

# **National Health Trainer Data Collection & Reporting System**

**System Update &  
Initial responses to National Reporting  
Framework 'Key Questions'**

**DRAFT SEPT. 2<sup>nd</sup> 2009**

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# 1 DCRS SUMMARY INFORMATION

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## 1.1 Work undertaken during 2008/9

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### 1.1.1 Version releases

- Versions 2.2 and 2.3 released in 2008/09 via approval from the National steering group.
- Version 2.4 is planned for release at the end of October.

### 1.1.2 Completed projects awaiting version 2.4 go-live

- **Reporting redevelopment** – SHA reporting/extracts functionality and report filtering functionality as demo'ed to HUB in July.
- **Bespoke data fields\*** – Allowing PCTs to define/ collect data on a limited number of bespoke data fields in parts of the systems.

\* Due to the additional load that will be placed on the DCRS bespoke data fields functionality will remain in 'beta' until delivery of the server infrastructure project.

### 1.1.3 System training

#### Financial year 2008-09

- New rollouts - 39
- Refresher sessions\* - 22
- Advanced Data Training\* / HUB training events - 10

#### Financial year 2009-now

- New rollouts - 15
- Refresher sessions\* - 17
- Advanced Data Training\* / HUB training events - 8

\* Dependent upon SLA renewal, additional sessions will be limited or potentially chargeable from mid-September due to reduced staffing resources.

### 1.1.4 Ongoing system maintenance & support tasks

- Average over 30 support calls/ emails being processed per day
- Daily server monitoring, maintenance and benchmarking
- Token management
- Ad-hoc reporting
- Event setup/ scheduling

### 1.1.5 System outages

In 2008/09 there were three incidents which caused minor disruption (1x power outage, 1x switch, 1x router failure). All were subsequently resolved the same working day.

NB: The new server infrastructure will reduce the likelihood of these outages.

### 1.1.6 Ongoing projects

- **SMS appointment reminders\*** – Setup of SMS text appointment reminders to be sent to clients in an effort to reduce DNAs. Project nearing completion but will require server investment / contractual commitment.
- **Server Infrastructure\*** – To boost capacity, performance and provide secondary automatic 'fail-over' systems. Architecture planning complete, proposed new system requires very significant server investment / contractual commitment however.
- **Spine compliance** – Addressing the issue of compliance with national systems, with an intention to seek national spine integration (NHS number verification checking included in v2.4, no further progress currently).

\* These projects await SLA renewal.

## 1.2 Uptake and usage

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### Financial year 2008-09

- At the end of March 2009, 62 organisations were using the DCRS.

