

# NHS HEALTH CHECKS IN ENHANCED ACCESS

A Confed Case Study (NHS Health Checks-2024)



LEEDS GP  
CONFEDERATION

## WHAT HAPPENED

In addition to conducting audits city-wide to ensure quality assurance across individual practices, Leeds GP Confederation (the Confed) also conduct quarterly audits for NHS Health Checks (NHS HCs) performed within Enhanced Access (EA).

EA appointments continue to offer patients the opportunity to complete NHS HCs, addressing potential barriers such as time constraints and other commitments.

Our Health Care Assistants and Nurses are encouraged to utilise motivational interviewing techniques to gather information and promote healthy diet and lifestyle changes during NHS HCs. These checks are conducted according to established procedures aligning with NHS HC best practice guidance.

While the appointment completed within EA serves as the information-gathering section of the NHS HC, it is imperative that follow-up actions are conducted at the patient's registered practice. This includes assessing risk, communicating risk with patients, and taking necessary follow-up actions.

**A recent audit identified a patient who did not receive follow-up care from their registered practice after an NHS HC was completed in EA.**

## ACTIONS TAKEN

- Direct contact was made with the site to ensure follow-up was completed and communicated with the patient.
- The Health Care Assistant responsible was directly contacted to address the missing follow-up request.
- Health Care Assistants completing NHS HCs within EA now send communication directly to the Confed to facilitate regular audits.
- All staff members at the Confed were reminded via email about the importance of follow-up.
- NHS HCs remain a permanent feature in communication and forums
- NHS HC processes are integrated into induction and probation.

## NEXT STEPS

- Reception and practice staff should actively promote EA for NHS HC appointments.
- We are collaborating with Public Health - Leeds City Council to update the current template and adopt additional fail-safe processes.
- Continuation of collaboration with practices to enable safe and effective communication channels.