



England

National Child Measurement Programme

IT System User Guide part 4

Generating Feedback letters

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Introduction

Who Should read this guidance?

This guidance is intended for individuals within Local Authority (LA) teams and associated Provider organisations who are responsible for administering the National Child Measurement Programme (NCMP) in their area.

For security and Information Governance considerations, access to the NCMP IT system is restricted depending on your role within the programme. Therefore, you may not have user permissions to access some areas referred to in this guidance.

How will this guidance help me?

This guidance will show you how to feedback pupil measurements to parents. It will show you how to:

- Filter pupil data to export child data that meets specific criteria.
- Export pupil data in a CSV formatted file.
- Perform a mail-merge using Microsoft Word.
- Use advanced mail-merge features in Microsoft Word

Available NCMP IT System Guidance

- 1 Setting Up Schools List.
- 2 Setting Up User Accounts
- 3 Pupil Data Management
- 4 Generating Feedback Letters**
- 5 Progress and Data Quality Monitoring
- 6 Data Submission

What is a Super User?

Each LA will typically have one user who is responsible for the administration of the NCMP IT system. The super user can:

- Add and remove users.
- Assign user roles in accordance with Information Governance requirements.
- Assign schools to users in accordance with Information Governance requirements.

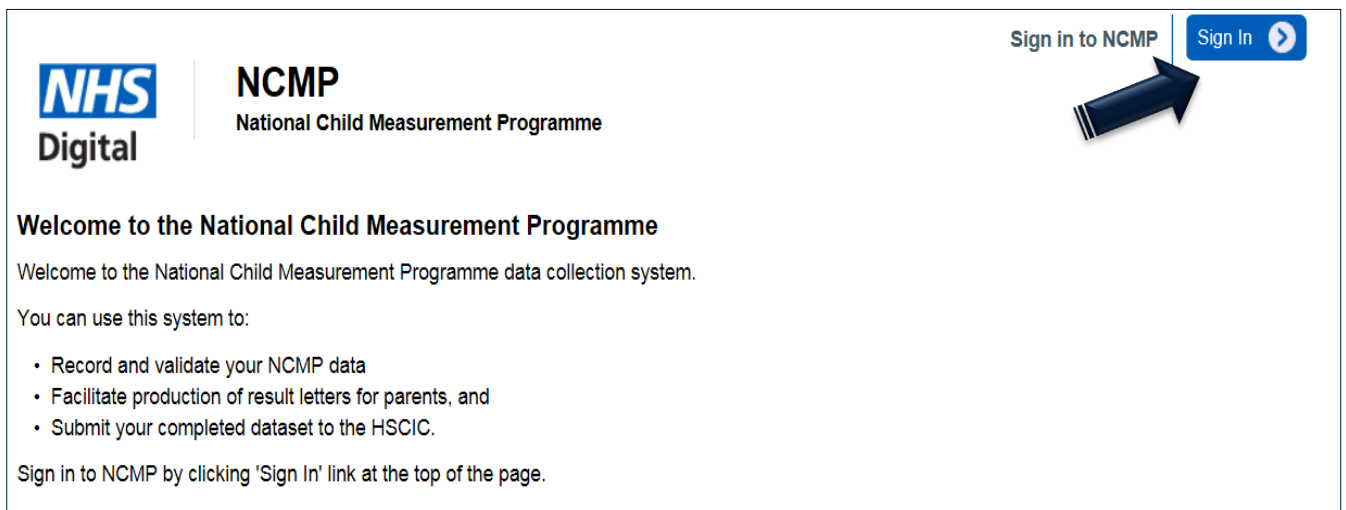
Log in to the NCMP IT system

Once you have a NHS Digital account, you can login to NCMP IT system.

1. Open your web browser.
2. Enter the following web address (URL) in the address bar at the top of the browser:



3. This URL will take you to the Sign In screen.



4. Click the **Sign In** link at the top right of the screen as shown above.

Enter your username & password and click the **Sign In** button.

The parental feedback process

Parental feedback allows Local Authorities to produce individual letters to parents of every child measured, advising parents of their child's measurements and offering useful advice, including information about local services and contact numbers.

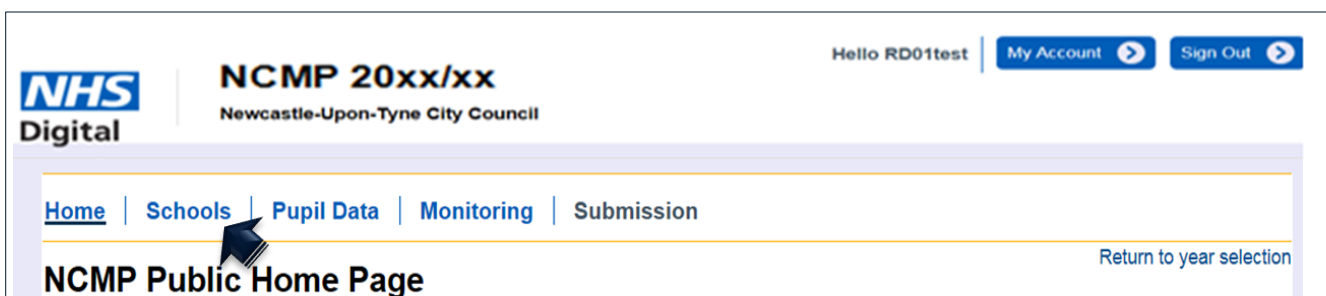
The feedback process consists of four stages:


1. (Optional) Apply filters to the *Pupil Grid*, to show only the pupils that meet specific criteria e.g. all pupils in Year 6 who have been measured.
2. Identify and resolve warnings.
3. Generate and export a CSV file containing pupil data.
4. Use Microsoft Word to mail merge the exported NCMP child data with a letter template. The templates could either be those recommended by Office for Health Improvement and Disparities (OHID) or templates approved by your own LA.

Apply filters

You may want to send letters to parents whose children meet specific criteria e.g., all Year 6 pupils who have been measured and categorised as healthy. To extract this data, you must apply a filter to the *Pupil Grid*.

1. From the **NCMP Public Home page**, click the **Schools** tab at the top of the page.



2. Click the  link for the school you want to extract data from.

Home | [Schools](#) | [Pupil Data](#) | [Monitoring](#) | [Submission](#)

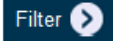
Schools

[Add a school](#)
[Edit Eligible Pupil Numbers](#)

URN	School Name	School Category	DfE Pupil Count		LA Edited Pupil Count		Measured Pupils		Adjusted Headcount		Remove from list	Pupil Grid
			R	6	R	6	R	6	R	6		
108586	Amberley Primary School	State	59	47	60	46	8	3	60	46	Remove from list	Pupil Grid
108584	Appletree Gardens First School	State	49	0			31	67	49	67	Remove from list	Pupil Grid
108580	Backworth Park Primary School	State	14	11					14	11	Remove from list	Pupil Grid
108587	Bailey Green Primary School	State	55	43					55	43	Remove from list	Pupil Grid
108595	Battle Hill Primary School	State	47	34					47	34	Remove from list	Pupil Grid
108604	Benton Dene Primary School	State	60	56					60	56	Remove from list	Pupil Grid

3. You can select criteria to apply to the pupil data, on the fields shown below.



- a. **Year** Reception (R) or Year 6 (6).
- b. **Sex** Male or Female.
- c. **Ethnicity** Select ethnicity code.
- d. **BMI Category** Underweight, healthy weight, overweight or very overweight.
- e. **Measured** Measured or Not Measured
- f. **Feedback Generated** Generated or Not Generated
- g. **Non Measure Reason** Absent, Child Opt Out, Parent Opt Out, Unable To Stand On Scales, No Longer At School, Awaiting Consent or Other

4. Once you have selected your criteria, click the  button.

Home | [Schools](#) | [Pupil Data](#) | [Monitoring](#) | [Submission](#)

< [Back to school list](#) [Return to year selection](#)


Archbishop Runcie CofE First School - Pupils Export Records Measurement Form Data Entry Aid
Letter generation | Data | Combined Blank | Populated Blank | Populated

[Clear All](#)  [Add New Pupil](#) 

Search the pupil grid for individual or groups of records:

First name Last name Date of Birth Pupil Ref NHS Number Postcode Telephone


Parent Email Measure Date Start Measure Date End Feedback Letter Start Feedback Letter End

[Search](#) 

Filter and sort the pupil grid or your search results:


Year Sex Ethnicity BMI Cat Measured Feedback Generated Non Measure Reason

All All All All All All All

[Filter](#) 

Items per page Sort Column Order

50 Last name Asc

[Sort](#) 


[Child Identifiers](#) [Address Details](#) [Measurement](#) [Pupil Notes](#) [Feedback Details](#)

Showing results 1 to 11 of 11 records

First name	Last name	Date of Birth*	Pupil Ref	Sex*	NHS Number	Ethnicity	School Year	School URN	
									X
▲ Norwich	Norfolk	01/09/2006		Female	7089570096		6	108495	X
▲ Ungarie	Castleford	09/09/2006		Female			6	108495	X




Identify & resolve warnings

Data warnings are intended to bring missing data or abnormal measurement values that are not within expected ranges to your attention. Warnings are highlighted with an amber coloured border and a  symbol is placed next to each record that requires attention.

First name	Last name	Date of Birth*	Address	Postcode	
▲ Clare	Adams	18/09/2008	56 Polygon Road, Palmersville, Newcastle-upon-Tyne		X
Andrew	Addison	19/10/2002	17 Market Raod, Killingworth, Newcastle-upon-Tyne	NE12 8TT	X
▲ Shaun	Addy	19/09/2002	5 Matthew Lane, West Moor, Newcastle-upon-Tyne	NE30 4PB	X
Peter	Adu	03/10/2008	20 Elmfield Grove, Killingworth, Newcastle-upon-Tyne	NE12 6TY	X

However, it may be the case that measured values are outside expected ranges, in which case you are given the option to **suppress** a specific warning for a specific value. Once suppressed, the warning will not appear again.



The data that needs to be corrected or suppressed could be on any of the five data tabs.

Child Identifiers Address Details Measurement Pupil Notes Parent Contact Details

A record will be highlighted with a warning if:

- A child's postcode is blank.
- A child's postcode is the same as the School's postcode.
- A child's height, weight or BMI is outside the expected range.

Example of data warnings

	X
--	---

Postcode is blank
Click [here](#) to suppress this warning

NE25 8XS	X
----------	---

Postcode is the same as the school
Click [here](#) to suppress this warning

120.0	cm	25.00	kg	He
-------	----	-------	----	----

This height is outside the normal range, please confirm.
Click [here](#) to suppress this warning

21.20	kg	Healthy (65)
-------	----	--------------


This weight is outside the normal range, please confirm.
Click [here](#) to suppress this warning

Obese (99)

This BMI is outside the normal range, please confirm.
Click [here](#) to suppress this warning

Generate and export a CSV file for letter generation

Once all warnings have been resolved, the required data is ready to be downloaded to your local network:

1. In the **Schools** page, click the  link for the school you want to extract data from.
2. The pupil grid for the selected school is shown.