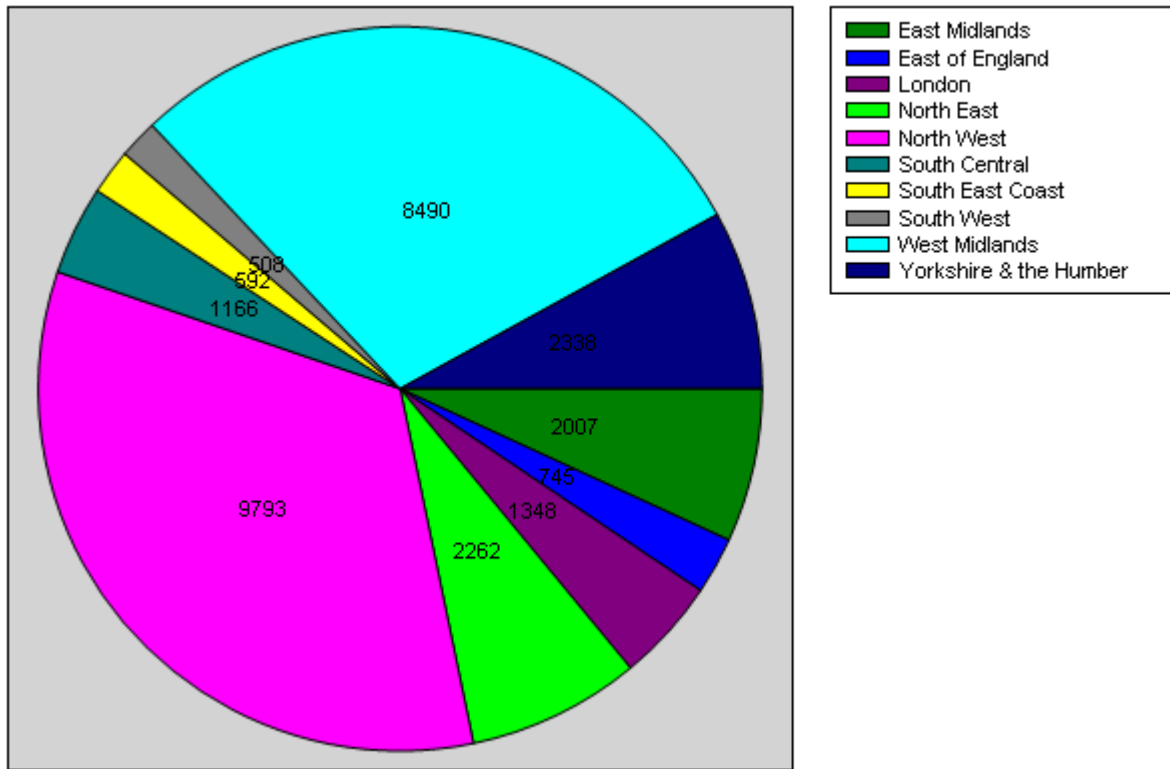
### Financial year 2009-now

- There are currently 76 organisations using the DCRS.
  - Of which, there are 6 organisations storing Offender Health information across 3 SHAs.
  - Of which, there are 12 organisations employing Health Trainer Champions across 7 SHAs.

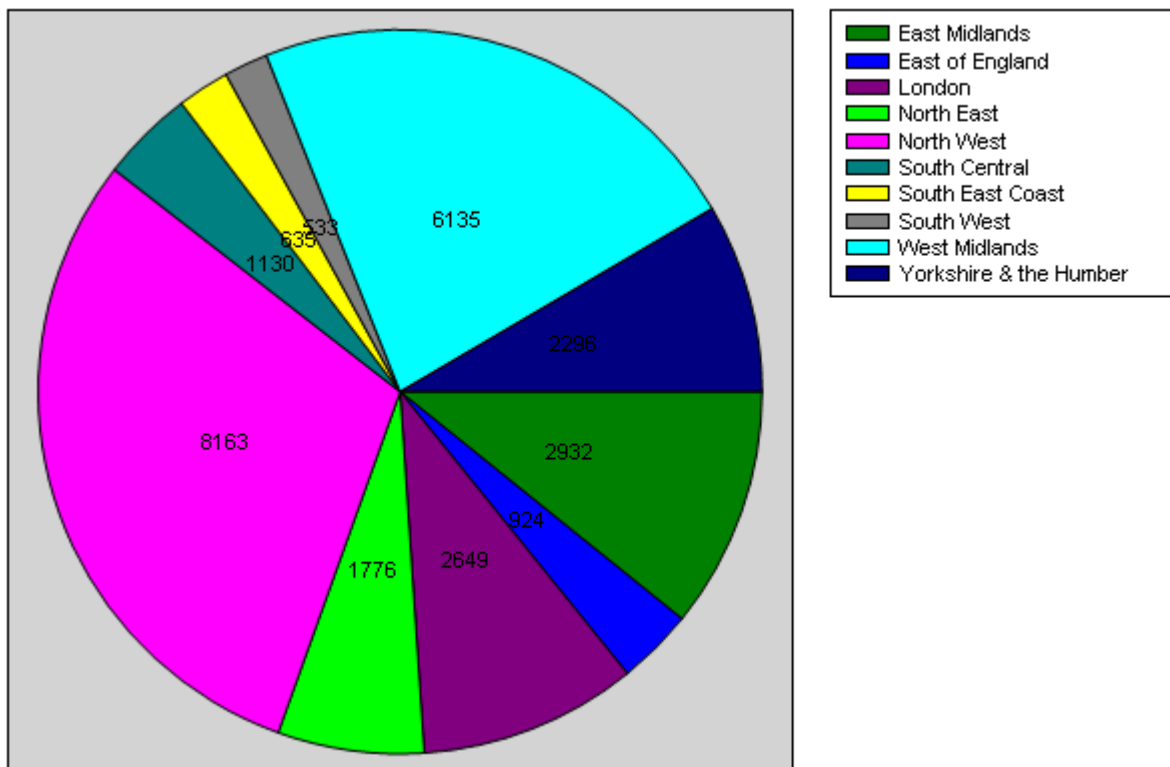
#### 1.2.1 Numbers of clients (see pie charts below)...

