Improving the Quality and Quantity of Learning Disability Health Checks in West Hampshire and Southampton City CCG 2014-15

A Commissioning for Quality and Innovation (CQUIN) Project

CQUIN Project Objectives:

- To provide multi professional training on learning disabilities and annual health checks to all practices across the CCG’s, ensuring that practitioners are aware of the changes to the General Medical Services (GMS) contract.
- To complete a retrospective audit of the quality of annual health checks completed in 2013/14.
- To support practices to maintain their learning disability health check registers, by comparing the practice registers against data of those known to Southern Health NHS Foundation Trust (SHFT), Learning Disabilities Health Teams.
- To gather data on patients who do not attend their annual health check appointment and establish reasons for non-attendance

All practices signed up to the Direct Enhanced Service (DES) were offered training from the CQUIN team. The number of practices across the two CCG’s to receive training are set out below:

To evaluate the quality of the annual health checks that practices complete, an audit was completed. 50% of practices signed up to the service were audited. These practices were randomly chosen. A minimum of 5 records were reviewed per practice.

AUDIT RESULTS

- Quality of annual health checks varies depending on the skills of the individual completing the health check.
- The process of arranging the health checks and completing the checks varies across practices, and has an impact on uptake.
- Physical examination, (a contract requirement) is not always completed.
- Very few patients have any information about eating and drinking and dysphagia, epilepsy and mental health issues documented despite being a high risk issue for People with Learning Disabilities.
- Opportunistic health checks are rarely successful in achieving a high quality health check and meeting the contract requirements.
- Incorrect coding is common. This leads to inaccurate data being received by NHS England and payments for completing the annual health checks not being received by the practice.

Future Recommendations:

- A pathway for reviewing practice learning disability registers is being developed by the project team/SHFT Health Facilitators and will be used as a template to review lists.
- A standardised, computer template should be available for all clinical systems.
- Practices should be encouraged to share information on non-attendees to the SHIFT Health Facilitators to enable identification of possible reasons and provide support to practices and patients where appropriate.
- Practices should continue to be encouraged to use the model where by one member of staff oversees the whole process, from inviting patients to coding the Annual Health Check.
- The CCG and NHS England should agree how often training should occur.
- Patient and carer feedback has identified that many people are not aware if they have had an Annual Health Check therefore all practices offering health checks should advertise that they do so.

Project Outcomes

- In Southampton City CCG there was a 10% increase in the number of health checks completed over the courses of the year 2014-15
- West Hampshire saw an increase of 13%
- In Southampton 2 further practices signed up to the enhanced service
- Across the two CCG’s a total of 356 professionals received learning disability enhanced service training

Lessons Learnt:

- Finding the key people to support the project was key to its success
- Initial reluctance to engage with the project (time constraints, payment verification concerns), there was no contractual agreement for practices to engage - NHS England commissioned the enhanced service, however the CCG commissioned the project.
- Realisation that the practice LD list work was too big to undertake in one year. This is an ongoing piece of work for the Learning Disabilities Health Facilitators
- Issues with coding and data recording in practices have led to disparity in statistics.

To gain the views of patients with a learning disability of their experiences of having an annual health check an ‘easy read’ questionnaire was completed by people with learning disabilities at service user and career groups, day services, local implementation groups (LIG’s) and Partnership Board. People said:

I like my doctor a lot because sees me regularly and the surgery is good
I want more easy read information about my diagnosis.
They haven’t got time to talk to me and explain things properly.

I like my Mum or Dad to come in with me
I want for my annual health check
I like my doctor is friendly, caring, never in a rush, makes me feel special

Southampton DES Training

West Hants DES Training

Audited Practices

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