Home Schools Pupil Data Monitoring Submission												
<h3>Schools</h3> <p>Add a school Edit Eligible Pupil Numbers</p>												
URN	School Name	School Category	DfE Pupil Count		LA Edited Pupil Count		Measured Pupils		Adjusted Headcount		Remove from list	Pupil Grid
			R	6	R	6	R	6	R	6		
108586	Amberley Primary School	State	59	47	60	46	8	3	60	46	Remove from list	Pupil Grid
108584	Appletree Gardens First School	State	49	0			31	67	49	67	Remove from list	Pupil Grid
108580	Backworth Park Primary School	State	14	11					14	11	Remove from list	Pupil Grid
108587	Bailey Green Primary School	State	55	43					55	43	Remove from list	Pupil Grid
108595	Battle Hill Primary School	State	47	34					47	34	Remove from list	Pupil Grid
108604	Benton Dene Primary School	State	60	56					60	56	Remove from list	Pupil Grid

3. After applying any filters (optional- see **Apply filters** on page 5 above), from the Pupil grid, click the **Letter generation** link under the **Export Records** heading.

Home Schools Pupil Data Monitoring Submission											
< Back to school list											Return to year selection
<h3>Archbishop Runcie CofE First School - Pupils</h3>											
<div style="display: flex; justify-content: space-between;"> Export Records Measurement Form Data Entry Aid </div> <div style="display: flex; justify-content: space-between;"> Letter generation Data Combined Blank Populated Blank Populated </div>											
Clear All			Add New Pupil								
<p>Search the pupil grid for individual or groups of records:</p>											

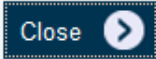
- If there are warnings on any pupil records selected for letter generation, a list of pupils and their associated data warnings will be displayed. Depending on the number of warnings, this may only be a partial list.


Pupil Data is Incomplete

Export could not be generated due to the following issues:

- Shaun Addy has the following issue:
 - Measurement fields are not complete
- Jo Wood has the following issue:
 - Pupil has unsuppressed warnings

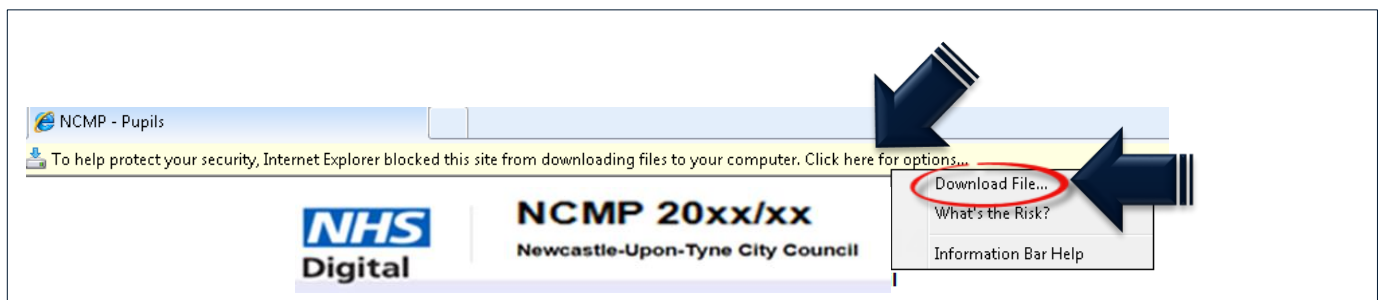
Please correct these issues and try again.

Close 

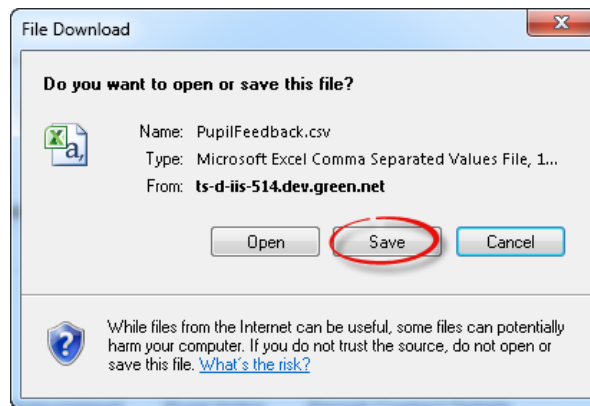


You will not be able to download any pupil data if any warnings are present within the selected data.

- Depending on your security settings, you may see a security warning at the top of the browser. Click the link **Click here for options** then click **Download file...**



6. If there are no warnings, security or otherwise, the following dialog box is shown when the **Letter generation** link is clicked.

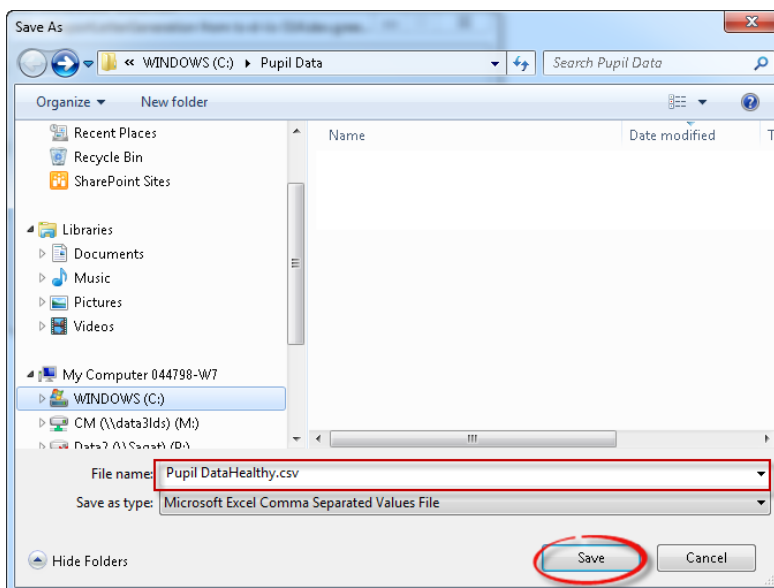


7. Click 

8. Navigate to the folder where you want to save download file to.

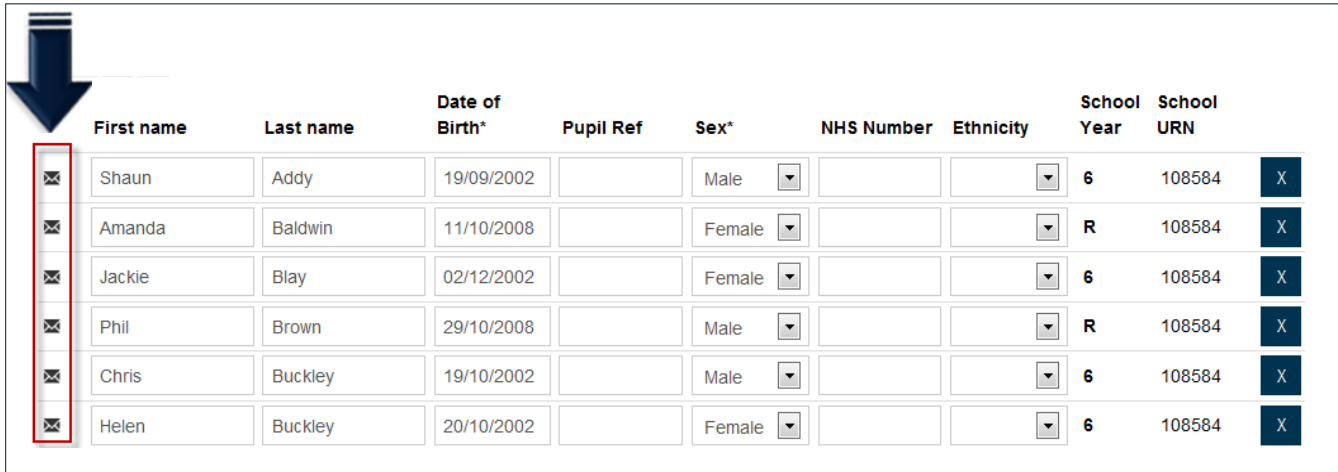
9. It is recommended to change the filename to reflect the downloaded data set depending on the filters you applied (if any).

For example, if you applied a filter of 'Healthy' on the *BMI Category* field for Appletree Gardens First School, you may want to save the file with the name of *PupilDataHealthyAppletree.csv*.



10. Click .

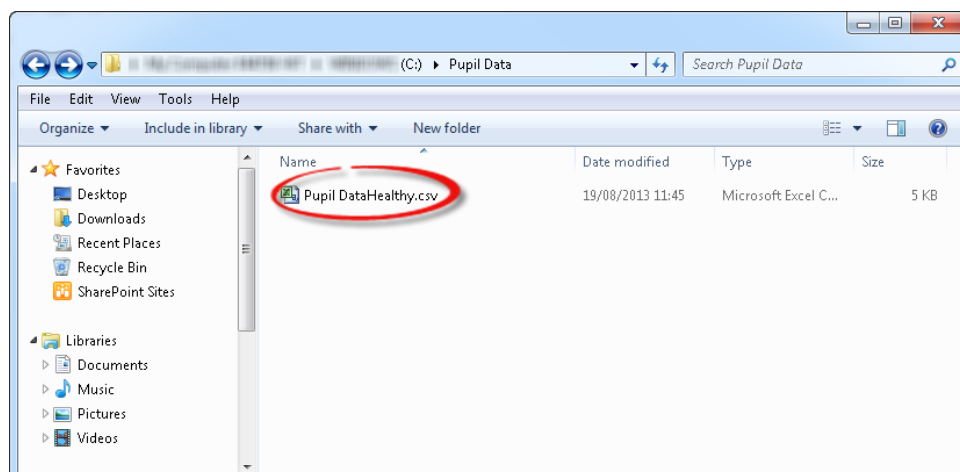
11. The downloaded file will be saved in the specified folder and each record included within the file will be flagged as having parental feedback generated with a ✉ symbol.




	First name	Last name	Date of Birth*	Pupil Ref	Sex*	NHS Number	Ethnicity	School Year	School URN	
✉	Shaun	Addy	19/09/2002		Male			6	108584	X
✉	Amanda	Baldwin	11/10/2008		Female			R	108584	X
✉	Jackie	Blay	02/12/2002		Female			6	108584	X
✉	Phil	Brown	29/10/2008		Male			R	108584	X
✉	Chris	Buckley	19/10/2002		Male			6	108584	X
✉	Helen	Buckley	20/10/2002		Female			6	108584	X

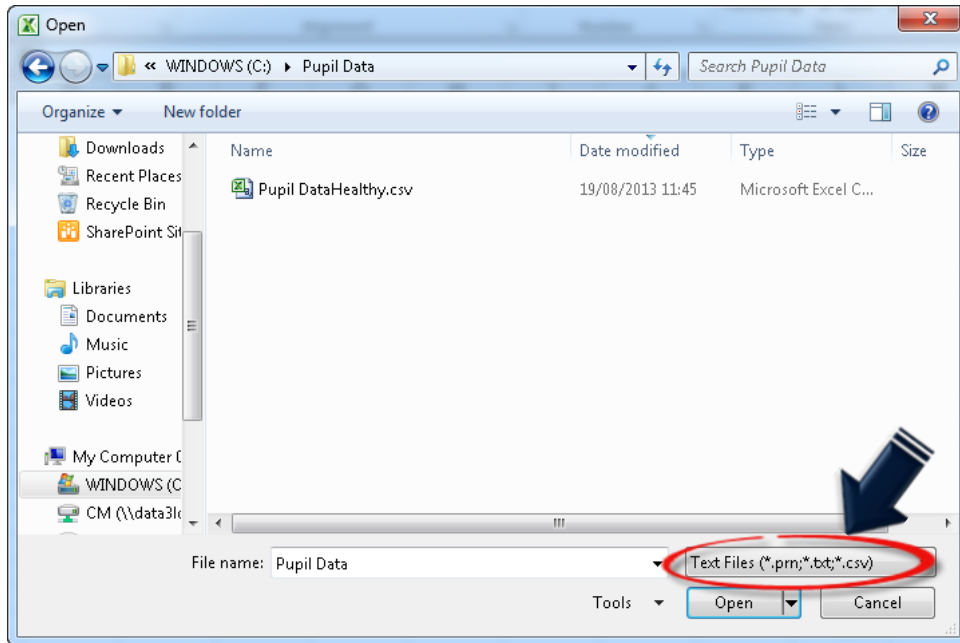
12. To view the downloaded data, either:

- a. Open Windows Explorer and navigate to the downloaded file. Double click the file to open.