- Overall a significant growth in total clients being recorded. 2008-09 saw a total of 29349 clients added to the system. Meanwhile, the first 5 months of 2009 has seen a total of 27173 clients added to the system.
- Although North West 30% and West Midlands 22.5% remain majority system users, this has reduced fairly significantly from the proportions recorded in 2008-09 (33.4% & 29.2% respectively).

**New clients - Financial year 2008-09**



**New clients - Financial year 2009- now**



**Non-system usage**

NB: At time of writing there are 9 organisations who have received a DCRS system rollout who are currently not using the DCRS, these are listed in [appendix A](#).

## **1.3 Remote access usage**

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A list of token using organisations per SHA and counts of tokens is listing in [appendix B](#).

### **Financial year 2008-09**

- At end of March 2009 47 organisations used remote access tokens.
- A total of 496 tokens were in use.

### **Financial year 2009-now**

- There are currently 55 organisations using remote access tokens.
- A total of 703 tokens are currently in use.

## 2 RESPONSES TO NATIONAL FRAMEWORK KEY QUESTIONS

This section is a direct response to the data request made by Janet Andelin (Central Team DCRS and Evaluation Lead) for National Framework information for the end of year report 2008-09. Most data is readily available but other will require more detailed data-mining, all data is to be analysed via University College of London.

### 2.1 Demographic report

#### 2.1.1 Key Questions Request

##### Health Trainers profile report + HTCs if relevant

- Deprivation – average threshold 20% and 40% if possible
- Deprivation – any indicator
- Age
- Gender,
- Ethnicity
- Education
- Employment status
- Additional info (Target group)

#### 2.1.2 Key Questions Responses

##### Health trainers' profile

Sample size : 661

\* Sample size above is based on Health Trainers started during 2008-09 financial year

\* Out of the 661 Health Trainers who started in 2008/9, 46 Health Trainers have now left their positions

\* Since to start of DCRS the total number of Health trainers entered onto the system is 1386 (as of 31/08/2009)

HT Deprivation based on average threshold (20%)	Less deprived	434	66.99%
	Most deprived	214	33.01%
		<b>648</b>	<b>100.00%</b>

\* Invalid postcodes are removed

HT Deprivation based on average threshold (40%, 60%, 80% and the rest)

Quintile information is not yet available.

\* We are planning to include quintile information for each HT and client however this data is not yet available

HT Deprivation based on any indicator (20%)	Less deprived	256	39.51%
	Most deprived	392	60.49%
		<b>648</b>	<b>100%</b>

\* Invalid postcodes are removed

HT Age	< 18	1	0.15%
	18 - 25	105	15.89%
	26 - 35	169	25.57%
	36 - 45	219	33.13%
	46 - 55	112	16.94%
	56 - 65	33	4.99%
	Over 65	22	3.33%
		<b>661</b>	<b>100.00%</b>

HT Gender	Female	520	78.67%
	Male	140	21.18%
	Other	1	0.15%
		<b>661</b>	<b>100</b>

HT Ethnicity	A: White - British	512	77.46%
	B: White - Irish	6	0.91%
	C: Other White Background	8	1.21%
	D: Mixed - White and Black Caribbean	6	0.91%
	E: Mixed - White and Black African	3	0.45%
	F: Mixed - White and Asian	3	0.45%
	G: Mixed - Any Other Mixed Background	1	0.15%
	H: Asian or Asian British - Indian	15	2.27%
	I: Asian or Asian British - Pakistani	33	4.99%
	J: Asian or Asian British - Bangladeshi	9	1.36%
	K: Any Other Asian Background	7	1.06%
	L: Black or Black British - Caribbean	17	2.57%
	M: Black or Black British - African	10	1.51%
	N: Any Other Black Background	2	0.30%
	O: Chinese	4	0.61%
	P: Any Other Ethnic Group	8	1.21%
	Z: Not Stated	17	2.57%
		<b>661</b>	<b>100</b>

