

# **NHS Health Checks Patient Feedback Survey**

Guidance for providers

December 2025

# NHS Health Checks patient feedback survey – Guidance for providers

## 1. Background

The NHS Health Check Programme is a statutory national programme designed to prevent and reduce the risk of cardiovascular disease. In Hampshire, GP providers are the providers of most NHS Health Checks. While general patient feedback is routinely collected through the Friends and Family Test, historically there has not been a dedicated mechanism for gathering feedback specific to NHS Health Checks delivered in GP settings.

Feedback on the programme is essential to gain deeper insight into patients' experiences of the Health Check, understand their needs, and identify existing strengths and opportunities for future enhancement of the programme. The new NHS Health Check contract (2026-2033) requires providers to obtain patient feedback.

## 2. Survey content

The sample survey provided has been designed by the Public Health Team, however providers are welcome to adapt it or create their own version to gather feedback on NHS Health Checks.

## 3. Target audience

Patients that have attended an NHS Health Check.

## 4. Setting up the survey

- *Survey form and collecting the data*

Providers are free to choose any platform to host the survey form and response which aligns with local system and information governance protocols. Microsoft Forms and Google Forms, both allow easy export to Microsoft Excel, but providers will need to be assured that the solution they use has been approved by local IG approval mechanisms. A sample survey has been created by the public health team to reduce burden on providers, but you are free to amend it or develop your own should you wish. Providers using Microsoft Forms for the survey may request a link from Public Health to import the survey template directly into their local Microsoft Forms.

Feedback survey forms should contain a link to the organisation privacy notice and a clear explanation about how the provider will use the results.

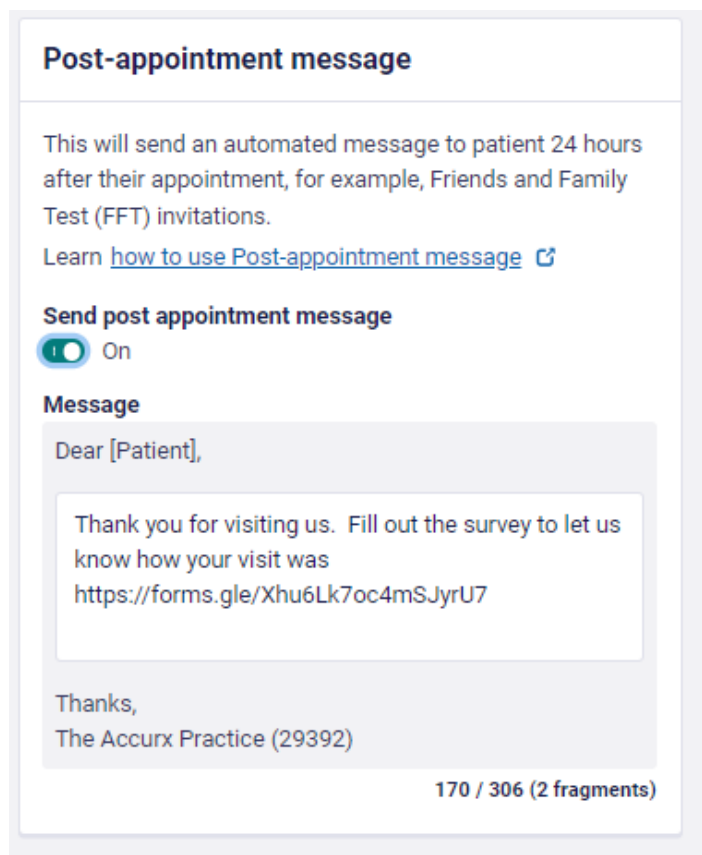
- *Sharing the survey with patients*

Providers can choose how to share the survey with Health Check patients.

One suggested option from practices is Accurx post-appointment messages, available through the Appointment Reminders feature. Post appointment messages are automatically sent 24 hours after the appointment.

To set this up, providers will need to:

1. Create an Appointment reminder for the specific Health Check slot type (link to guidance below)
2. Enable the post appointment message feature (this becomes available once an appointment reminder is set up)
3. Add a short text message inviting feedback, including a link to the survey form



Public Health have developed a sample text message, but providers are free to use their own:

*Thanks for attending your NHS Health Check. Please help us improve our checks by filling in this feedback form today: [\[link\]](#)*

*[\[Clinician name\]](#)*

Please see the below Accurx support articles for guidance on setting up Appointment Reminders and Post Appointment messages:

Appointment reminders: [Appointment Reminders: How to guide | Accurx Help Centre](#)

Post appointment messages: [Appointment Reminders: How to use Post-Appointment Messages \(e.g. Friends & Family\) | Accurx Help Centre](#)

## **5. Sharing patient feedback with Public Health**

***Note: Providers should not forward the exported raw survey data to Public Health.***

Under the NHS Health Check contract (2026-2033), Public Health will be asking providers for an annual highlight report sharing themes and key learning from the survey feedback (first report due 30th April 2027).

**Support & enquiries to:**

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