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**BRISTOL**

**NHS Health Checks  
Training for Health Care  
Professionals  
A brief report on the findings**

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## **NHS Health Check: training for Health Care Professionals: A brief report on findings**

During 2013, Public Health Bristol delivered three NHS Health Check update trainings sessions for health care professionals who were involved in the NHS Health Checks programme.

### **NHS Health Checks Update Training**

The main aim of these sessions was to launch the NHS Health Check pathway. Additionally, the sessions included presentations from professionals who were providing the lifestyle services to which patients could be referred. The lifestyle services represented included:

- Smoking cessation
- Weight management
- Physical activity
- Alcohol services
- Dementia services

The sessions were led by a group of facilitators including the Commissioning Manager for NHS Health Checks, the lead IT manager for NHS Health Checks and the lead Nurse for NHS Health Checks. Each training session lasted for approximately four and a half hours

To facilitate attendance from health care professionals from each of the three localities in Bristol, a separate training session was delivered in the inner city and east of Bristol at the Rose Green Centre, in south Bristol at the Southville Centre and in the north and west of Bristol at the Southmead United Reform Church. Table 1 describes the attendance by professional group and locality.

Locality	Inner city and east Bristol	South Bristol	North West Bristol	& Total
<b>Professional Group</b>				
Practice Nurses	5	11	5	21
Health Care Assistant	13	12	23	48
Pharmacist			1	1
GP			1	1
Other *				8*
<b>Total</b>	<b>18</b>	<b>23</b>	<b>30</b>	<b>79</b>

Table 1: Attendance at NHS Health Checks update training by locality and professional group. \*Included: Public Health, Health trainers, Health improvement, locality not specified or works across all localities

The costings of each of these session varied depending on the cost of room hire. Table 2 below describes the costs per session.

Locality	Rose Centre (City)	Green Inner	Southville Centre (North Bristol)	Southmead Reform Church (South Bristol)	United
<b>Professional Group</b>					
Practice Nurses	5		7	9	
Health Care Assistant	13		8	27	
Pharmacist			1		
GP				1	
Other	5				
Total no. delegates	23		16	40	
Total cost of event £	374.4		447.50	674	
Preparation & printing £	502.10		349.27	873.16	
Total cost £	876.47		796.77	1547.16	
<b>Cost per person £</b>	<b>38.11</b>		<b>49.80</b>	<b>38.68</b>	

Table 2: Cost of training by locality.

## Feedback from the training sessions

We were only able to analyse the data from the training session held on the 5<sup>th</sup> June. There was an additional training session held on the 17<sup>th</sup> of September for which we were unable to obtain data.

In Summary the following were reported by attendees:

Most people found the pre event information helpful and appreciated the invitation. The most valuable information from the session, was about dementia. Most people identified that the information presented at the sessions would be very helpful in their work. In terms of improvements for future training events participants requested more presentations using slides and more practical work.

## Motivational interviewing training

Motivational interview training was offered to Primary Care staff and Health Care professionals throughout the Bristol NHS area. Two separate, but identical training courses were offered on two different dates, at the same location, Freeways Leigh Court Business Centre, Pill Road Abbots Leigh, Bristol BS8 3RA. The training was delivered by Professor Steven Rollnick.

Attendance by local authority is described in table 3.

Event	September 17 <sup>th</sup> 2013:	September 25 <sup>th</sup> 2013:
<b>Local Authority</b>		
Bristol	15	19
North Somerset	3	2
South Gloucestershire	2	0
<b>Total attendees</b>	<b>20</b>	<b>21</b>

**Table 3: Attendees for motivational interview training**

Bristol Public Health, North Somerset Public Health and Avon Local Medical Committee supported the cost of this training. The total cost for both training sessions was £3,300. The cost per person was £80.49.

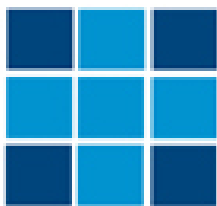
## **Feedback from Motivational interview training**

A comprehensive description of the feedback can be found in appendix '1'.

In summary, 88% of attendees rated the trainer as either good or excellent, 90% of attendees rated the programme as a worthwhile investment of their time, and 90% of attendees stated that they would recommend the course to others. 100% of attendees felt confident that they would be able to use the skills and knowledge learned during the training.

DRAFT

**Append 1: Feedback from two Motivational Training days provided for GP practice staff**



Avon LMC Services Limited

**EVALUATION FORM**

<u>Course Title</u>	<u>Date</u>
Motivational Interviewing in Health Care	17 <sup>th</sup> & 25 September 2013

Speaker/ Session	Poor 1	Fair 2	Good 3	Excellent 4
Prof. Steve Rollnick		4	8	21
Programme	Strongly Disagree	Disagree	Agree	Strongly Agree
The learning objectives were clear	1	2	21	15
The learning objectives were appropriate to my needs		3	21	15
The programme content was what I expected		2	20	15
The programme materials were helpful and of a high standard	1	7	13	15
I feel confident I will be able to use the skills and knowledge gained in the workplace			25	14
The programme has been a worthwhile investment of my time		4	16	19
I would recommend this programme to others	1	3	17	18

**Your comments about the speakers, sessions and programme**

**What went well today and why?**

- The role play of the health check was very enlightening and really useful example for the majority in the

room.