HT Education	College (e.g. A-level)	181	27.38%
	Na	119	18.00%
	School (e.g. GCSE)	165	24.96%
	University	196	29.65%
		<b>661</b>	<b>100.00%</b>



HT Employment Status	Health Trainer (Qualified)	385	58.25%
	Health Trainer (Trainee)	221	33.43%
	Health Trainer Champion	55	8.32%
		<b>661</b>	<b>100</b>

HT Additional info	Disabled	38	5.73%
	Long term condition	58	8.75%
	Ethnic Minority	75	11.31%
	No prior qualification	40	6.03%
	Homeless	25	3.77%
	Single parent	52	7.84%
	Local resident	267	40.27%
	Unemployed	59	8.90%

\* Target group indicator is a multi select option, one HT can fall into multiple indicator

## 2.2 Client Profile

### 2.2.1 Key Questions Request

#### Client profile

- Deprivation – average threshold 20% and 40% if possible
- Deprivation - Any indicator
- GP registration
- Age band ( not under 18's)
- Gender
- Ethnicity
- Additional Information (Community of interest)

### 2.2.2 Key Questions Responses

Clients' profile	Sample size : 29349
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\* Sample size above is based on number of clients entered during 2008-09 financial year

\* Same number for the previous financial year was 4519

\* There are now in total 61048 clients recorded in the system (as of 31/08/2009)

HT Deprivation based on average threshold (20%)	Less deprived	12914	48.70%
	Most deprived	13602	51.30%
		<b>26516</b>	<b>100.00%</b>

\* Invalid postcodes are removed

HT Deprivation based on average threshold (40%, 60%, 80% and the rest)	Quintile information is not yet available.		
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\* We are planning to include quintile information for each HT and client however this data is not yet available

HT Deprivation based on any indicator (20%)	Less deprived	6541	24.67%
	Most deprived	19975	75.33%
		<b>26516</b>	<b>100.00%</b>

\* Blank results are removed

GP Registration	Not registered	1482	5.11%
	Registered	27514	94.89%
		<b>28996</b>	<b>100%</b>

\* Blank results are removed

Age	Declined	74	0.28%
	18 - 25	2545	9.72%
	26 - 35	4663	17.81%
	36 - 45	5951	22.73%
	46 - 55	5386	20.57%
	56 - 65	4326	16.52%
	Over 65	3240	12.37%
	<b>26185</b>	<b>100</b>	

\* Under 18s are removed

Gender	Female	21016	72.48%
	Male	7808	26.93%
	Other	172	0.59%
		<b>28996</b>	<b>100.00%</b>

\* Blank results are removed

<b>Ethnicity</b>	<b>A: White - British</b>	21113	72.81%
	<b>B: White - Irish</b>	239	0.82%
	<b>C: Other White Background</b>	370	1.28%
	<b>D: Mixed - White and Black Caribbean</b>	126	0.43%
	<b>E: Mixed - White and Black African</b>	39	0.13%
	<b>F: Mixed - White and Asian</b>	42	0.14%
	<b>G: Mixed - Any Other Mixed Background</b>	78	0.27%
	<b>H: Asian or Asian British - Indian</b>	734	2.53%
	<b>I: Asian or Asian British - Pakistani</b>	1646	5.68%
	<b>J: Asian or Asian British - Bangladeshi</b>	300	1.03%
	<b>K: Any Other Asian Background</b>	119	0.41%
	<b>L: Black or Black British - Caribbean</b>	487	1.68%
	<b>M: Black or Black British - African</b>	486	1.68%
	<b>N: Any Other Black Background</b>	93	0.32%
	<b>O: Chinese</b>	44	0.15%
	<b>P: Any Other Ethnic Group</b>	287	0.99%
<b>Z: Not Stated</b>	2793	9.63%	
	<b>28996</b>	<b>100.00%</b>	

