge and skills among the workforce to deliver NHS Health Check, including risk factors, early warning signs and symptoms and where to go for advice and support. Course handouts reinforced learning and were sent via email following the attendee evaluation to include national information, competencies frameworks, local community programmes and lifestyle management. <sup>B</sup>

Michaela Nuttall RGN MSc, Director of Smart Health Solutions, is an accomplished clinical trainer experienced in delivering the NHS Health Check programme across England, including numerous London boroughs since the implementation of the plan. Michaela is the National Clinical Advisor for CVD Prevention at the Office for Health Improvement and Disparities (OHID).

The programme for NHS Health Check training for Ealing was adapted to delivery by technology-enhanced learning via Zoom in response to the difficulties of providing in-person training during the pandemic.

The training ran from November 2021 to June 2022, with a dedicated online booking system and the programme consisted of **24** courses:

- **5** Full NHS Health Check Study Days
- **10** Bespoke NHS Health Check refresher courses for clinical staff
- **4** Bespoke NHS Health Check refresher courses for administrative staff
- **5** Bespoke Cardiovascular Lunch and Learn sessions covering Atrial Fibrillation, Blood Pressure and Chronic Kidney Disease or Cholesterol

The training programme developed was based on [The NHS Health Check Competency Framework](#) set out by Public Health England which states that registered and non-registered health care professionals must achieve the core competencies (Table 1) and clinical skills competencies (Table 2), prior to achieving the NHS Health Check programme competencies. Registered healthcare professionals should already have the clinical skills and knowledge as part of their existing role; however, it is important that they can also demonstrate up to date and accurate practice.

Table 1: Core Competencies

<b>Core Competencies</b>
1. Personal development
2. Effective communication
3. Equality, diversity and inclusion
4. Duty of care
5. Safeguarding
6. Person-centred care and support
7. Handling information
8. Infection prevention and control
9. Health and safety
10. Moving and assisting 1
1. Basic life support
12. Privacy and dignity
13. Understanding your role

Staff delivering checks must also be able to demonstrate the clinical skills competencies outlined in Table 2. The skills and standards for delivering the NHS Health Check do not extend to those needed for the diagnostic tests taken following the onward referral of at-risk people. This is because these tests are beyond the scope of the NHS Health Check. An appropriate clinician, such as the person's GP, is responsible for any relevant clinical follow-up.

<b>Clinical skills</b>	<b>Risk identification and prevention</b>	<b>Competencies</b>
Pulse measurement	Atrial Fibrillation	<ul style="list-style-type: none"> <li>• Ability to accurately measure and record pulse rate and rhythm</li> <li>• Recognising when use of automated blood pressure monitor is not appropriate</li> <li>• Knowledge of when, where and who to refer to for further management and/or assessment.</li> </ul>
Blood pressure measurement	Hypertension Diabetes	<ul style="list-style-type: none"> <li>• Ability to accurately measure and record blood pressure, using an automated and aneroid BP Monitor</li> <li>• Knowledge of when, where and who to refer to for</li> </ul>

		further assessment and/or management
Height and weight measurement  Waist measurement	Diabetes	<ul style="list-style-type: none"> <li>• Ability to accurately measure and record height and weight to assess body mass index (BMI) as well as waist circumference</li> <li>• Knowledge of low, moderate and high-risk measurements as well as high-risk groups and when, who and where to refer/signpost to for further assessment and/or management.</li> </ul>

In addition to the core competencies and clinical skills competencies described in 1 and 2, staff carrying out an NHS Health Check must be able to demonstrate that they meet the NHS Health Check programme competencies.

Figure 1. List of NHS Health Check programme competencies



The training provides key knowledge underpinning the core and technical competencies described in the NHS Health Check framework produced by Public Health England with the following Learning Outcomes for each course:

### **Full NHS Health Check training**

Understand how the NHS Health Check uses key indicators to assess an individual's risk of cardiovascular disease by being able to meet the following assessment criteria:

- State why NHS Health Checks are important.
- Identify non-modifiable risk factors for cardiovascular disease.
- Identify modifiable risk factors for cardiovascular disease.
- Know the NHS Health Check filters
- Understand the procedures for carrying out an NHS Health Check by being able to meet the following assessment criteria:
- Identify the legal, ethical and professional requirements for carrying out an NHS Health Check.
- State how an NHS Health Check should be conducted.
- Identify how an NHS Health Check can assess and interpret the risk of cardiovascular disease.
- State how the risk of cardiovascular disease and opportunities for reducing this risk may best be communicated to clients.
- Know the local lifestyle programme and referral pathways