- b. **OR** open Microsoft Excel. Click the File tab & select Open. Then, navigate and change the **File type** to **Text File**.

Select the downloaded file and click .



The download file contains the following fields which will be used during the mail merge.

Field Name	Description
FirstName	Child's First Name
LastName	Child's Second Name
NHSNumber	Child's NHS Number
DateOfBirth	Child's Date of Birth
DateOfMeasurement	Date when Measurement Occurred
Height	Height Measurement (in cm)
Weight	Weight Measurement in Kg
PScore	Percentile Score
ClinicalBMICategory	BMI category
LA	Local Authority
Address1	Child Address Line 1
Address2	Child Address Line 2
Address3	Child Address Line 3
Address4	Child Address Line 4
Address5	Child Address Line 5
Postcode	Child's Postcode
ParentEmail	Parent's Email Address
ParentTelephone	Parent / guardian phone number
SchoolUrn	6 digit unique school number
SchoolName	School name
Sex	Male or Female

The file should also look similar to the following.

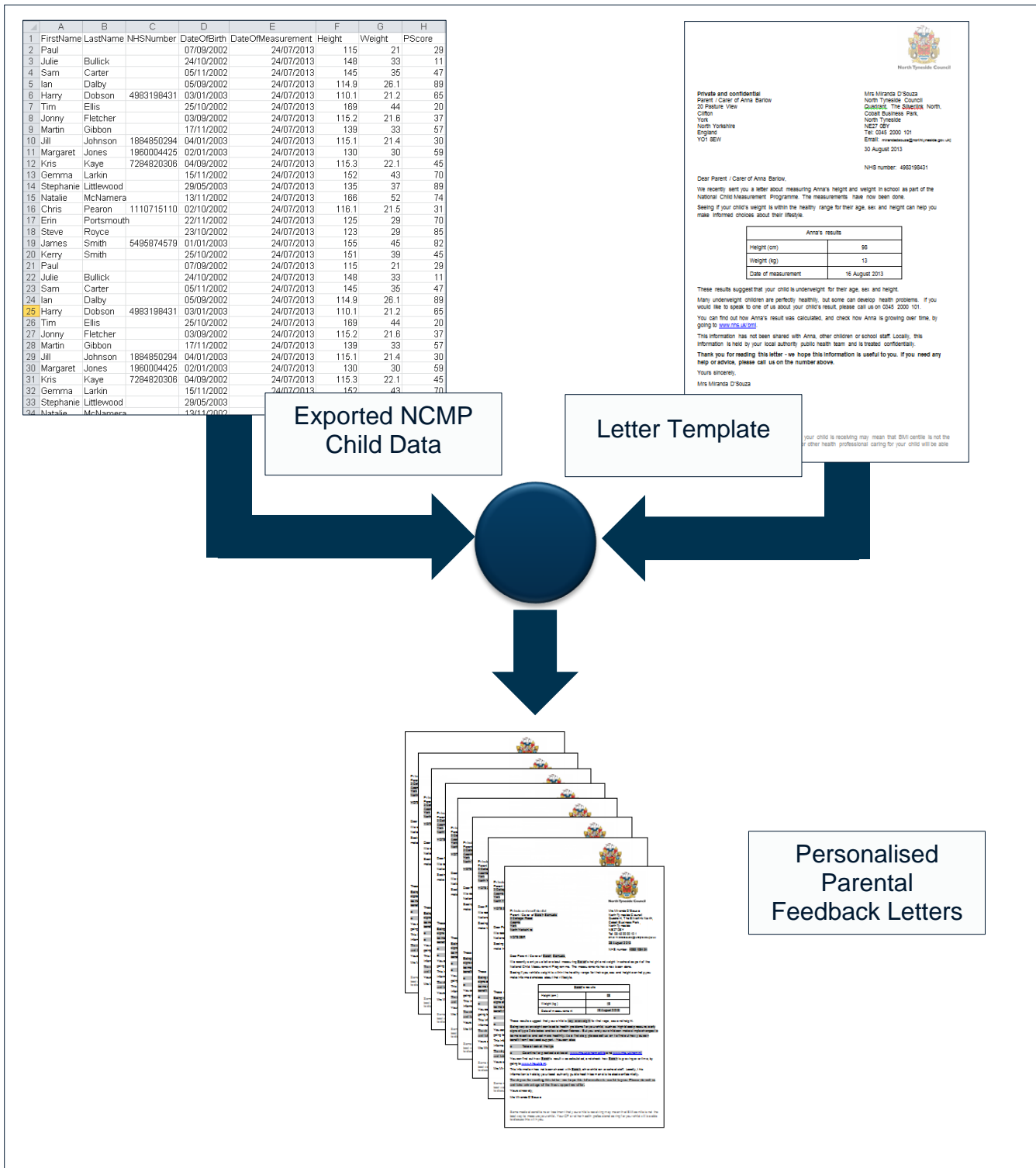
	A	B	C	D	E	F	G	H	I	
1	FirstName	LastName	NHSNumber	DateOfBirth	DateOfMeasurement	Height	Weight	PScore	PScoreCategory	LA
2	Amanda	Baldwin		11/10/2008	24/07/2013	114	22	81	Healthy	N
3	Jackie	Blay		02/12/2002	24/07/2013	119	53	99	Very Overweight	North
4	Phil	Brown		29/10/2008	24/07/2013	148	36	74	Healthy	North
5	Chris	Buckley		19/10/2002	24/07/2013	141	45	98	Very Overweight	North
6	Helen	Buckley		20/10/2002	24/07/2013	142	69	99	Very Overweight	North
7	Julie	Bullick		24/10/2002	24/07/2013	120	40	99	Very Overweight	North
8	Emma	Butcher		06/10/2008	24/07/2013	127	27	78	Healthy	North
9	Sam	Carter		05/11/2002	24/07/2013	145	35	47	Healthy	North
10	Mo	Chaudry	8853724439	06/09/2008	24/07/2013	115.6	34	99	Very Overweight	North
11	Natalie	Cook		14/10/2008	24/07/2013	143	37	93	Overweight	North
12	Ian	Dalby		31/01/2003	24/07/2013	146	43	92	Overweight	North
13	Ian	Dalby		05/09/2002	24/07/2013	114.9	26.1	89	Healthy	North
14	Stuart	Davies		20/09/2002	24/07/2013	143	61	99	Very Overweight	North
15	Helena	Dean		12/11/2002	24/07/2013	140	21	0	Underweight	North

	J	K	L	M	N	O	P	Q
Category	LA	Address1	Address2	Address3	Address4	Address5	Postcode	ParentEmail
weight	North Tyneside Council	58 Polygon Road	Palmer'sville	Newcastle-upon-Tyne			NE14 9EE	baldwin@btinternet.com
weight	North Tyneside Council	17 Market Road	Killingworth	Newcastle-upon-Tyne			NE12 8TT	blay@talktalk.co.uk
weight	North Tyneside Council	5 Matthew Lane	West Moor	Newcastle-upon-Tyne			NE13 8GH	brown@virginmedia.co.uk
weight	North Tyneside Council	20 Elmfield Grove	Killingworth	Newcastle-upon-Tyne			NE12 6TY	buckley@Sky.com
weight	North Tyneside Council	57 Byker Road	Palmer'sville	Newcastle-upon-Tyne			NE14 9EE	buckley@pulsenet.co.uk
weight	North Tyneside Council	18 Jesmond Road	Killingworth	Newcastle-upon-Tyne			NE12 8TT	bullick@btinternet.com
weight	North Tyneside Council	6 Gosforth Lane	West Moor	Newcastle-upon-Tyne			NE13 8GH	butcher@talktalk.co.uk
weight	North Tyneside Council	21 Forest Hall Grove	Killingworth	Newcastle-upon-Tyne			NE12 6TY	carter@virginmedia.co.uk
weight	North Tyneside Council	58 High Street Road	Palmer'sville	Newcastle-upon-Tyne			NE14 9EE	chaudry@Sky.com
weight	North Tyneside Council	19 Furrville Road	Killingworth	Newcastle-upon-Tyne			NE12 8TT	cook@pulsenet.co.uk
weight	North Tyneside Council	7 Penny Lane	West Moor	Newcastle-upon-Tyne			NE13 8GH	dalby@btinternet.com
weight	North Tyneside Council	22 Elmfield Grove	Killingworth	Newcastle-upon-Tyne			NE12 6TY	dalby@talktalk.co.uk
weight	North Tyneside Council	59 Polygon Road	Palmer'sville	Newcastle-upon-Tyne			NE14 9EE	davies@virginmedia.co.uk
weight	North Tyneside Council	20 Market Road	Killingworth	Newcastle-upon-Tyne			NE12 8TT	dean@Sky.com

Performing a mail merge with Microsoft Word.

The *Mail Merge* feature in Microsoft Word enables you to create parental feedback letters en-mass by combining a standard template letter with the exported child data file. This means that each parent receives the same basic letter but each letter is personalised with their child's measurement results.

The process of creating feedback letters to parents requires a mail merge between the downloaded NCMP child data file and a letter template.



Feedback letter generation methods

To generate feedback letters:

1. **(Recommended)**. Generate and export a single CSV file from the NCMP IT system, containing data of all pupils in **all BMI categories** in the selected school(s). You can then perform a single mail merge with a Microsoft Word template provided by NHS Digital. This mail merge template automatically adapts the text in the body of the feedback letter according to each child's BMI Category. The four different letter templates (underweight, healthy weight, overweight and very overweight) are to be found in Appendix A.



The benefits of using this method are:

- A single mail merge covering all BMI categories to simplify the process.
- Minimises the risk of parents receiving inaccurate feedback letters.

2. Alternatively, your LA may have developed its own feedback templates or you may decide to modify the template provided by NHS Digital.



When using this method, **GREAT CARE** must be exercised to ensure the correct BMI category CSV file is merged with the correct Microsoft Word template.

NHS England feedback letter templates

NHS England recommended feedback letter template is available on the main website (entitled **NCMP results letter template.doc**)

Also available for download is a test pupil data CSV file (**Example Pupil Feedback CSV File**). This file should be used to setup the feedback letter templates to reflect your local settings before performing a mail merge.

Save both of these files to a folder on your network.

These templates can be downloaded to a folder on your network from:

<https://digital.nhs.uk/services/national-child-measurement-programme/it-system>

For details of the individual BMI category templates, please see [OHID's Operational Guidance homepage](#).



If you are using an earlier version of MS word and are unable to open the feedback letter templates, you need to install the Microsoft Office Compatibility Pack.