\* Blank results are removed

<b>Community of Interest</b>	<b>Asylum Seeker / Refugee</b>	163	5.90%
	<b>Elderly (65+)</b>	788	28.54%
	<b>Full time carer</b>	102	3.69%
	<b>Immigrant - EU</b>	30	1.09%
	<b>Immigrant- Non-EU</b>	87	3.15%
	<b>Learning difficulty</b>	105	3.80%
	<b>Long-term unemployed (1yr+)</b>	367	13.29%
	<b>Mental health issues</b>	376	13.62%
	<b>Physical/ sensory disability</b>	260	9.42%
	<b>Prison</b>	15	0.54%
	<b>Probation</b>	189	6.85%
	<b>Registered homeless</b>	52	1.88%
	<b>Single parent</b>	216	7.82%
	<b>Traveller community</b>	11	0.40%
		<b>2761</b>	<b>100.00%</b>

\* Blank results are removed

## 2.3 Client-centred questions

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### 2.3.1 Key Questions Request

#### 1) Accessing the service

- How do clients find out about the Health Trainer service?
  - Referral source
  - How heard about service
- Are there any differences by client characteristics (demographics: postcode, age band, gender, ethnicity where sample size significant ?

#### 2) Behaviours

- Which behaviours are being targeted?
  - Primary issue, diet, exercise, smoking, alcohol, local issue (emotional wellbeing)
  - Does this vary according to demographics?

#### 3) Setting goals/PHPs

- What percentage of clients set a goal/make a PHP?
  - What percentage of clients make PHP vs obtain information vs are signposted?
  - Of those setting a goal/making a PHP, how many/what percentage:
    - Fully achieve their goal/PHP?
    - Partly achieve goal/PHP?
    - Do not achieve goal/PHP?
- Does making (and, for those who have made a PHP, achieving) a PHP vary according to a) demographics, Data readily available b) behaviour? Data readily available
- Does goal achievement vary according to a) demographics, b) behaviour?

#### 4) Outcomes

- What is the BMI change for clients who target physical activity and/or healthy eating?
  - Is there a difference in the degree of change between these two groups?
- Is there a statistical before-after difference between (i.e. is there a significant gain in
  - a) perceived general health
  - b) self-efficacy?
  - c) wellbeing (WHO5)
- Do changes in perceived general health, self-efficacy, wellbeing (WHO5)
  - a) occur in all behaviours,
  - b) differ according to behaviours?
- Do demographics modify/moderate changes in these variables?
- What values are given for the maintenance check in all PHP goal types? Are there different profiles in the ratings for the different PHP goal types? (can't remember how this is scored...may need to word differently)

#### 5) Self-efficacy as mechanism of change

- Are changes in self-efficacy associated with a) goal achievement, b) changing in ratings of general health c) changes in ratings of wellbeing (WHO5) d) BMI change for those with physical activity or healthy eating targets

#### 6) Providing access and appropriate use and take up of NHS and other local services

- Service delivery point
- Service approach ( individual, group)
- Alternative support given
  - Signposting
  - Referrals
  - Info only

### 2.3.2 Key Questions Responses

#### Client-centred questions

Sample size :  
28752

\* Sample size above is based on number of initial assessments entered during 2008-09 financial year

\* Same number for the previous financial year was 5627

\* There are now in total 57734 assessments recorded in the system (as of 31/08/2009)

#### 1. Accessing the service

Referral Source			
	Community/ voluntary	3437	13.37%
	Local Authority	119	0.46%
	NHS - GP	5916	23.01%
	NHS - Hospital	217	0.84%
	NHS - Other	2313	9.00%
	NHS - Service	3256	12.67%
	Self	10449	40.65%
		<b>25707</b>	<b>100.00%</b>

\* Blank results are removed

How Heard about the service			
	Local media	1268	5.20%
	Magazine/ paper	491	2.01%
	Poster/ leaflet	2068	8.48%
	Promotional event	6015	24.67%
	Referred via 3rd party	2297	9.42%
	Referred via NHS/GP	7720	31.66%
	Word of mouth	4526	18.56%
		<b>24385</b>	<b>100.00%</b>

\* Blank results are removed

Differences by client characteristics	Data is available however this is to be sent to UCL for detailed analysis and is therefore outside the scope of this document.
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**2. Behaviours**

Primary Issue	Alcohol	275	1.66%
	Diet	10158	61.16%
	Exercise	4453	26.81%
	Local issue	485	2.92%
	Smoking	1238	7.45%
		<b>16609</b>	<b>100.00%</b>