- Informal. Just the right amount of 'audience' interaction/participation.
- Small group enabled some discussion.
- I was happy with the course content, I thought it would be boring but it was far from it.
- Really enjoyed the presentation and generally feel I could change a few things in my consultation styles.
- Demonstrations and role plays.
- The understanding of how to use MI in my health check. The speaker helped me to understand more than I thought I already knew.
- Enjoyed the stories and videos. Like seeing the process in action.
- Fabulous venue and great lunch. Training was appropriate to all aspects of my job and life. Very informative and also quite entertaining. Best training I've had in years.
- Thought provoking.
- Steve was very clear in speaking. Helped us understand and knowledgeable.
- The course was very informative and a good learning tool to use in the health check when I start to do them.
- On time.
- Good listening to needs of audience.
- Steve was very informative person.
- Interesting, real life examples. Felt specific to our needs.
- Unconventional, engaging approach to learning. Inspirational.
- Core skills.
- Interesting content.
- All very interesting.
- Prof Steve was very enthusiastic and a good speaker.
- Interesting study day for a change.
- Demonstrating interviews – because it gave me ideas and good examples.
- Very useful & interesting course. Learnt a lot about MI and will start to put into practice.
- The speaker gave me the confidence to use MI skills in my practice.
- The room was hot/cold and other service users were loud.
- Very little role play.

**What is the most valuable learning you will take away from this day, and why?**

- To use reflective statements.
- Need to not come up with solution, but allow people to come up with solutions themselves.



- Reflective listening.
- Taking time – slow down and reflect.
- To wait for my patients to say they would like to quit/cut down etc first.
- Listening skills in order to gain information from patients.
- Remember the word 'engagement' in all patient consultations. Core skills of communication useful.
- Change talk vs sustain talk. Reflection.
- Techniques.
- Listening for the change talk.
- Slow my pace, encourage others to make changes.
- More confidence in my health checks and outcome.
- Engaging, confirming the value of this, I think it really does save time.
- To slow down and listen.
- How important motivational interviewing is in changing behaviour.
- Motivational interviewing.
- The role play, how to make what we do more affective.
- Listening and slowing down. Not feeling obliged to have all the answers.
- To slow down/listen more. And engage with patient more.
- To give patients time and to listen.
- Slow down and resist advising (righting reflex).
- To practice motivational interviewing.
- Core skills.
- Engaging with patients.
- Engaging the patient.
- Don't rush. Listen more.
- Learning to listen to patients more before jumping in giving advice.
- Not to ask too many questions.
- How to properly engage people in a short space of time.
- Engage before I start.
- To slow down and listen more.
- Rapid engagement people and evoking change.
- Slow down, retain curiosity.

**What main thing(s) will you do differently in your work/practice as a result of this programme?**

- Take longer to engage at beginning of Health Check.
- To think more rather than questioning, to listen to my patients and not assume or judge and to remember to use reflective statements.
- Speak to patients differently in Health Checks.
- Use reflection.
- Change talk when they say "ah but" all the time. Reflection skill. ]
- Take more time.
- Use reflections and other 3 skills (OARS)
- Not to offer direct advice/info. Gently let the patient ask.
- Continue to practice MI – get ? at summarising.
- Slow down. Approach health check with talk first. Cover smoking/alcohol/diet/exercise.
- Listening and using reflection back to patient.
- Change and motivate patients.
- Listen. Put myself in others' shoes.
- Spend the 1<sup>st</sup> few min of consultation to engage with patient.
- Listen more.
- Spend 20% of consultation 'engaging' with patient.
- I will try to take my time.
- Open questions.
- Slow down.
- Try to engage patient.
- This all for future as at the moment I do not have to interview patients.
- Listen and engage more.
- Rework Health Check
- Take my time with interviewing.
- Reflection, engage using open questions and less direct closed ones.
- Slow down.

**What went less well today, and why?**

- Unsure of everyday value with most patients.
- Resistance to training. IT issues.

- All ok.
- Some of it was a bit above my head.
- Seemed to take a while to get to the point – afternoon was a bit stronger.
- Speaker – too much talking! Not enough interaction with the group – flattened the mood in the room – Repetition. Technology problems. Handouts should have been available. Poor time keeping. Style – very controlling ‘mind’ games’.
- Steve was too serious and controlling in his delivery. Lighten up! The Singapore lady video.
- As this course was health professionals they were basing everything on how they would deal with patients, I feel this could be used in any circumstance not just in work.
- I think many attending wanted info in relation to Health Checks, of dubious value anyway in the well, but could see the relevance to ‘normal’ consultations.
- Putting into context MI within the practice.
- Perhaps more role play but we all said we didn’t want this!!! Our fault.
- ? too long.
- Long day – towards the end hard to concentrate.
- Was a bit noisy outside room.
- The outside corridors were a bit noisy at times.
- All good.
- No role play (very little)

**What changes, if any, would you like to see made to the programme? What other content/ sessions would have been useful?**

- More examples of MI using scenarios familiar to my work for example ‘stop smoking’.
- Interested in changing services and facilitation using motivational interviewing.
- Would be helpful if Steven know the format of a NHS Health Check although I think he may have had more idea by the end.
- More relevance/specific to the Health Checks – this day seemed too generalised with patchy content – very theoretical.
- A handout of core skills to refer to and take away.
- Maybe send out info pre session in order to prepare – bring examples.
- Great programme.
- Perhaps some vids of consultations would have been helpful as participants v.shy.
- All very good.
- Wouldn’t make any changes

**Any other comments:**

- Too much psycho 'babble' & not enough about how to employ the skills of MI in the workplace in a practical way. Needs to be a 2 day course: Day 1 – Theory, Day 2 – Practical application. Not best use of my time: could have had more patients. Food good.
- Not applied to daily job enough.
- Very good, thank you.
- Would like to do next level.
- A very good course for all health care professionals.
- Really good day thanks.
- Wish more GP's came on the course.
- Noisy venue.
- Chairs not comfy. Food scrummy. Noise from other users.
- Was enjoyable day, refreshments and lunch were good.
- Thank you very much, lovely lunch/cakes.
- Very helpful.
- Great day and very interesting.
- Very interesting learning other people's experiences.