### **NHS Health Check Clinical Refresher**

Understand how the NHS Health Check uses key indicators to assess an individual's risk of cardiovascular disease by being able to meet the following assessment criteria:

- Know the NHS Health Check filters
- Understand the procedures for carrying out an NHS Health Check by being able to meet the following assessment criteria:
- State how an NHS Health Check should be conducted.
- Identify how an NHS Health Check can assess and interpret the risk of cardiovascular disease.
- State how the risk of cardiovascular disease and opportunities for reducing this risk may best be communicated to clients.
- Know the local lifestyle programme and referral pathways

### **NHS Health Check Administrative Refresher**

Understand the NHS Health Check administrative side of the programme:

- Call and recall process
- Training programme and how to signpost staff

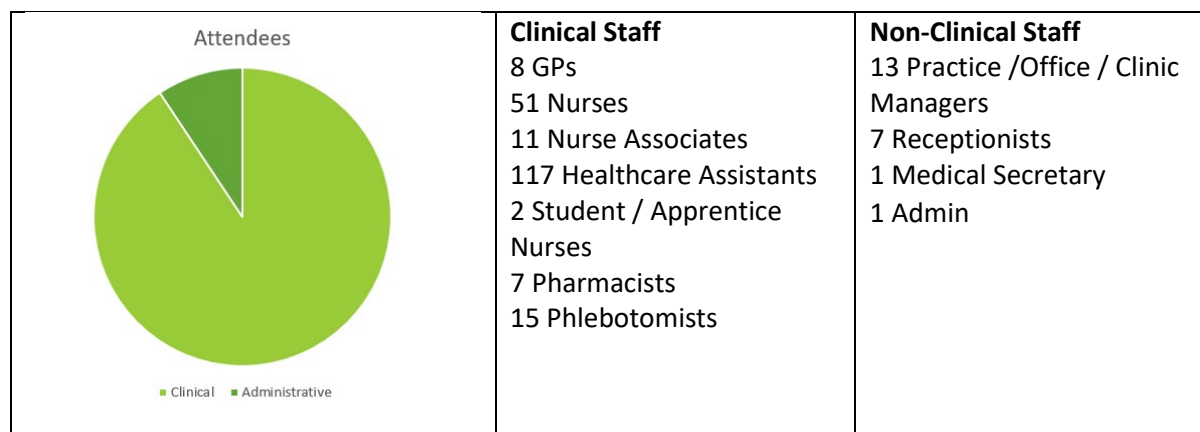
### **Lunch and Learn**

To understand the pathophysiology and diagnosis pathway for

- Atrial Fibrillation
- Blood Pressure
- Chronic Kidney Disease
- Cholesterol

The training programme was open to all staff involved in NHS Health Check delivery and was attended by:

- 220 attendees on Ealing bespoke courses
- 15 attendees on Full NHS Study Day
- Attendees from 70 of the 79 practices in Ealing



Total attendees per course subject:

NHS Health Check Full Day	15
NHS Health Check Refresh - Clinical	127
NHS Health Check Refresh - Administrative	12
Lunch & Learn	81

All attendees were offered the opportunity to receive a certificate of participation following submission of feedback, 175 certificates were requested and sent to delegates, accompanied by course handouts.

A minimum of 3 email reminders with the evaluation link were sent to signpost attendees to submit feedback for each course attended.

## Potential considerations for Observed Challenges

Covid-19 changed the way we live, move and connect in the UK<sup>9</sup>, the current global health emergency impacted in ways not seen in non-healthcare courses as most health-related courses are staffed by current or former clinicians, due to the need for appropriate professional registration<sup>10</sup> causing a significant conflict of interests with staff feeling torn between returning to the healthcare system to reinforce a system that is experiencing pressures never been experienced before.<sup>11</sup> However, this is juxtaposed with these same staff needing to remain in their educational role to support the development of the healthcare workforce.<sup>12</sup> Social distancing presented a unique challenge generally, but especially in healthcare educational settings that traditionally gather learners together in face-to-face settings.<sup>13</sup>

In light of the implications of delivering training to healthcare professionals during the pandemic, all courses were delivered by technology-enhanced learning via the Zoom platform, allowing the reliable, flexible, accessible and timely continuation of training. An action plan was devised to aid the implementation of the programme. [↪](#)

- **Engagement with practices.**

This remained a challenge throughout the programme requiring multiple modes of communication to practices, from the public health teams and Smart Health Solutions. There was targeted messaging to different practices depending on their level of engagement. A log of emails was kept and shared regularly with the commissioner. A dedicated booking page for training helped for consistency of messaging. While less than half of the practices participated in the TNA, most practices had staff attend training.