<http://office.microsoft.com/en-gb/word-help/open-a-word-2010-document-in-an-earlier-version-of-word-HA010370115.aspx>

Setting up the feedback letter template

Before the template can be used in a live mail merge it must be set up for use within your LA.

Open the feedback template (e.g. *NCMP results letter template.docx*) in Microsoft Word.

The diagram illustrates the structure of a feedback letter template, highlighting various fields and text elements:

- Header Area:** Located at the top of the page.
- Static LA Specific Text:** A box containing text specific to the Local Authority, including:
 - [Sender Name]
 - [Organisation Name]
 - [Organisation Address Line 1]
 - [Organisation Address Line 2]
 - [Organisation Address Line 3]
 - [Organisation Postcode]
 - Tel: [Sender phone number]
 - 23 September 2014 aii]
 - 23 August 2013
 - NHS number: «NHSNumber»
- Merge Fields:** A central box pointing to various fields:
 - Private and confidential
 - Parent / Carer of «FirstName» «LastName»
 - «Address1»
 - «Address2»
 - «Address3»
 - «Address4»
 - «Address5»
 - «Postcode»
- Static Text:** A box containing the text: "Seeing if your child's weight is within the healthy range for their age, sex and height can help you make informed choices about their lifestyle."
- Table:** A table showing «FirstName»'s results:

«FirstName»'s results	
Height (cm)	«Height»
Weight (kg)	«Weight»
Date of measurement	«DateOfMeasurement»
- Conditional Text:** A box containing text that is conditional, such as: "Thank you for reading this letter - we hope this information is useful to you. If you need any help or advice, please call us on the number above."
- LA Specific Text embedded in Conditional Text:** A box containing text that is both conditional and specific to the Local Authority, such as: "You can find out how «FirstName»'s result was calculated, and check how «FirstName» is growing over time, by going to www.nhs.uk/bmi."

Other text elements include: "Dear Parent / Carer of «FirstName» «LastName»," "We recently sent you a letter about measuring «FirstName»'s height and weight in school as part of the National Child Measurement Programme. The measurements have now been done."

The letter consists of:

- **Static text** – This text does not change
- **Mail merge fields** – Microsoft Word replaces these merge fields with the data from the child data CSV file. These fields (First Name, Last Name etc.) are shown encapsulated within chevrons (<< >>) usually with a grey highlight.
- **Conditional text** – Specific paragraphs are designed to be included in the feedback letter depending on the child’s BMI category. For example, the text included in a letter for a child in the *Very overweight* category to provide sources of helpful information, is not included in a feedback letter for a child in the *Healthy weight* category. Also, usually shown with a grey highlight.
- **LA specific text** – This text has been formatted with a yellow highlight and is specific to each LA so requires modifying. It includes your LA’s contact details (address, telephone No.,) and other LA specific information.



Some LA specific text is embedded within paragraphs of *conditional text*. This LA specific text cannot be edited directly. The conditional text code will required to be edited. Refer to **Editing LA specific text** embedded within conditional text on page 25

Link the template with the test pupil data CSV file.

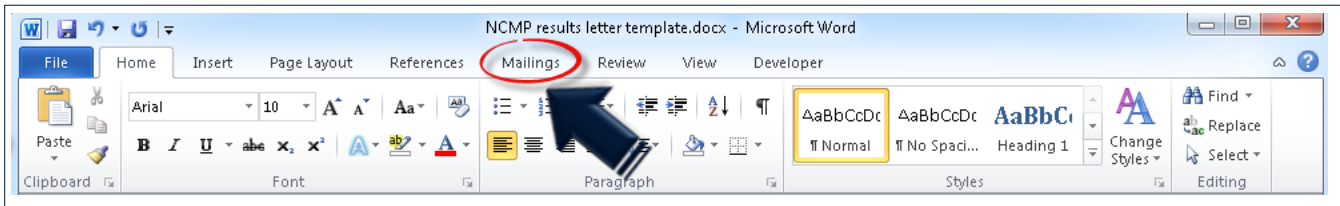
The test pupil data CSV file (PupilFeedback.csv) contains 4 records, one for each BMI category. You will need to temporarily link this file to the template in order to complete the template’s setup for your LA. This is a one-off process and does not require repeating for each mail merge.

	A	B	C	D	E	F	G	H	I	J	
1	FirstName	LastName	NHSNumber	DateOfBirth	DateOfMeasurement	Height	Weight	PScore	ClinicalBMICategory	LA	Address
2	Anna	Barlow	4983198431	13/09/2008	16/08/2013	98	13	5	underweight	York City Council	20 Pa
3	Ian	Dalby	4983198432	03/01/2003	16/08/2013	120	25	63	healthy weight	York City Council	16 Highbu
4	Noel	Smith	4983198433	17/09/2008	16/08/2013	120	30	99	overweight	York City Council	7 Elm Cl
5	Sarah	Samuels	4983198434	13/09/2008	16/08/2013	98	13	5	very overweight	York City Council	2 Cott

	K	L	M	N	O	P	Q
	Address1	Address2	Address3	Address4	Address5	Postcode	ParentEmail
City Council	20 Pasture View	Clifton	York	North Yorkshire	England	YO1 8EW	sarah@parent1.com
Council	16 Highbury Avenue	Earswick	York	North Yorkshire		YO32 9OY	dave@parent2.com
City Council	7 Elm Close	Holgate	York	North Yorkshire	England	YO18 8EW	paul@parent3.com
City Council	2 Cottage Road	Acomb	York	North Yorkshire		YO78 2EF	rob@parent4.com

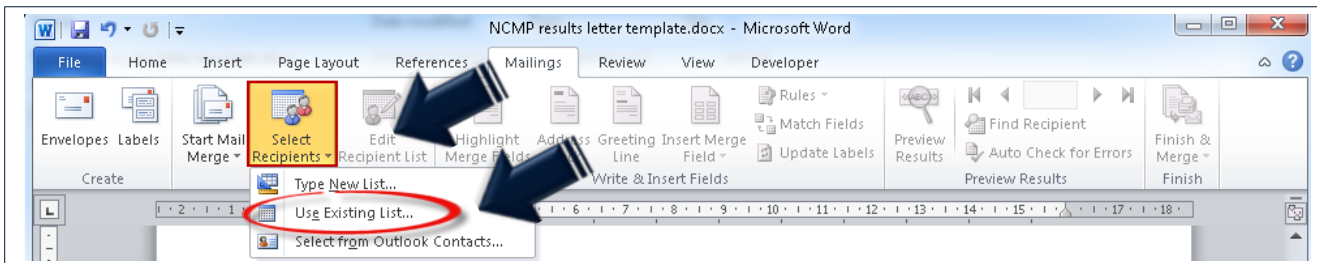
To link the data file to the Microsoft Word template:

1. Open the letter template.
2. In the letter template, click the **Mailings** tab on the Microsoft Word ribbon.

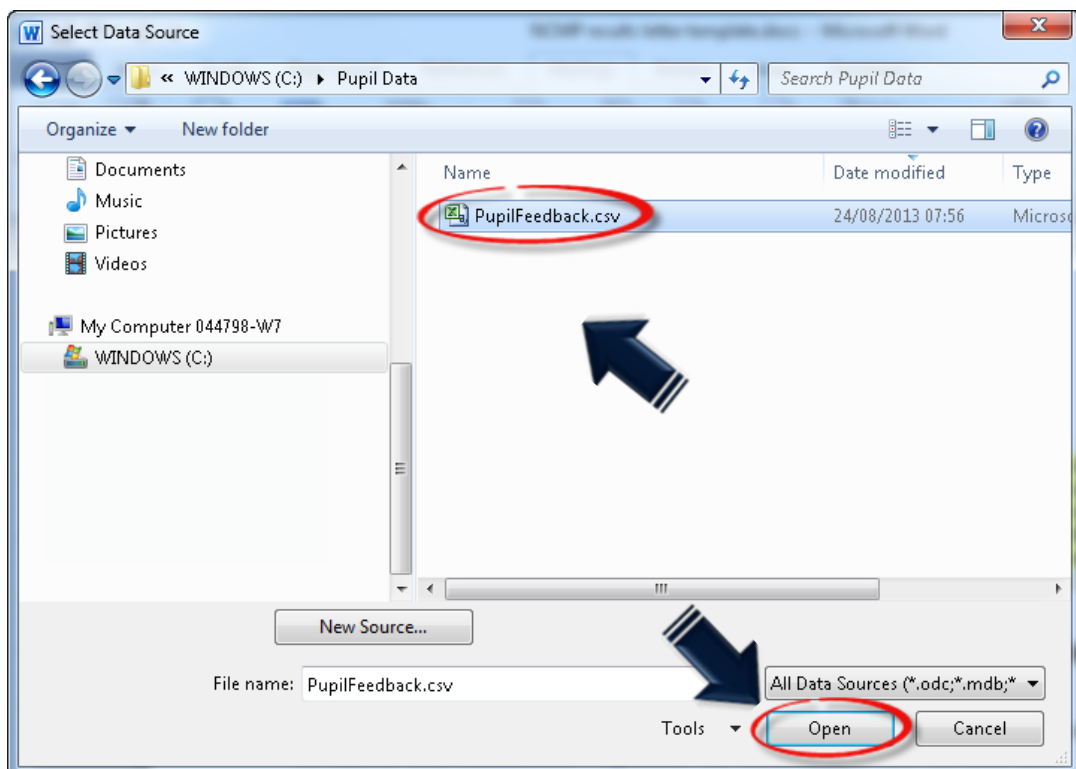


3. Most of the commands on the Mailings tab will appear greyed-out (unavailable) until a data file has been linked to the template.

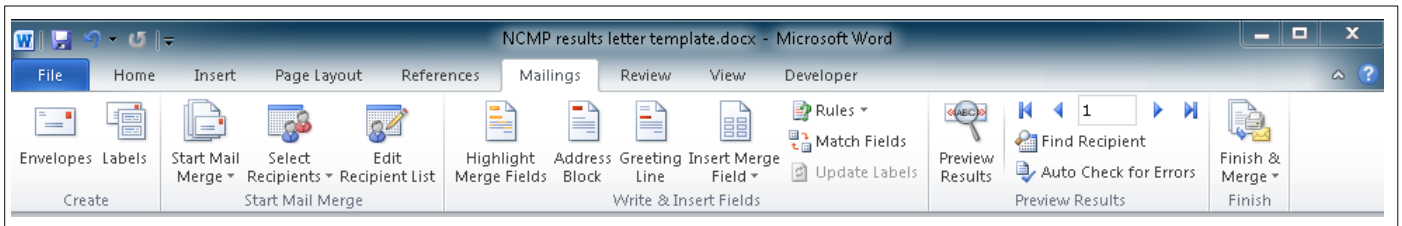
Click the **Select Recipients** command on the Mailings ribbon then select **Use Existing List...** from the dropdown menu.



