



What was our aim?

Increase the number of downloads of the My Health Check app from an average of 230 downloads per month to an average of 300 downloads per month by 18 November 2021.

Why is it important to service users and carers?

The My Health Check app was originally created to support the NHS Health Check team to provide clients with a digital record of their results and for clients to be able to access support and advice regarding their scores. The app was only specifically for this client group. In order for this app to be used more widely across all One You services it was adapted to encompass the elements of a health MOT which is offered to clients who are not eligible for a health check (HC).

The app now provides all clients with a digital copy of their results from either a HC or a MOT, support and advice on all sections of their intervention, an opportunity to set and achieve behaviour change goals and provides clients with the tools and skills, alongside the support of their adviser, to achieve a sustainable behaviour change and long-term health improvements.

Ideas and tests of change

Promotion/raising awareness of the app through client contact:

- Central Advisory Team (CAT) to promote the app with new clients booking for HC and smoke free appointments
- All advisers to discuss and promote the app with clients at first appointment and subsequent appointments

Increase staff confidence and competence in using the app through training:

- Deliver a set of six workshops on how to use the app across all pathways
- Develop a 'how to guide' to support advisers with using the app

Develop a user-friendly app by improving the functionality and considering client and adviser feedback:

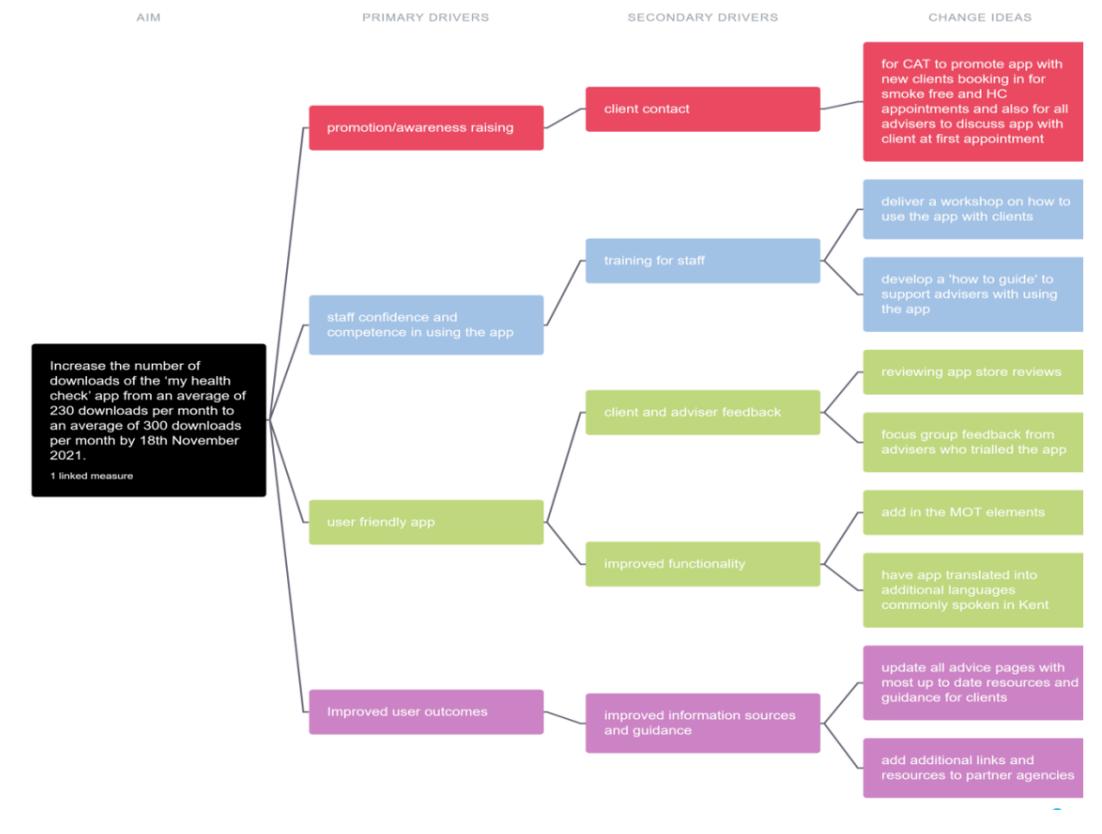
- Review and monitor app store feedback
- Use adviser focus group who trialled the app to make amendments to the app
- Add in additional MOT elements
- Have app translated into additional languages commonly spoken in Kent

Improve user outcomes through improved information sources and guidance:

- Update all advice pages with most up to date resources and guidance including additional links to partner agencies

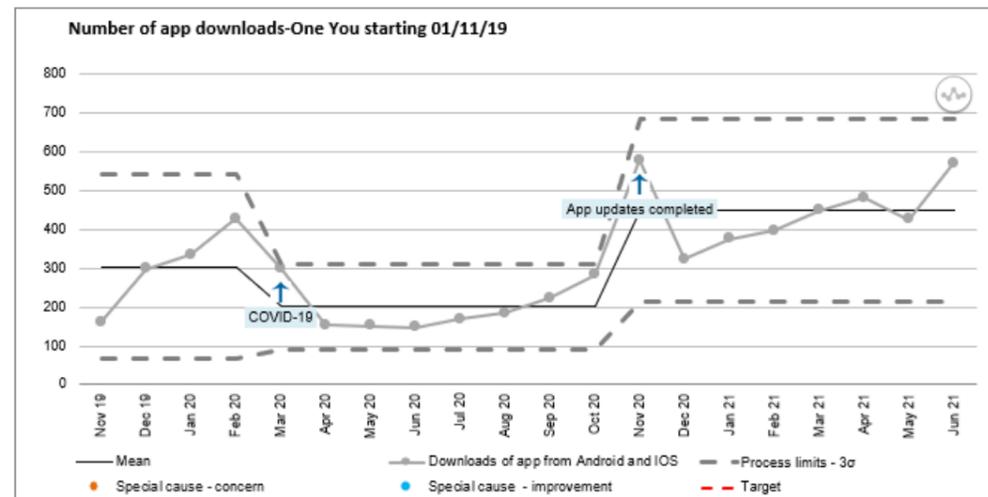
The tools we used

Driver diagram



Results/How did we do/Anticipated outcome

The aim of the project was to increase the average number of downloads from 230 to 300 by 18 November 2021. This was overachieved by June 2021 to show the average downloads across both app platforms (IOS and Google Play) increase to 450 downloads. This can be attributed to the upgrade of the app with the additional MOT elements which has attracted a wider audience and also the internal Standard Operating Procedure (SOP) update and training staff had to build confidence.



App ratings:

During this project we have also seen the app ratings positively increase from an average of 1.9 stars pre-upgrade to 3.8 stars post changes from November 2020.

What we learned and what's next

Following the launch of the updated app and SOP in November 2020 we have seen a steady increase in downloads of the My Health Check app.

By delivering the workshops to staff and developing a simple 'how to guide' to support these workshops, this has given the advisers an increased confidence in using the app and encouraging clients to download and use alongside their One You or Health Check intervention as they are able to visibly see how this app would benefit clients. Prior to the workshops 60 per cent of attendees rated their knowledge on the app as good. Following the workshops all attendees rated their knowledge as excellent/very good/good.

The next steps with this app are to ensure it continues to be fit for purpose, making sure that it contains the up-to-date resources and guidance for clients. I am currently writing a design specification for the My Health Check app as under procurement laws we will have to go out to tender for a new provider from October 2021.

As the aim has been achieved, the QI project will be completed five months earlier.