- **Practices releasing staff for training.**

By providing a variety of online training options, practices and staff were able to identify courses and times that were most appropriate for their needs. Practices could also rebook training if staff could not attend.

- **Pandemic surge disruption.**

In response to the surge in December 2021/January 2022, all training was paused and then restarted in agreement with the commissioner. The flexibility of online training, a dedicated booking page and agile platform meant that this was able to be completed with the minimum of disruption whilst still meeting the needs of both commissioner and practices.

- **Minimising variation.**

Some practices were able to deliver a variation of NHS Health Checks during the pandemic. This was identified and acknowledged during the training along with reminders of what the NHS Health Check entails and how practices and staff need to work towards delivering checks in line with national guidance.

- **Completeness of data.**

Data capture is an essential element of the programme and close communication between the commissioner and Smart Heart Solutions meant that the training could reinforce the importance of completeness of datasets.



## Evaluation Results

The correct implementation of a training program will make it so that success shall be reaped and goals and objectives achieved. Effective training programs strengthen and further value, skills and knowledge of their staff members.

Attendees were asked to submit feedback following each training session to provide both quantitative and qualitative evaluations. Learning was self-assessed by asking attendees to rate their knowledge of health checks before and after training and to indicate the likelihood of using the new learning in the workplace. Attendees on the full day NHS Health Check and clinical refresher training were also asked to rate their confidence in communicating CVD risk prior to and following training. All attendees who submitted feedback reported an increase in knowledge and confidence in communicating following their learning with an average 96% likelihood of using that learning in the future.

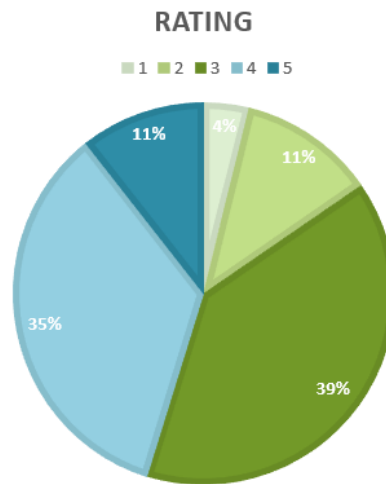
Knowledge of NHS Health Checks		Confidence in communicating CVD Risk		Likelihood to use learning
Before	After	Before	After	
3.4/5	4.6/5	3.4/5	4.7/5	4.8/5

Further breakdown of the feedback illustrated that attendees' knowledge of NHS Health check increased from 54% rating their knowledge as 3 or below before training to 96% rating their knowledge as 4 or 5 after training.

## Knowledge of NHS Health Checks before training

**46%**

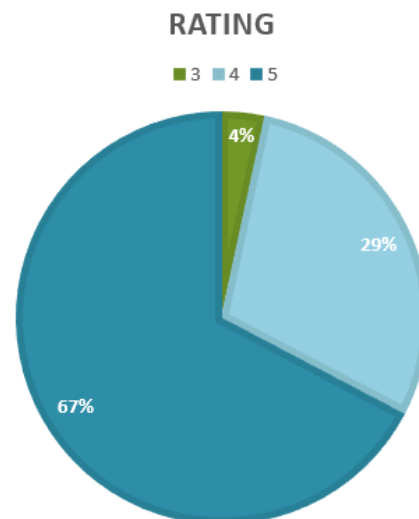
Of participants rated their **knowledge at 4 or more, before training**



## Knowledge of NHS Health Checks after training

**96%**

Of participants rated their **knowledge at 4 or higher, after training**

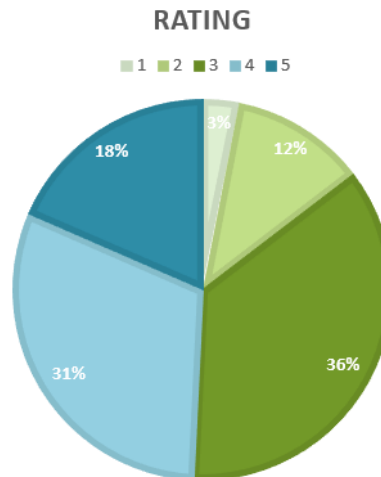


51% of clinical staff rated their confidence in communicating cardiovascular risk to patients at 3 or less prior to training reducing this figure to 11% following training with 89% now rating their confidence as 4 or 5. The staff who continued to rate their confidence as 3 or below consisted of a practice nurse who had completed the new starter full-day training, 1 HCA, 4 phlebotomists, 1 pharmacist and 3 practice managers.

