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**SERVICE LEVEL AGREEMENT**

**FOR**

**NHS HEALTH CHECKS INVITATION  
MANAGEMENT**

**BOURNEMOUTH, DORSET AND POOLE**

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## Background

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This is a Service Level Agreement between Dorset County Council, as the host authority for the provision of Public Health functions in the County of Dorset (“Public Health Dorset”), whose principal place of business is at County Hall, Colliton Park, Dorchester DT1 1XJ (“the Council”) and the Provider as stated within Communication.

This is subject to the Council’s Standard Terms and Conditions [link: <http://www.dorsetforyou.com/sellingtoDCC>]

## Communication

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In respect of this service provision your point of contact at Public Health Dorset is:

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Head of Programmes  
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In respect of claims for payment your point of contact at Public Health Dorset is:

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## Specification

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### 1. INTRODUCTION

This document sets out the arrangement between Public Health Dorset and Dorset GP Practices, specifying how individuals are invited for a NHS Health Check. The delivery of the health check assessments themselves are subject to separate contractual arrangements.

#### 1.1 Aims

The over-arching aims of the NHS Health Checks programme are to:

- i. Reduce the risk of cardiovascular disease by offering NHS Health Checks to the eligible population of Bournemouth, Poole and Dorset (subsequently referred to as Dorset)
- ii. Reduce health inequalities in the local population
- iii. Improve awareness of the lifestyle factors that act to increase the risk of developing cardiovascular disease
- iv. Encourage people to make healthy changes to their behaviour and promote the uptake of support through local health improvement services e.g. LiveWell Dorset.

#### 1.2 Objectives of the Service

To ensure that invitations for a NHS Health Check are sent to an agreed cohort of eligible people in a consistent and timely manner.

To maximise the uptake of the NHS Health Check programme amongst the cohort of eligible people receiving an invite.

### 2. DESCRIPTION OF THE SERVICE

#### 2.1 Service Requirements

The GP practice shall send out NHS Health Check invitations and reminders in accordance with the guidance set out in Appendix 1.

Initial invitations shall be sent out during the first month of each quarter of the year, allowing for an even uptake of health check assessments over time. All invitations should be followed up with one reminder sent out 4 weeks later.

There is a single Core NHS Health Check provider for each of the 13 localities across Bournemouth, Dorset and Poole and the invitations sent shall direct people to attend their NHS Health Check through the Core Health Check provider relevant to that locality. Invitations will need to include access and booking arrangements reflective of the specific provider's requirements.

The content of the initial invitation should, as far as possible, reflect the wording set out in Appendix 2. Response rates to the wording of NHS Health Check invitations has been studied nationally and the wording in Appendix 2 has been shown to be most effective.

## **2.2 Eligible Service Users**

Invitations are to be sent to a specified number of people, who are deemed eligible to receive a NHS Health Check. The number of invitations to be sent during the year 2016/17 is set out per GP Practice in Appendix 3. The cohort of people eligible to receive a NHS Health Check invitation has been defined nationally and is set out as follows:

- i. Individuals aged between 40 and 74 years who have not previously received an NHS Health Check with the past five years
- ii. People normally resident in Dorset and registered with a GP whose practice is within the DT or BH post codes
- iii. Individuals NOT on one or more of the following disease registers:
  - Diabetes
  - Coronary Heart Disease (CHD)
  - Heart Failure
  - Atrial Fibrillation
  - Hypertension
  - Stroke
  - Transient Ischaemic Attack (TIA)
  - Chronic Kidney Disease (CKD) (stages 3 to 5)
  - Familial Hypercholesterolemia
  - Peripheral Arterial Disease (PAD)

- iv. Individuals for whom the following does NOT apply:
  - In receipt of palliative care (practices will manually identify and exclude those patients that are on the palliative care register)
  - Being prescribed statins
  - Have previously been found by the NHS to have a 20% or higher risk of developing cardiovascular disease over the next 10 years.

### **3. CONTRACT MONITORING**

#### **3.1 Monitoring and Review**

The GP Practice shall provide Public Health Dorset with a quarterly output report to include the following information.

- i. Date and method of first invitation sent
- ii. Date and method of reminder invitation sent
- iii. Full post code of invitation sent
- iv. Age, gender and ethnicity of invitation sent

An excel spreadsheet setting out these requirements is included in Appendix 4.

In order that payment can be made in a timely fashion, the output report will need to be received by Public Health Dorset by the 20<sup>th</sup> of the month following the reporting period. (For example, for quarter 1, the report will need to have been received by 20<sup>th</sup> July).

### **4. PAYMENT TERMS AND CONDITIONS**

#### **4.1 Payment Structure**

## Agreement

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The binding Agreement between the Council and the Provider shall comprise of the Council's Terms and Conditions and this Service Level Agreement.

The Provider is required to complete and sign the following to confirm acceptance of this Agreement.

| Name & Designation | Signature | Date |
|--------------------|-----------|------|
|                    |           |      |