\* Includes only clients who set a PHP

Differences by client characteristics	Data is available however this is to be sent to UCL for detailed analysis and is therefore outside the scope of this document.
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**3. Setting goals / PHP**

Initial Assessment Outcome	Advice/ information only	3680	14.46%
	Full assessment	19441	76.37%
	Signpost only	2336	9.18%
		<b>25457</b>	<b>100.00%</b>

\* Excludes all other outcomes

Stage Reached	ACHIEVED	5411	50.63%
	NOT ACHIEVED	1956	18.30%
	PART ACHIEVED	3320	31.07%
		<b>10687</b>	<b>100.00%</b>

\* Includes only clients who are signed-off from the system

Differences by client characteristics	Data is available however this is to be sent to UCL for detailed analysis and is therefore outside the scope of this document.
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## 4. Outcomes

BMI Change	-25% and over	21	1.27%
	-20%	21	1.27%
	-15%	56	3.39%
	-10%	248	14.99%
	-5%	635	38.39%
	No change	653	39.48%
	Increase	20	1.21%
		<b>1654</b>	<b>100.00%</b>

\* Includes only clients who target exercise or diet and have pre and post assessment data entered

\* Negative results indicate improvement

Self Efficacy change	Negative	349	12.32%
	No change	1131	39.89%
	5%	482	17.00%
	10%	293	10.34%
	15%	206	7.27%
	20%	185	6.53%
	25%	62	2.19%
	30%	44	1.55%
	35%	21	0.74%
	40% and over	62	2.20%
		<b>2835</b>	<b>100.00%</b>

\* Includes only clients who target exercise or diet and have pre and post assessment data entered

\* Positive % results indicate improvement

General Health change	Negative	214	7.70%
	No change	491	17.66%
	10%	611	21.98%
	20%	540	19.42%
	30%	385	13.85%
	40%	265	9.53%
	50%	140	5.04%
	60% and over	134	4.82%
		<b>2780</b>	<b>100.00%</b>

\* Includes only clients who have pre and post wellbeing data entered

\* Positive % results indicate improvement

<b>WHO change</b>	<b>Negative</b>	105	10.56%
	<b>No change</b>	197	19.82%
	<b>5%</b>	64	6.44%
	<b>10%</b>	68	6.84%
	<b>15%</b>	68	6.84%
	<b>20%</b>	153	15.39%
	<b>25%</b>	73	7.34%
	<b>30%</b>	53	5.33%
	<b>35%</b>	41	4.12%
	<b>40%</b>	71	7.14%
	<b>45%</b>	33	3.32%
	<b>50%</b>	12	1.21%
	<b>55%</b>	20	2.01%
	<b>60% and over</b>	36	3.62%
		<b>994</b>	<b>100.00%</b>

\* Includes only clients who has pre and post wellbeing data entered

\* Positive % results indicate improvement

<b>Differences by behaviours</b>	<b>Data is available however this is to be sent to UCL for detailed analysis and is therefore outside the scope of this document.</b>
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<b>Differences by client characteristics</b>	<b>Data is available however this is to be sent to UCL for detailed analysis and is therefore outside the scope of this document.</b>
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<b>Maintenance status by Primary issue</b>	<b>Alcohol</b>		
	Not maintained	9	39.13%
	Maintained	14	60.87%
	<b>Diet</b>		
	Not maintained	237	35.16%
	Maintained	437	64.84%
	<b>Exercise</b>		
	Not maintained	121	33.33%
	Maintained	242	66.67%
	<b>Local issue</b>		
	Not maintained	4	17.39%
	Maintained	19	82.61%
	<b>Smoking</b>		
	Not maintained	51	38.64%
	Maintained	81	61.36%

\* Includes only clients who has PHP plan set and maintenance check recorded



### 5. Self-efficacy as mechanism of change

Differences by achievement, general health, WHO5 and BMI	Data is available however this is to be sent to UCL for detailed analysis and is therefore outside the scope of this document.
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### 6. Providing access and appropriate use of NHS and local services