## Confidence to communicate cardiovascular risk to patients before the training

**49%**

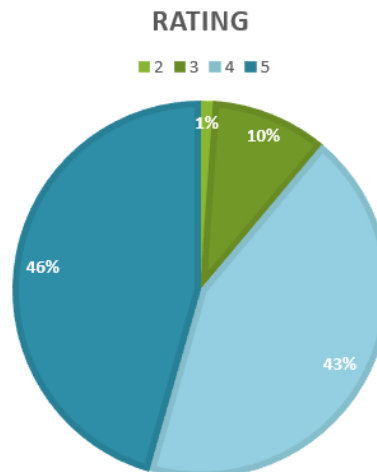
Of participants rated their **knowledge at 4 or more, before training**



## Confidence to communicate cardiovascular risk to patients after the training

**89%**

Of participants rated their **knowledge at 4 or higher, after training**

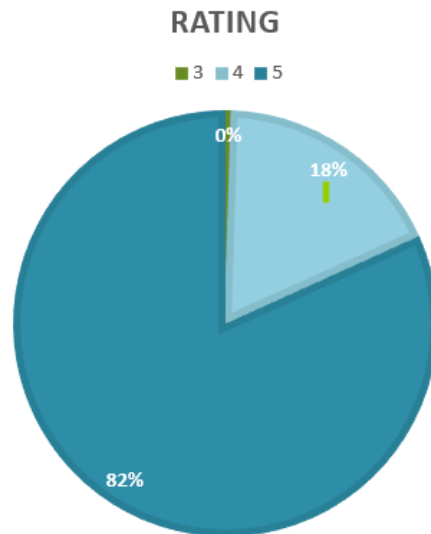


Attendees were also asked to rate the trainer's delivery and quality of presentation and only 1 rating as 3 with the remaining 99.5% of attendees rating delivery and presentation as 4 or 5.

## Rate the quality of the presentation

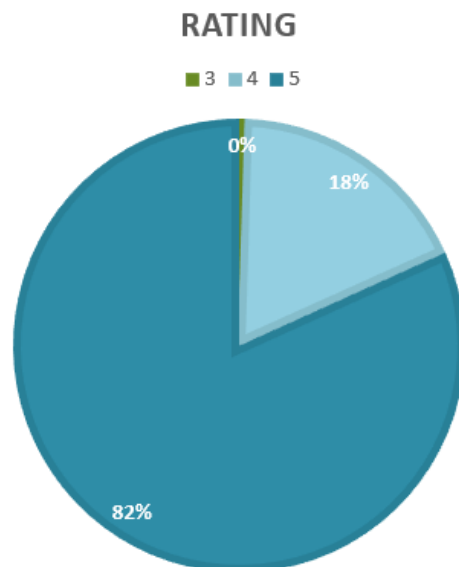
**99.5%** Of participants rated their **knowledge** at **4 or higher, after training**

Chart Area



## Rate the trainer's delivery

**99.5%** Of participants rated their **knowledge** at **4 or higher, after training**





## Suggestions of how the course could be improved

*'Run more sessions to cover the parts that could not be covered today'* – Practice Nurse

*'Longer session to cover more topics within the CVD screening'* – HCA

*'Can increase course time to deliver knowledge on more topics, if possible.'* – Nurse Associate

*'I think longer training will be more appropriate because this is a very important subject.'* – HCA

*'May need to be a longer session'* – Practice Nurse

A comprehensive list of evaluations from each session can be found in the Appendices. [D,E,F,G](#)

## Lessons learnt

The pandemic and the subsequent surge in the winter of 2021 significantly impacted the programme. As a result, some training sessions were cancelled, demonstrating awareness of the considerable workload in primary care.

Getting practices to register for training was challenging as it was often not considered a priority. However, support from the commissioner through her relationship with the practices and targeted emails helped registrations.

Effective communication between the commissioner and training provider was essential for success, achieving **70** out of **79** practices attending training:

- Regular meetings
- Action plan
- Admin support
- Weekly reporting of uptake
- Agreement of practices to target

The booking process on the bespoke webpages has now been updated since this programme of training to reduce the 'steps' needed to register for training and receive webinar joining links.

Recent changes implemented by Smart Health Solutions include transferring the post-course process to MedAll. MedAll is an online platform specifically for healthcare professionals' education which streamlines the user experience, automatically generating certificates immediately on submission of evaluation and providing instant access to course handouts. Verification on MedAll is straightforward for attendees with an NHS email allowing reflective notes to be added to achievements and future download of certificates for evidence of continuing professional development and revalidation.