4. In the **Select Data Source** dialog box.
 - a. Navigate to the downloaded test pupil data file. (PupilFeedback.csv).
 - b. Click the file to select it.
 - c. Click

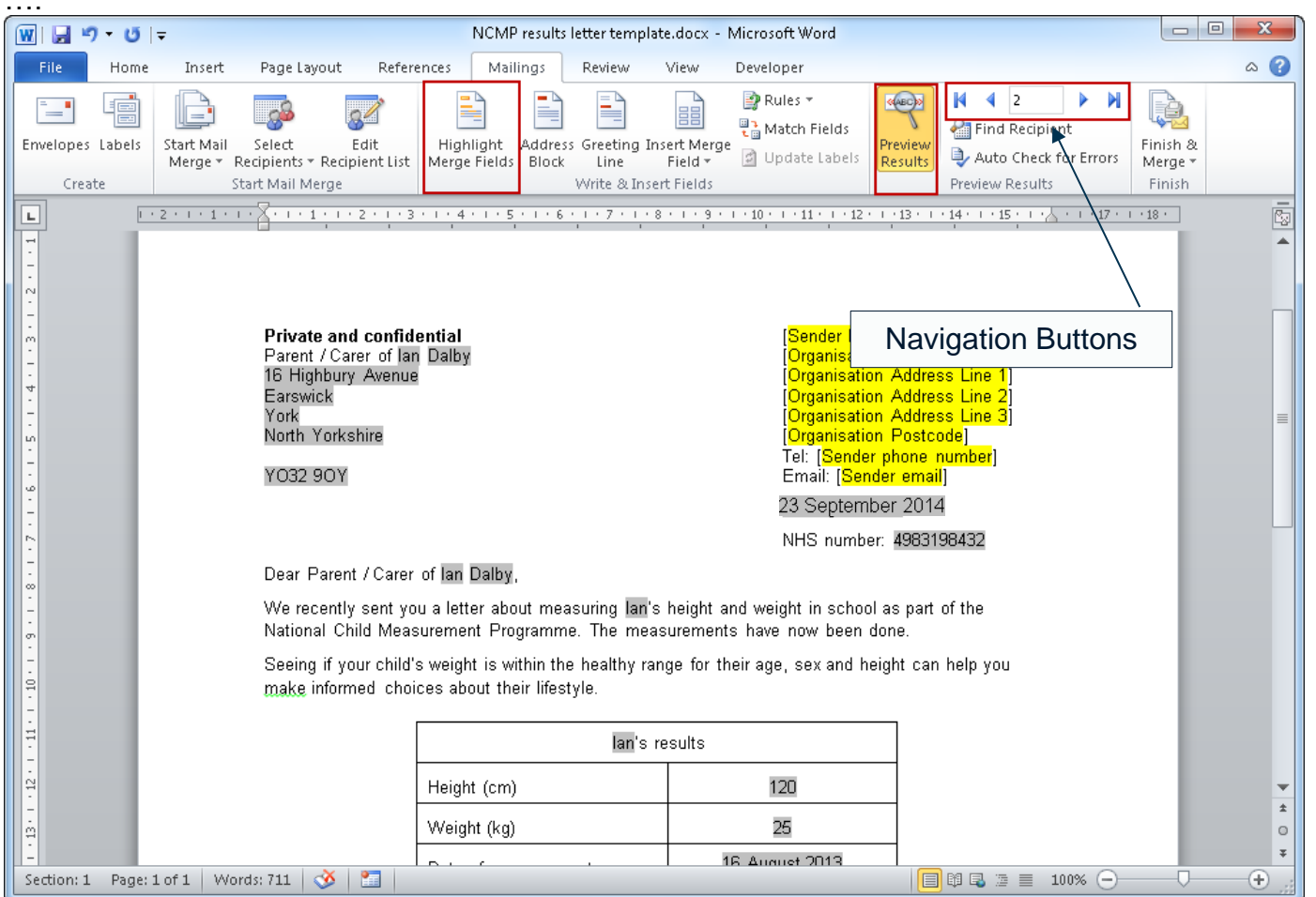
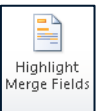


When the data file is attached, the previously greyed-out commands on the *Mailings* tab are now available.



5. To View the data in the letter template, on the Mailings tab:

- Click the **Preview Results** command. This will substitute the field names in the template, with the actual data.
- Use the navigation buttons on the Ribbon to scroll through the records. When scrolling, notice the conditional text changing for each BMI category. An example of each letter can be found here: [Specimen results letters to parents](#).
- To show merge fields and conditional text with or without the grey background, click **Highlight Merge Fields**.



6. The link is complete.

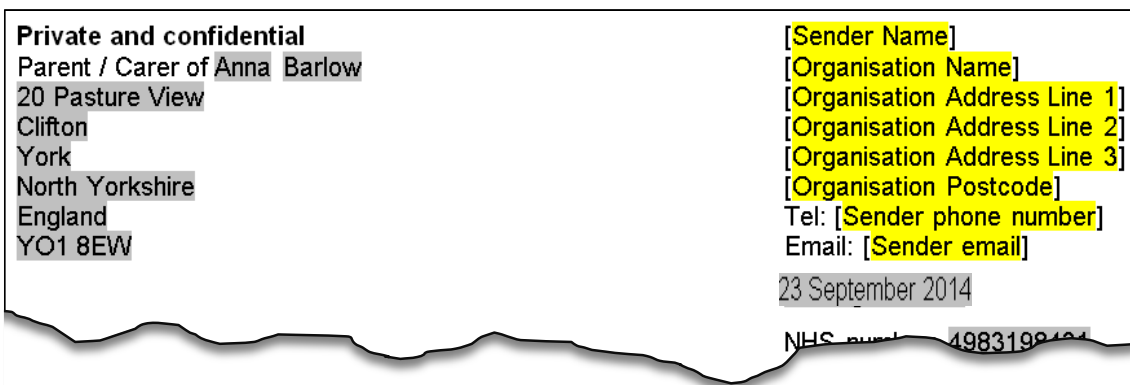
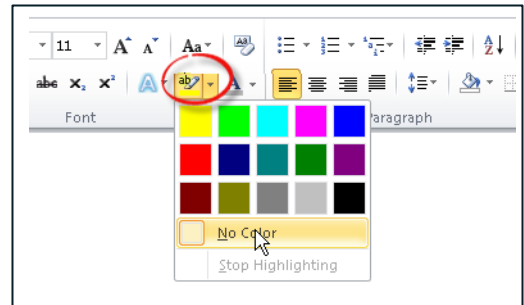
Editing LA specific information in static text

There are 3 sections of static text in the template that require customising for your LA.

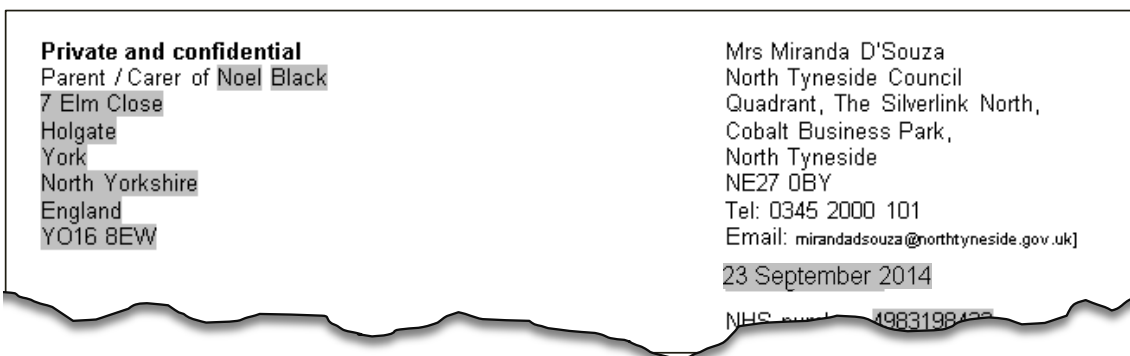
1. Sender name, organisation address, postcode, sender phone number & email address. Modify these items, highlighted in yellow, so that they provide the relevant information for your LA.

The yellow highlight should be removed:

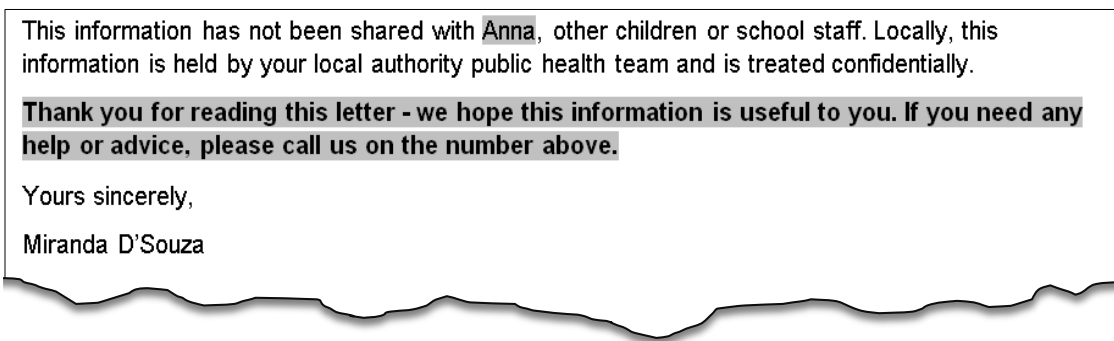
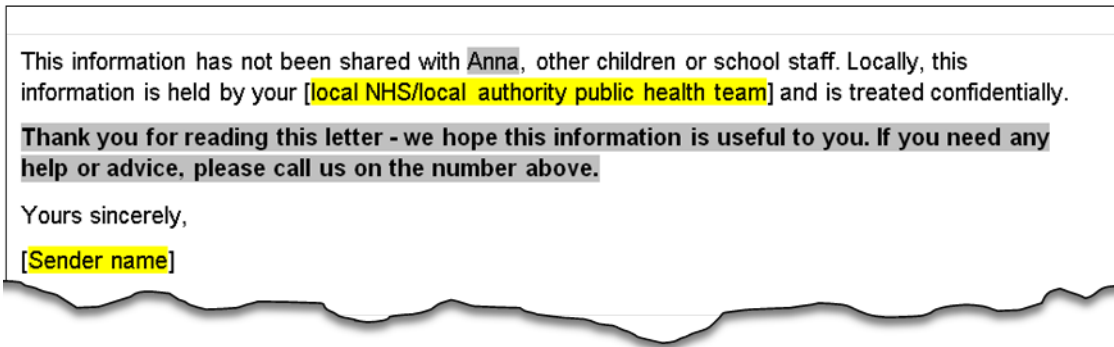
- a. Select the text to remove highlight from
- b. Select the **Home** tab on the ribbon, click **Text Highlight Colour**.
- c. Click **No Colour**



Care should be taken not to change the layout or the position of the Parent/ Carer address on the left.



2. In the paragraph beginning ‘*This information has not been shared with*’, modify the text to reflect which organisation holds the measurement information (local NHS or local authority public health team), removing the yellow highlight.
3. Modify the **Sender Name**.

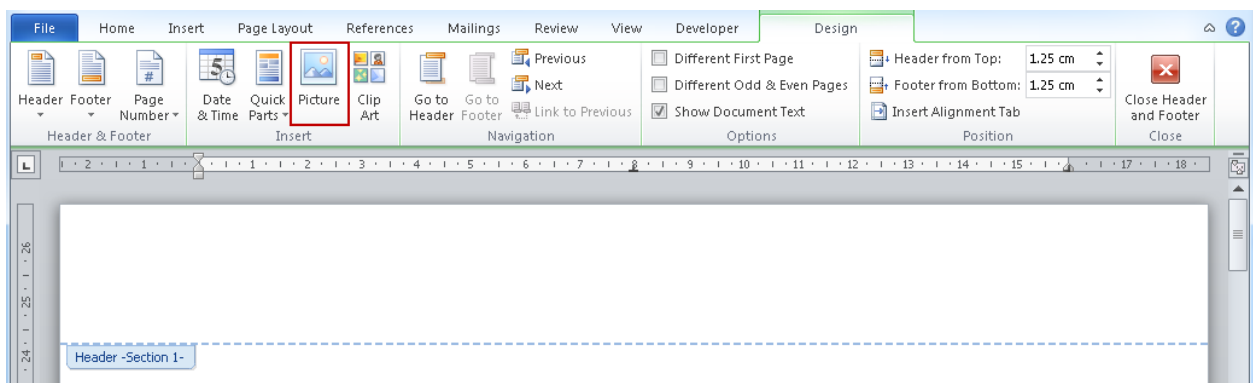
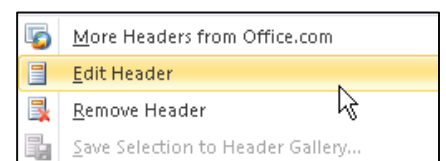


Add your LA's emblem or logo.