Service delivery point	Not filled in
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Service approach	Not filled in
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Signposting	Community group	210	12.83%
	Dietician/ Dietary group	68	4.15%
	Drugs and alcohol	33	2.02%
	Exercise/ Exercise on referral	303	18.51%
	Mental health	37	2.26%
	Other NHS service	235	14.36%
	Practice nurse/ GP	92	5.62%
	Smoking cessation	388	23.70%
	Social support	48	2.93%
	Walking group	92	5.62%
	Weight mgt. service	131	8.00%
		<b>1637</b>	<b>100.00%</b>

\* Blank, other, unknown results and live assessments are not included

Referrals	Community group	780	8.14%
	Dietician	218	2.28%
	Drugs and alcohol	61	0.64%
	Exercise/ Exercise on referral	1693	17.67%
	Mental health	137	1.43%
	Other NHS service	270	2.82%
	Practice nurse/ GP	274	2.86%
	Sexual health service	4	0.04%
	Smoking cessation	441	4.60%
	Social support	153	1.60%
	Walking group	413	4.31%
	Weight mgt. service	5135	53.61%
	<b>9579</b>	<b>100.00%</b>	

\* Blank and unknown results are not included

Information only	No breakdown on NHS Vs non-NHS available.
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## 3 APPENDICES

### 3.1 Appendix A - Non-DCRS users

The following list of organisations have received a DCRS system rollout but have not subsequently started using the DCRS system.

SHA	Org	Added
North East	County Durham PCT	02/04/2009
North East	Hartlepool & Stockton NHS	02/04/2009
North West	North Lancashire NHS	02/06/2009
Yorkshire & the Humber	Sheffield NHS	02/06/2009
South East Coast	West Kent PCT	09/06/2009
East of England	South West Essex NHS	11/05/2009
South East Coast	Hastings and Rother	15/07/2009
London	Westminster PCT	16/07/2009
South West	Bristol PCT	27/10/2008

### 3.2 Appendix B – Remote access token organisations

SHA	Org	Tokens
East Midlands	Derbyshire County PCT	28
East Midlands	Lincolnshire Teaching PCT	1
East Midlands	Nottingham City PCT	5
East of England	Great Yarmouth & Waveney PCT	11
East of England	Mid Essex PCT	9
East of England	Suffolk PCT	6
London	Barking & Dagenham PCT	24
London	Bexley Care Trust	1
London	Brent PCT	2
London	Camden PCT	6
London	Enfield PCT	5
London	Hammersmith and Fulham PCT	12
London	Lambeth PCT	9
London	Southwark PCT	18
London	Tower Hamlets PCT	44
London	Westminster PCT	3
North East	County Durham PCT	1
North East	Newcastle PCT	46
North East	Northumberland PCT	11
North East	South of Tyne and Wear PCT	30
North West	Ashton, Leigh & Wigan PCT	41
North West	Blackburn with Darwen PCT	5

North West	Blackpool PCT	24
North West	Bolton PCT	23
North West	Central Lancashire PCT	20
North West	East Lancashire PCT	6
North West	Heywood, Middleton and Rochdale PCT	16
North West	Knowsley PCT	6
North West	Oldham PCT	12
North West	Salford PCT	14
North West	Stockport PCT	13
South Central	Portsmouth PCT	6
South Central	Southampton PCT	1
South East Coast	Brighton & Hove City PCT	15
South East Coast	Eastern & Coastal Kent PCT	5
South East Coast	West Sussex PCT	34
South West	Bristol PCT	1
South West	North Somerset PCT	6
South West	Somerset PCT	7
South West	Swindon PCT	7
West Midlands	Birmingham East & North PCT	13
West Midlands	Coventry PCT	9
West Midlands	Heart of Bham tPCT	20
West Midlands	North Staffordshire PCT	15
West Midlands	Sandwell PCT	2
West Midlands	Solihull PCT	1
West Midlands	South Birmingham PCT	26
West Midlands	South Staffordshire PCT	1
West Midlands	Worcestershire PCT	6
Yorkshire & the Humber	Barnsley PCT	25
Yorkshire & the Humber	Calderdale PCT	5
Yorkshire & the Humber	East Riding of Yorkshire PCT	11
Yorkshire & the Humber	Hull PCT	23
Yorkshire & the Humber	Rotherham PCT	7
Yorkshire & the Humber	Wakefield District PCT	5