## Conclusion

- The Pandemic has had a major impact on healthcare education including the delivery of the NHS Health Check Delivery Training Programme.
- The Training Needs Assessment engagement was low, demonstrating the huge pressure of the pandemic on practices being too busy to respond despite wanting the training.
- Close working with the commissioner was key to the success of the programme delivery.
- Regular meetings ensured the implementation of the action plan.
- Practices with little to no engagement were highlighted and targeted resulting in improved uptake.
- Staff from practices who had not attended previous training were prioritised on courses.
- The programme needed to be flexible and responsive to Covid-19 surges.
- The programme delivery accommodated the impact on practices during the pandemic, for example switching attendees as service needs changed.
- The programme had to be credible to training needs, attending training during a pandemic had to be 'worthwhile' and of good calibre for attendees to encourage other colleagues.
- A dedicated Ealing webpage on the Smart Health Solutions website allowed accuracy and consistency in information reaching colleagues, and simplified booking training.
- A personalised SHS email address for Ealing improved visibility of correspondence.
- Smart Health Solutions was mindful of the current need for General Practice to prioritise an acceleration of the booster programme
- The Office for Health Improvement and Disparities (OHID) recognises that the impact of COVID-19 will be seen in the NHS Health Check data for the next five years.

## Recommendations

- It is imperative to build on the work already achieved, so as not to lose momentum.
- Continued use of a dedicated webpage for promotion/booking of training.
- Transfer post-course process to the MedAll platform.
- Offer a range of training to accommodate the needs of practices, e.g. new starters, updates.
- Include local solutions e.g. referral to commissioned lifestyle services.
- In the short term, training to continue online.
- In the long term consider a blend of face to face with online training via webinars.
- Repeat the Training Needs Assessment in 2023/2024.

## Appendix

### References:

1. World Health Organization. Cardiovascular Diseases 2017 [Available from: [https://www.who.int/en/news-room/fact-sheets/detail/cardiovascular-diseases-\(cvds\)](https://www.who.int/en/news-room/fact-sheets/detail/cardiovascular-diseases-(cvds))]. [Google Scholar](#)
2. Public Health England. Using the world leading NHS Health Check programme to prevent CVD 2018 [Available from: <https://www.gov.uk/government/publications/using-the-nhs-health-check-programme-to-prevent-cvd/using-the-world-leading-nhs-health-check-programme-to-prevent-cvd>]. [Google Scholar](#)
3. O Greaves, S L Harrison, D A Lane, M Banach, M Mastej, J J Jozwiak, G Y H Lip, Cardiovascular primary prevention risk factors in a nationwide survey, ABC (atrial fibrillation, high blood pressure and high cholesterol) risk factors in the LIPIDOGRAM2015 study, *European Heart Journal*, Volume 42, Issue Supplement\_1, October 2021, ehab724.2471, <https://doi.org/10.1093/eurheartj/ehab724.2471>
4. NHS Health Checks: an observational study of equity and outcomes 2009–2017 | British Journal of General Practice (bjgp.org)
5. Alageel S, Gulliford MCJPM. Health checks and cardiovascular risk factor values over six years' follow-up: Matched cohort study using electronic health records in England. *PLoS Med.*2019;16(7):e1002863.
6. Usher-Smith JA, Mant J, Martin A, Harte E, MacLure C, Meads C, et al. NHS health check Programme rapid evidence synthesis. Cambridge: The Primary Care Unit, University of Cambridge; 2017.
7. NHS Health Checks: an observational study of equity and outcomes 2009–2017 | British Journal of General Practice (bjgp.org)
8. [NHS Health Check Restart Preparation V11 Feb 2022 \(1\).pdf](#)
9. UK Government . Full guidance on staying at home and away from others. Available: <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>
10. Morris J. Current issues of accountability in physiotherapy and higher education: implications for physiotherapy educators. *Physiotherapy* 2002;88:354–63. [\[Google Scholar\]](#)
11. Willan J, King AJ, Jeffery K, et al.. Challenges for NHS hospitals during covid-19 epidemic. *BMJ* 2020;368:m1117. 10.1136/bmj.m1117 [\[PubMed\]](#) [\[CrossRef\]](#) [\[Google Scholar\]](#)
12. Wyres M, Taylor N. Covid-19: using simulation and technology-enhanced learning to negotiate and adapt to the ongoing challenges in UK healthcare education. *BMJ Simul Technol Enhanc Learn.* 2020 Nov 1;6(6):317-319. doi: 10.1136/bmjstel-2020-000642. PMID: 35515494; PMCID: PMC8769155.
13. Health and Care Professions Council . Standards of education and training, 2017. Available: <https://www.hcpc-uk.org/globalassets/resources/standards/standards-of-education-and-training.pdf>



## Appendices:

### A. Training Needs Assessment:

#### Methodology

An electronic survey was developed with the content agreed upon by public health team for Ealing. The survey ran from 5<sup>th</sup> October – 15<sup>th</sup> October with reminders from both Smart Health Solutions and the public health team to practices and staff to complete the survey.