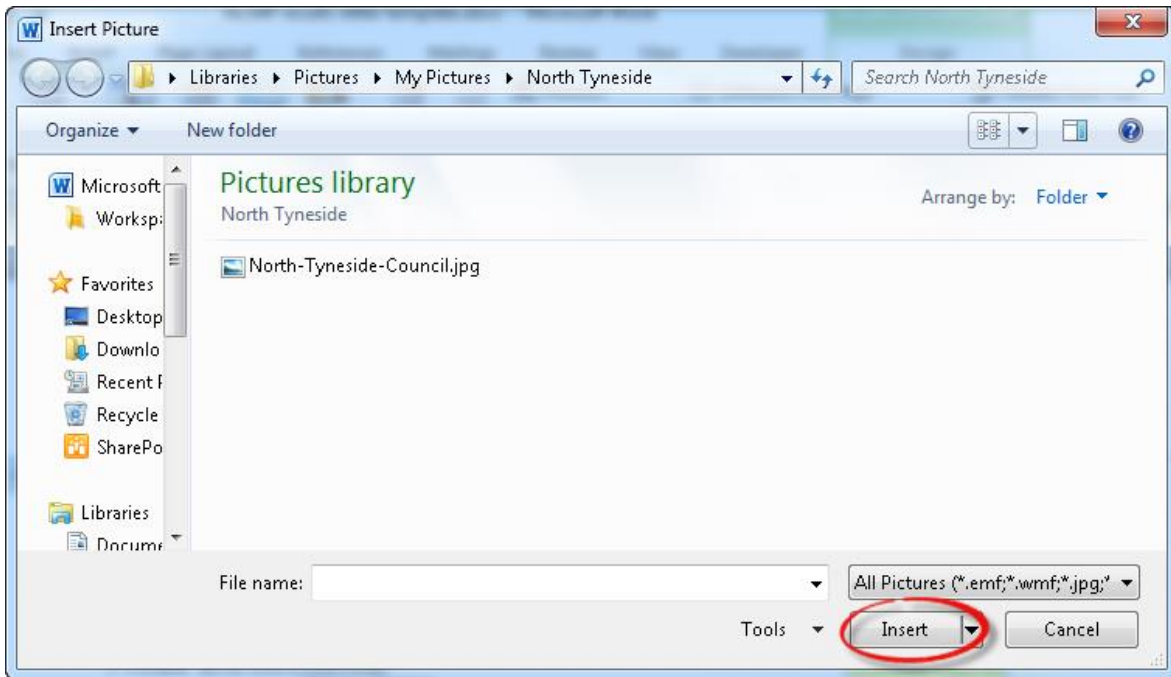
To add your LA's emblem or logo in the **Header** area of the feedback letter template:



1. Open the template's **Header**. From the **Insert** tab on the Ribbon, click the **Header** command.
2. From the bottom of the drop down menu, select **Edit Header**. The header area opens and the rest of the template is temporarily greyed-out.
3. From the **Design** tab (Header & Footer tools) on the Ribbon, Click the **Picture** command.

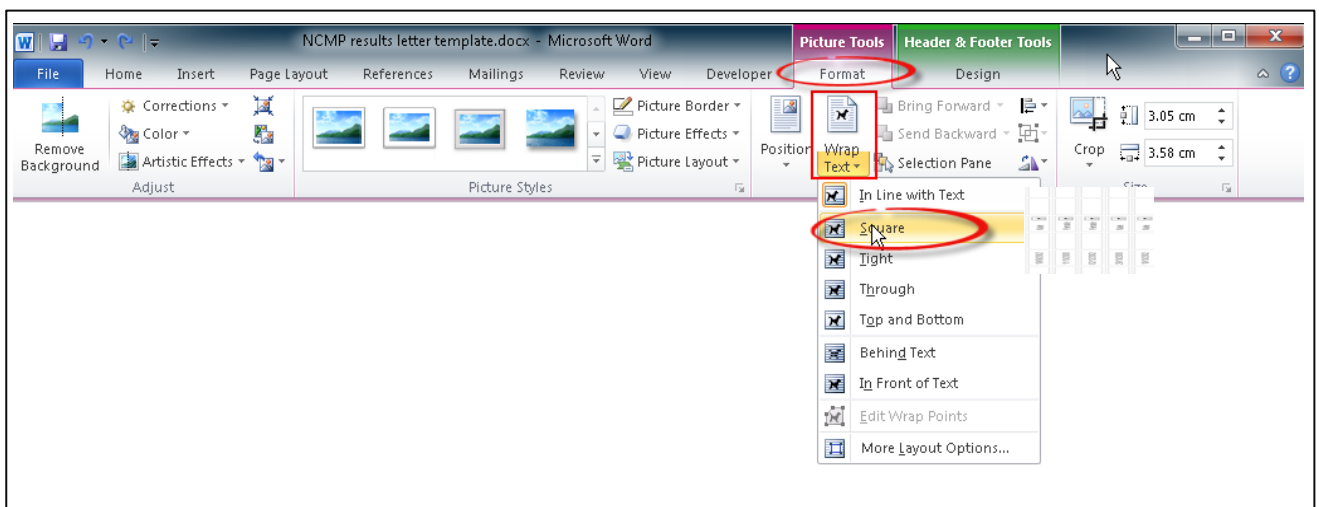


4. In the **Insert Picture** dialog box, navigate to the emblem or logo image to be inserted. Select the required image and click **Insert**.



5. To make the image more 'maneuverable', click the image to select it.

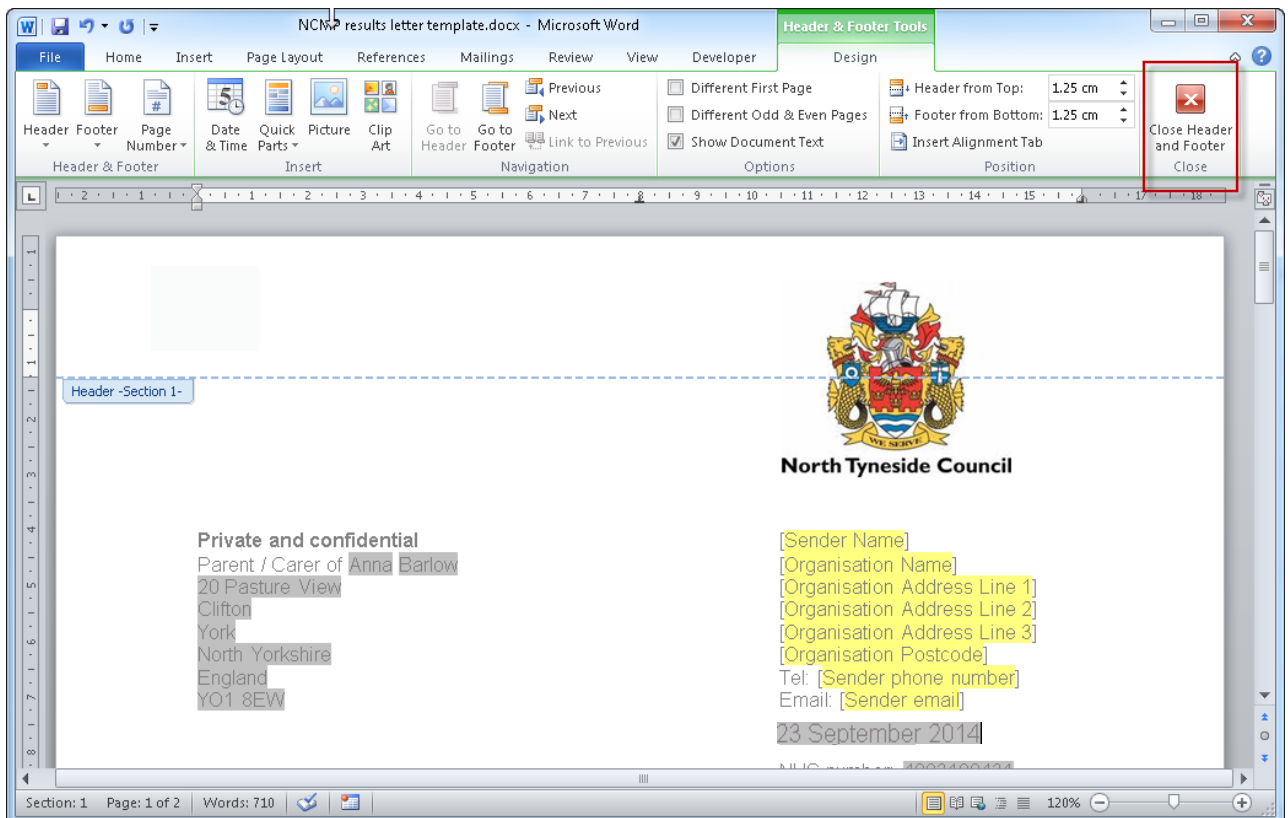
From the **Picture Tools, Format** tab, click **Wrap Text** and select **Square**.



6. Drag the image to its required position ensuring that the layout or the position of the Parent/ Carer address information is not affected.

The image can overlap the Header / Document body border.