The survey comprised of 6 questions:

1. Which is your practice?
2. How many for each role (if any) for Full-Day New Starter NHS Health Check training?
3. How many for each role (if any) for 2-hour refresher NHS Health Check (Clinical) training.
4. How many for each role (if any) for 1-hour local NHS Health Check (Non clinical) restart training.
5. How many for each role (if any) for 3 x 1-hour clinical sessions. Session's topics are AF, BP & CKD and cholesterol.
6. Is there anything else you would like to let us about the programme or your practice training needs to support the delivery of NHS Health Checks

#### Results:

**39** responses were received with 100% of respondents completing the survey, some opting to skip questions. The average time spent completing the training needs assessment was just under 3 minutes and the most skipped question was Q6.

Q1: **39** responded to identify their practice.

Q2: **23** responded to identify that **75** staff needed full-day new starter training within their practice:

- **29** Administrative Staff
- **14** Health Care Assistants
- **6** Nurses
- **4** Pharmacists
- **9** GPs
- **3** 'Other' roles

Q3: **34** responded to identify that **94** staff needed to attend a clinical refresher update:

- **9** Administrative Staff
- **42** Health Care Assistants
- **29** Nurses

- **3** Pharmacists
- **11** GPs
- **1** 'Other' role

Q4: **28** responded to identify that 56 staff need to update the non-clinical training.

- **56** Administrative Staff
- **7** 'Other' roles

Q5: **30** responded identified 111 staff for Lunch and Learn sessions:

- **7** Administrative Staff
- **34** Healthcare Assistants
- **32** Nurses
- **9** Pharmacists
- **28** GPs
- **1** 'Other' role

Q6: **12** responded and **27** skipped the question:

- No further needs were highlighted during the training needs assessment.

## **B. Course Handouts:**

### **National:**

Accountability and Delegation; RCN Publication  
Audit-C information Sheet  
NHS Health Check Dementia Leaflet  
NHS Health Check Best Practice Guidance  
NHS Health Check Competency Framework publication  
NHS Health Check learner and assessor workbook

### **Smart Health Solutions:**

Understanding the delivery of an NHS Health Check training booklet by SHS  
What to do if (Clinical)  
What to do (Practice Managers & Admin)  
Useful Websites Handout

### **Ealing specific**

Recovery Intervention Service Ealing (RISE) information  
Ealing Weight Management Service information

### C. Action Plan:

- Weekly meetings between Smart Health Solutions and the commissioner during the implementation of the programme to monitor progress and develop strategies.
- Circulation of Training Needs Assessment to all practices.
- Evaluate responses and highlight practices that are too busy to respond.
- Reminder emails to all practices and ultimately target practices to encourage and increase uptake, including the commissioner in correspondence.
- Update the commissioner weekly on booking information.
- Dedicated webpage on Smart Health Solutions website to promote training dates, ensuring accurate and consistent information for practices and their staff to access at their convenience.
- Dedicated email address for Ealing staff.
- To keep abreast of Covid-19 statistics and the impact of the pandemic.
- Monitor attendance and defer training as needed to reflect the needs of the pandemic.
- Aim to have 2 attendees per practice on sessions.
- Prioritise practices that have not attended training.
- Encourage attendees to transfer to alternate dates when unable to attend booked courses.
- Publicise upcoming dates only to maximise attendance numbers on all dates.
- Management of cessation of the training programme.
- Identify incomplete training and offer solutions.
- Provide all attendees a minimum of 3 evaluation link details.
- Email certificates and handouts to delegates following submission of feedback.
- Extend the final training deadline to accommodate attendees on a July full day training.

## D. NHS HC Full Day Training

15 attendees across 5 training dates including an extra date in July, added to the end of the programme.