7. Click the **Close Header and Footer** command.



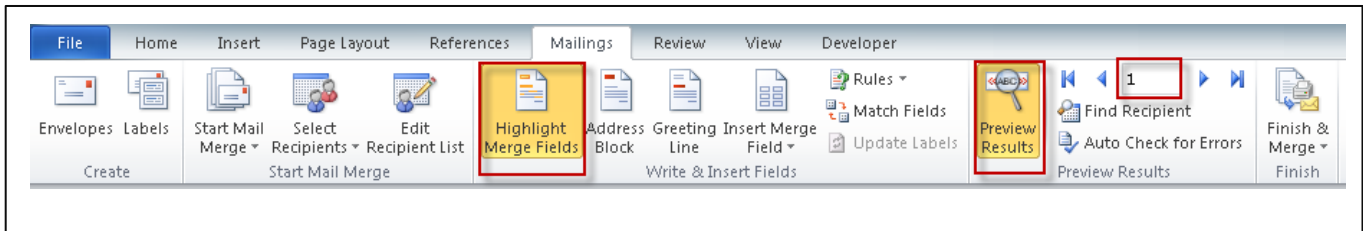
Editing LA specific text embedded within conditional text

Additional LA specific text is embedded within the conditional text in the letter template. There are 2 important considerations when editing this text:

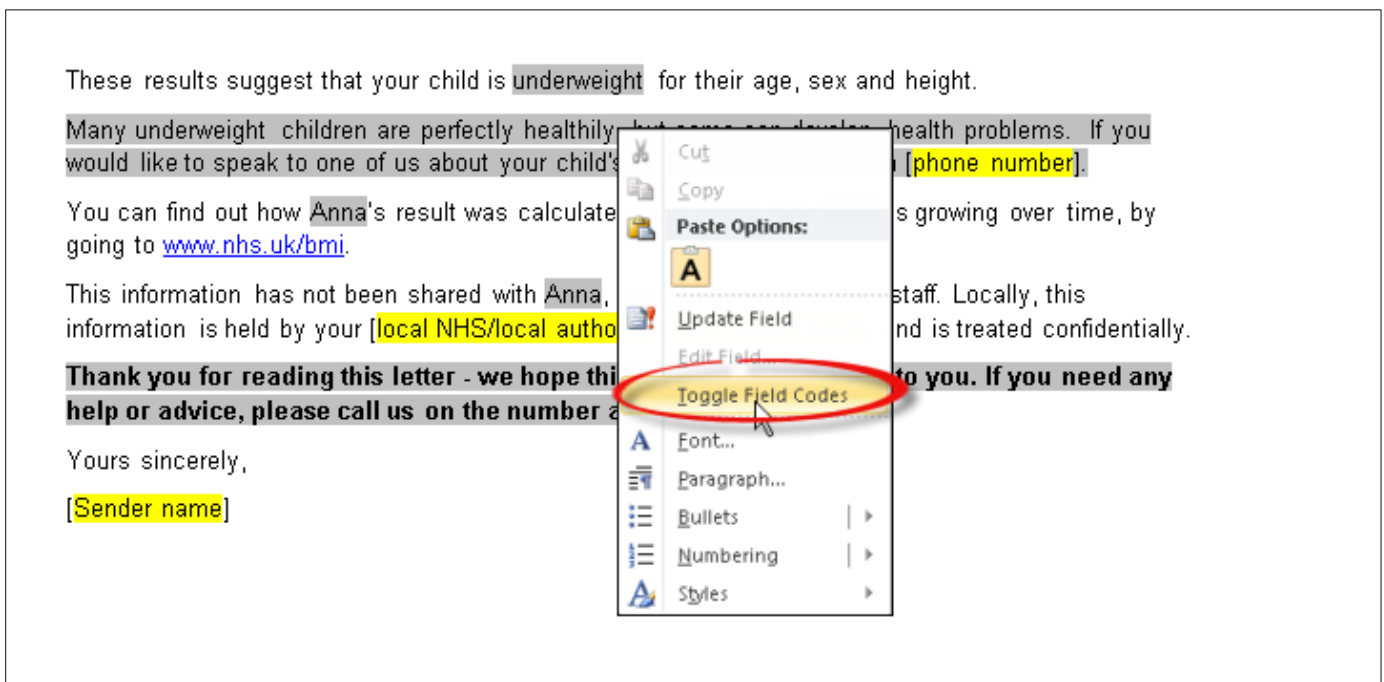
- You cannot edit conditional text directly without first **tooggling to view the field code** that generates this text.
- As different conditional text is displayed for each BMI category, you will need to perform this process for **each BMI category**. This is done by viewing each of the 4 records within the linked test pupil data file, one for each BMI category.

To edit LA specific text within conditional text.

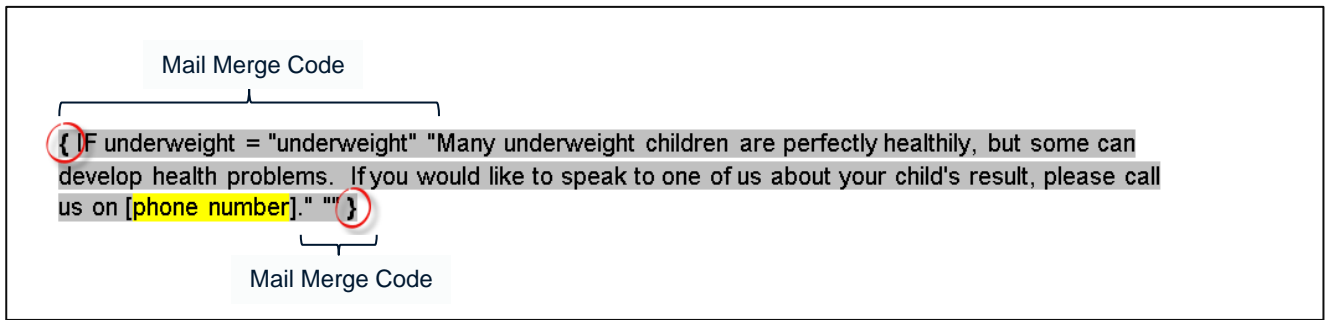
1. Ensure that all mail merge fields and conditional text are easily identifiable by showing with a grey highlighted background: On the **Mailings tab** on the Ribbon, click **Highlight Merge Fields**.
2. Ensure that **Preview Results** is on (data is viewed instead of mail merge field names)
3. Ensure you are viewing the first record in the test child data CSV file (PupilFeedback.csv).



4. The first record is for an underweight pupil (Anna Barlow). Locate the paragraph beginning 'Many underweight children...' We can identify this as being conditional text because of the grey highlight.
5. Within this paragraph, the yellow highlighted text [phone number] should be replaced with the contact number for NCMP within your LA.
6. To edit this text, you must toggle the conditional text to show the text's field codes. Position the cursor anywhere within the conditional text and right click.
7. From the shortcut menu, select **Toggle Field Codes**.




8. Notice that the paragraph is encapsulated between curly brackets { } with additional codes that ensure that this text is displayed only when the child is in a specific BMI category.



9. Now that the merge codes are on show for this conditional text, the LA specific information can be modified. In this case, replace the text `[phone number]` with the contact number for NCMP in your LA. Delete the unrequired text including brackets `[]` and the yellow highlight.

```
{ IF underweight = "underweight" "Many underweight children are perfectly healthy, but some can develop health problems. If you would like to speak to one of us about your child's result, please call us on 0345 2000 101." "" }
```



- If the LA specific text is modified without toggling the field codes, the newly entered text will not be saved.
- Care must be taken not to modify any of the mail merge codes at the beginning or the end of the toggled conditional text

10. To close and update the conditional text, right click anywhere within the conditional text and from the shortcut menu, select **Update Field**.

These results suggest that your child is `underweight` for their age, sex and height.

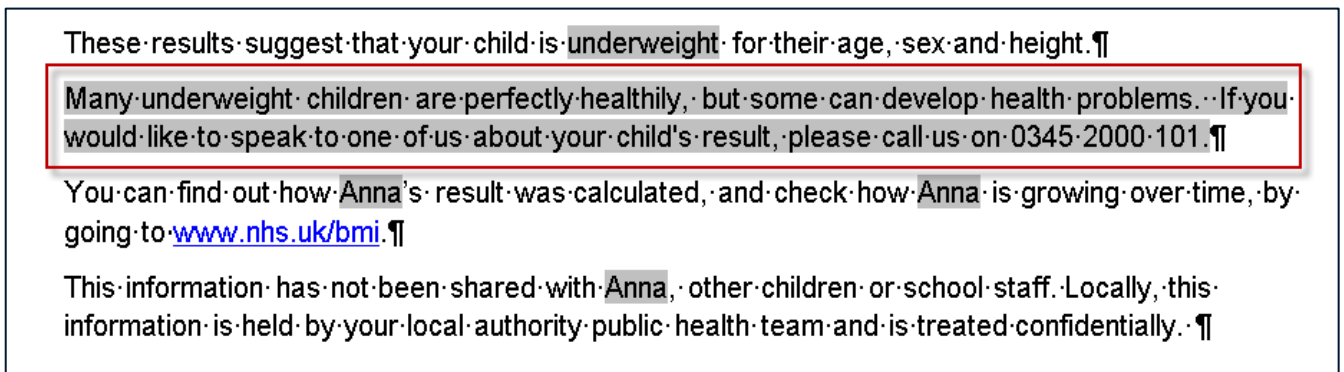
```
{ IF underweight = "underweight" "Many underweight children are perfectly healthy, but some can develop health problems. If you would like to speak to one of us about your child's result, please call us on 0345 2000 101." "" }
```

You can find out how Anna's result was calculated, and check how often we review this information, by going to www.nhs.uk/bmi.

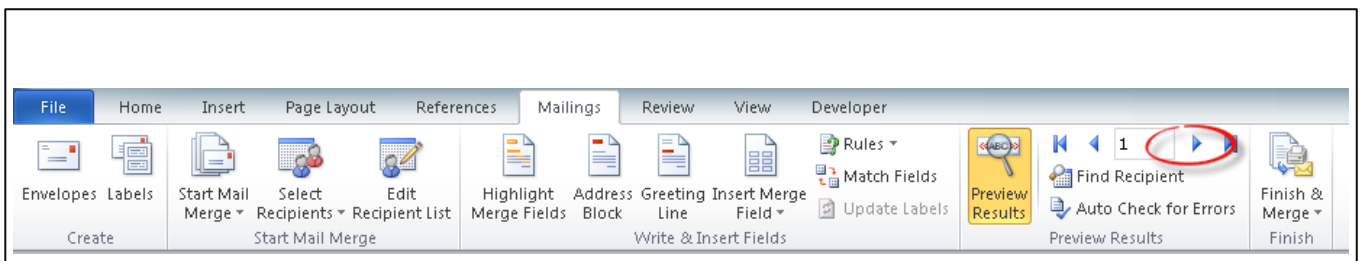
This information has not been shared with Anna, other children or schools. This information is held by your local authority public health team and is for their use only.

Thank you for reading this letter - we hope this information is useful to you. If you need any help or advice, please call us on the number above.

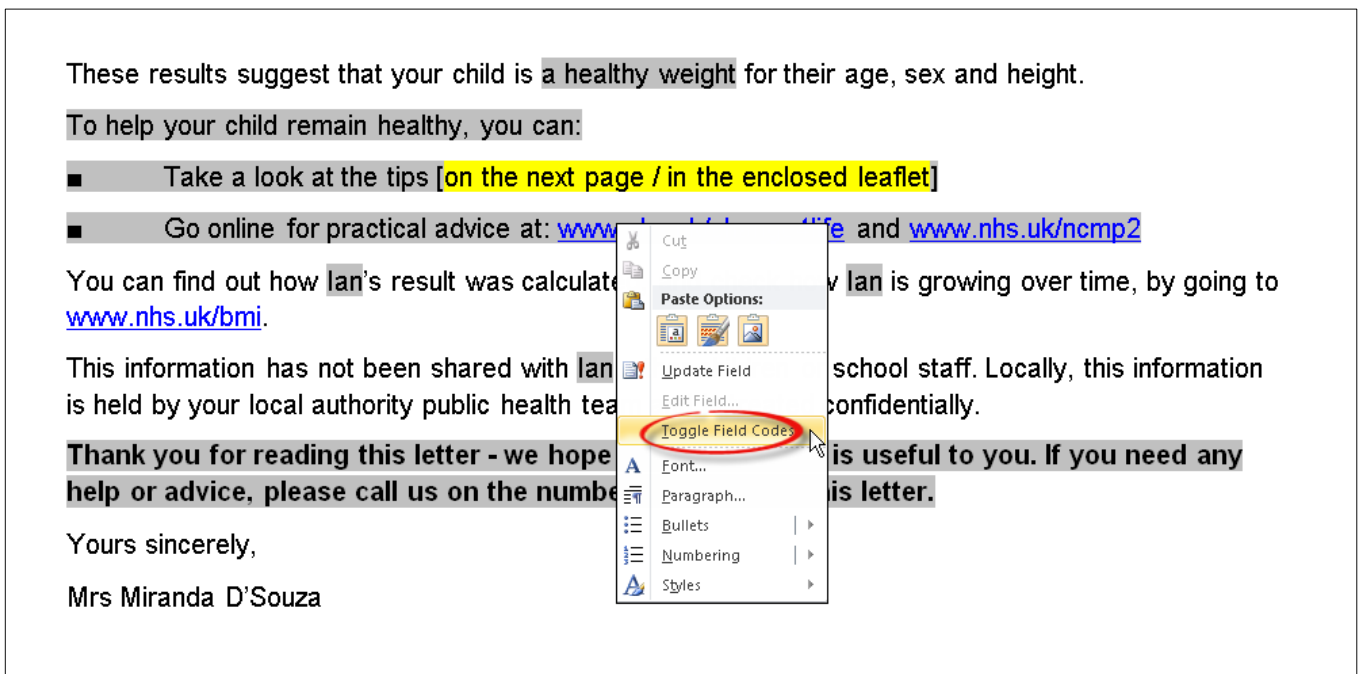
11. The conditional text is updated and is displayed normally without the mail merge codes



12. This process needs to be repeated for each of the remaining 3 records in the linked test pupil data file. To move to the next record in the data file, click **Next Record** on the **Mailings** tab on the Ribbon.