Evaluations submitted by 14 attendees:

Knowledge of NHS Health Checks		Confidence in communicating CVD Risk		Likelihood to use learning
Before	After	Before	After	
3.1/5	4.3/5	2.9/5	4.1/5	4.6/5

100% rated the trainer's presentation as **4 or 5**

93% rated the trainer's delivery as **4 or 5**, with 1 attendee rating delivery as **3**

### Feedback received on how to improve the course:

- *Pls do not offer the training to nurse practitioners. Possible for newly qualified nurses but not really for specialist nurses.*
- *no suggestion, first time doing a full day zoom training , had no issues, found it well presented.*
- *Maybe bit longer session*
- *Maybe more organize. It was really good*

### Delegates were asked if there was anything else they would like to add:

- *Lovely presentations*
- *A very interesting course, Michale-very professional person.*
- *Excellent presentation by Michaela.*
- *Michaela was very engaging, informative and from the opening section I thoroughly enjoyed this, the confidence given to my was very good, even explaining the zoom how to.... Very well done. Would not hesitate to recommend and will definitely use suggested sites. Thank you*
- *Very informative training because contain so many important information. This is very helpful on relation how to deal with patient and also to develop your own knowledge.*
- *Very fun & informative training - Michealla real makes it an enjoyable session.*

## E. NHS HC Clinical Refresher Training Evaluations

127 attendees over 10 Bespoke training sessions for Ealing

Evaluation submitted by 116 attendees:

Knowledge of NHS Health Checks		Confidence in communicating CVD Risk		Likelihood to use learning
Before	After	Before	After	
3.7/5	4.7/5	3.6/5	4.6/5	4.8/5

100% of attendees rated the trainer's presentation as **4 or 5**

100% of attendees rated the trainer's delivery as **4 or 5**

### Feedback received on how to improve the course:

- *It was full of knowledge.*
- *May need to be a longer session as there feels like there was more topics to cover. Maybe too much time spent on each topic covered today.*
- *It was good to know.*
- *Not much*
- *slides/notes after would be good.*
- *I found due to the time limit the whole session went very fast, attempt to ask questions few time but there was only one person who was lucky to be get through all the willtime.*
- *Further continue education*
- *no beacuse its overall good*
- *Keep it up, brilliant update*
- *I think if the training attached to more example would be more effective*
- *No suggestions. All good*
- *More time*
- *In a short period of time, I Learn new skills spicily CVD Risk. I prefer Next time if we can have her more than 2 horses will be brilliant.*
- *It was very good*
- *Longer session to cover more topics within the CVD screening*
- *Everything was well explained*
- *To provide the course material and information packs before the session will be very beneficial*
- *some duplication with the ckd & hypertension training the week before so I would have preferred to learn something else*
- *No it was a great session*
- *No, it was very enjoyable.*
- *Can increase course time to deliver knowledge on more topics, if possible.*
- *I would have liked the session to be longer*
- *A longer session to cover more indepth. As a refresher course excellent.*
- *Should be face to face*

- *Can't ask for more. The speaker is very efficient, straight to the point, full of knowledge, the delivery is very organised and interesting.*
- *Run more sessions to cover the parts that could not be covered today*
- *repeat aging*
- *THE SESSION IS JUST PERFECT*
- *Satisfactory in depth*
- *Case studies with Lipids and HbA1C and cvd Risk factor*
- *it was perfect*

**Delegates were asked if there was anything else they would like to add:**

- *In genrall it was useful*
- *The course was amazing*
- *nothing. very good session, nice pace and well explained*
- *Enthusiastically delivered which was good.*
- *Really good, would recommend it*
- *Would love to attend face to face whole day one.*
- *The presentations were a bit fast hope we are getting some handout, hard to capture all the useful resources. Hope they can be shared please.*
- *It was really informative and in good pace. I Learnt alot of things which i will take my and improve my nursing practice on.*
- *Have some training session dates for evenings or weekends*
- *Very good thanks*
- *a very good and informative session. The trainer and delivery both were excellent ! Please could you let me know of any future training sessions*
- *Can we have these training in the evenings*
- *Excellent course .*
- *Extremely interesting & informative training. Links & pictures especially useful training tools. Thank you*
- *It is one of the best sessions after a long time. Her teaching skills are amazing. Look forward to joining her again. Many thanks.*
- *Thank you for the training*
- *The trainer's pace was very good, she explained everything very thoroughly, I learnt alot. She interacted well, and brought the group together.*
- *Very informative Thank you*
- *Well explained with lots of examples*
- *Amazing teacher, very well explained*
- *Michaela is very engaging and interesting to listen. Gives great explanation and understanding is made all the easier by her .*
- *Great presentation & I received more knowledge of CVD risk*
- *Michaela is very good at presenting and delivery of topics.*
- *The course is very interesting and useful for me. I would like to attend more courses to improve my career.*
- *Brilliant teacher*
- *Delivered course was excellent with full of knowledge. Very very useful.*
- *very informative session.*
- *All information been very beneficial*

- *Very well presented. The information was easy to understand. My own knowledge and confidence has improved greatly. I will definitely be putting it into practice. Excellent advice on signposting and further reading, information and training available to HCP's and patients I will be recommending that everyone who performs health checks to attend in the future.*
- *Was absolutely fine, thoroughly enjoyed.*
- *its help me to discusse more with the patient re their health*
- *I am a PM and attended this training more to obtain resources and also to ensure I know how to support the nurse and HCA team in case they have any questions. Also to know what work goes into a check so if a patient was to ask why we do offer these, I can answer the benefits. So it was very useful for me.*
- *Training is very good*
- *Very good information*
- *Extra time for the presentation*
- *Face to face training would be great*
- *I hope to get more of this bite size, efficient webinars.*
- *Information on blood pressure and cholesterol was very good*
- *It was a very informative and interactive session and I have understood conditions and medications like never before!*
- *It was a very informative course with links that can be shared with both patients and staff alike, plus it was also confirmation that I have been utilizing the correct websites / information for both myself / colleagues and patients for the past 10 -15 years.*
- *it was very up date and help update my knowledge after corvid to see people f2f  
thankyou very much*
- *Michaela is brilliant as always*
- *Plan of action for long term*
- *Such a useful course. Excellent refresher. Thank you.*
- *The examples of how to give feedback at the end were really helpful. Thank you*
- *Did course on 21.06.22 Tuesday. Was very informative and helpful and interesting as during covid not face to face was done.*
- *Great presentation*
- *Looking forward to more training*
- *very easy to understand and very helpful websites were shared during the session.*
- *Nothing to add..*



## F. NHS HC Administrative Refresher Training Evaluations

12 attendees over 4 Bespoke training sessions for Ealing

Evaluation submitted by 11 attendees:

Knowledge of NHS Health Checks		Likelihood to use learning
Before	After	
3.2/5	4.4/5	4.6/5

100% of attendees rated the trainer's presentation as **4 or 5**

100% of attendees rated the trainer's delivery as **4 or 5**

### Feedback received on how to improve the course:

None received

### Delegates were asked if there was anything else they would like to add:

- *I have learnt when to put patient on ABPM. Trainer was excellent. She included all the relevant information in the course. I will be booking more courses with her.*
- *Trainers was very effective and well presented*
- *Would love to receive more programme information*
- *Very good course which was delivered online so meant that I can sign up to attend without being away from my workplace.*

## G. Lunch & Learn Training Evaluations

81 attendees over 5 Bespoke training sessions for Ealing

Evaluation submitted by 67 attendees:

Knowledge of NHS Health Checks		Likelihood to use learning
Before	After	
3.0/5	4.6/5	4.7/5

98.5% of attendees rated the trainer's presentation as **4 or 5**; 1 attendee rated **3**

100% of attendees rated the trainer's delivery as **4 or 5**

### Feedback received on how to improve the course:

- *Use of more examples.*
- *Better Hifi. To be fair it did improve*
- *The presenter was on point. But may be useful to have slides sent prior to the presentation.*
- *I think longer training will be more appropriate because this is a very important subject.*
- *More time to ask questions*
- *Is it possible for it to be recorded as it would be great to watch back.*
- *VERY ENGAGING, NO SUGGESTION OF IMPROVEMENT FROM ME*
- *More time for the questions*
- *No, I enjoyed the session*

### Delegates were asked if there was anything else they would like to add:

- *The speaker delivered her lecture very clearly and direct to the point. The visual aids are very good too.*
- *enjoyed learning Blood pressure & CKD*
- *Excellent presentation.*
- *It was good*
- *Was full of knowledge*
- *its was helpfull for me to learn more about*
- *The zoom connection at the beginning was a little off but very well handled*
- *a good informative session , thank you*
- *Excellent presentation*
- *Excellent speaker, thank you!!!*
- *Good*
- *I hope there will be regular mini-bite trainings like this. Helps us refresh our knowledge. And also helps us get up-to-date with current practices and guidance/protocols.*
- *I hope these types of sessions continue to help us refresh our knowledge and be aware of the current guidelines. It is really helpful especially working in a primary care setting as it is easy to get our selves buried with the daily clinic sessions and not have the chance to know the updayes and current guidance/protocols.*
- *It is very useful*

- *It was very good training but I will suggested to do this training in the evening.*
- *It was useful*
- *It was very informative and I will take the information gained back to my practice.*
- *thank you*
- *The course is very interesting and helpful for me.*
- *The speaker is brilliant*
- *The trainer Michaela always amazes me with her in-depth knowledge and the way she teaches/trains. All the best to her!*
- *training was very helpful*
- *Very informative and pitched at a great level for me -thank you*