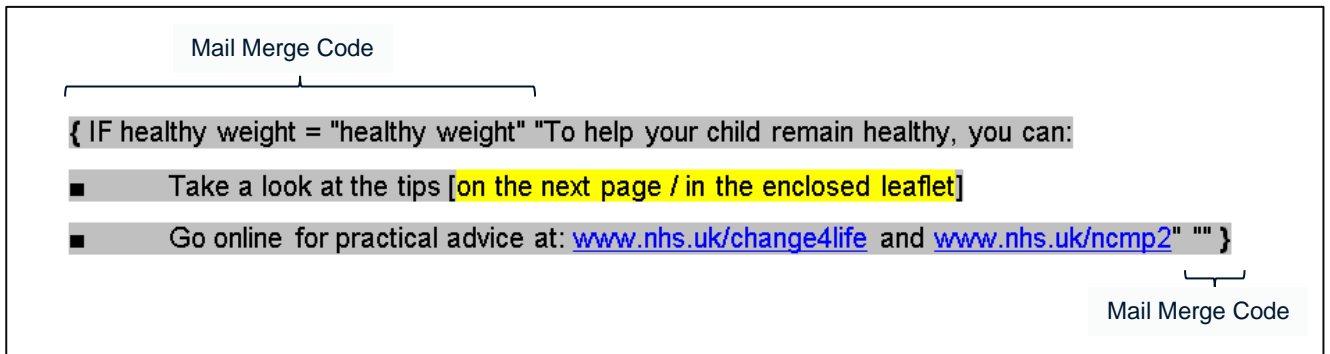
13. The next record (#2) is for a healthy weight pupil (Ian Dalby). Locate the paragraph beginning 'To help your child remain healthy...'



14. To edit this text, you must toggle the conditional text to show the text's field codes. Position the cursor anywhere within the conditional text and right click.

15. From the shortcut menu, select **Toggle Field Codes**.

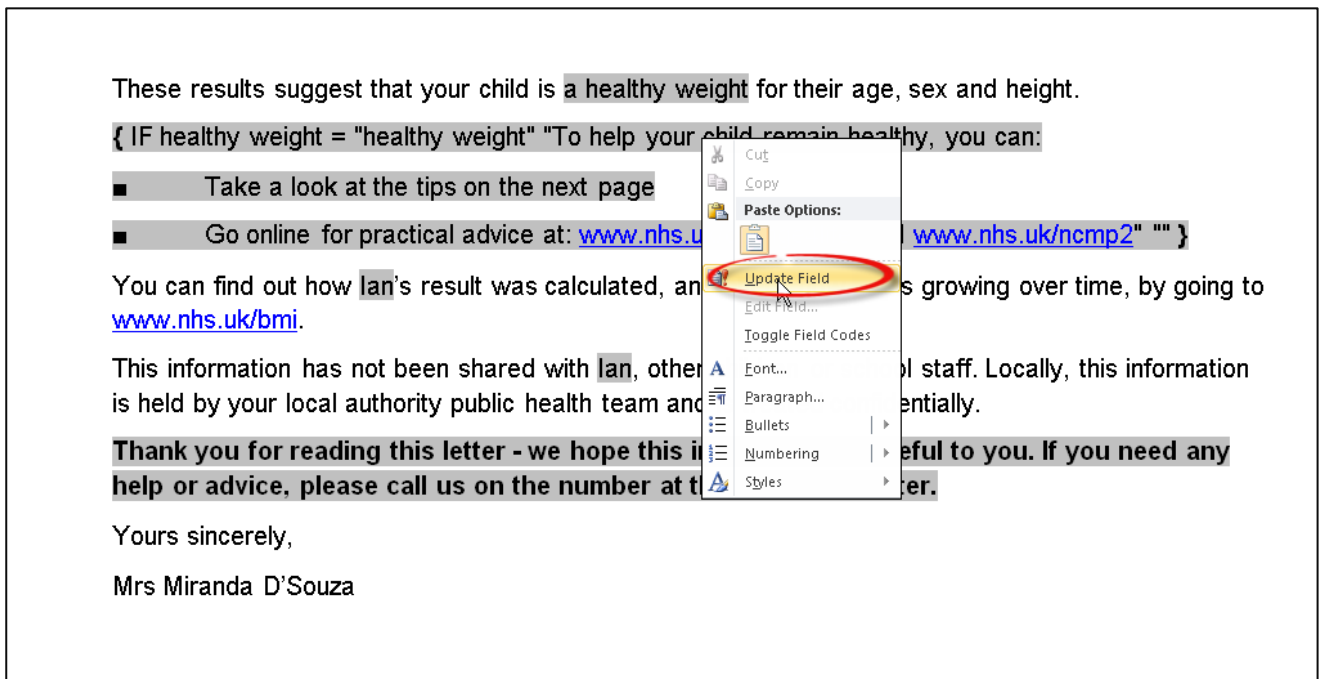
16. Again, the paragraph is encapsulated between curly brackets { } with additional codes.



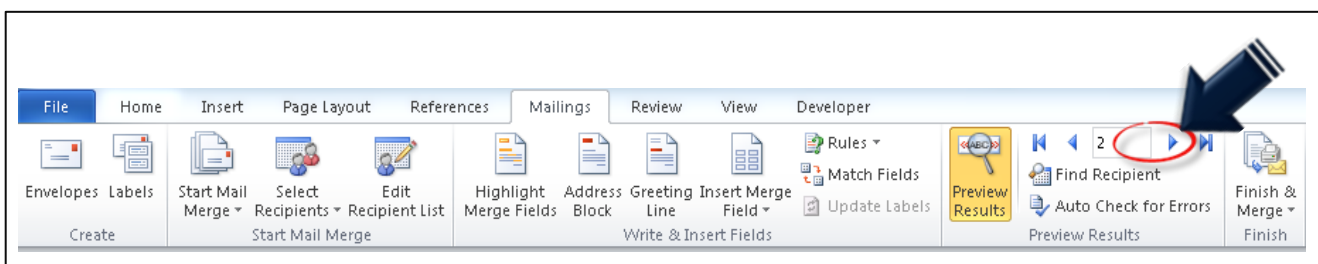
17. Now that the merge codes are on show for this conditional text, the LA specific information can be modified. In this case, select the location for additional health information, on the next page OR in an enclosed leaflet. Delete the obsolete text, including brackets and the yellow highlight.

Care must be taken not to modify any of the mail merge codes

18. To close and update the conditional text, right click anywhere within the conditional text and from the shortcut menu, select **Update Field**.



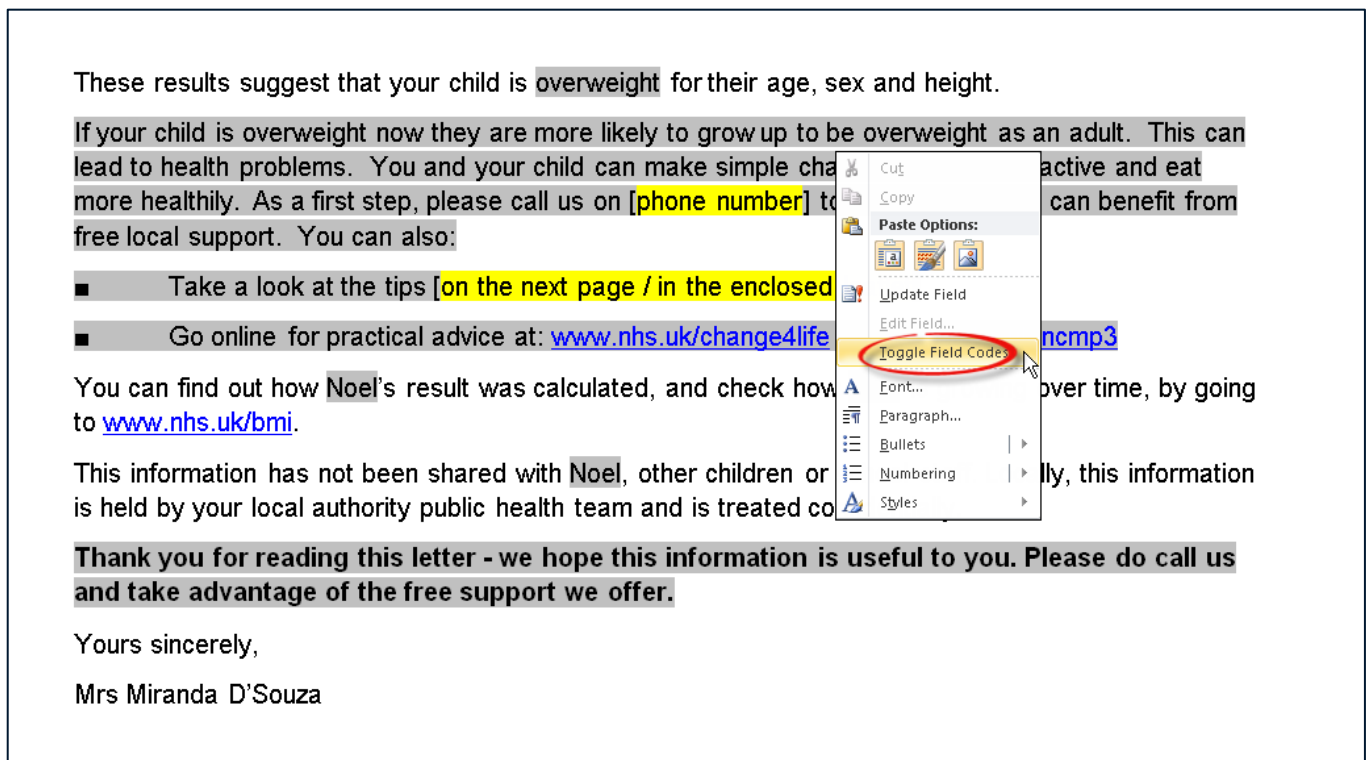
19. To move to the next record in the data file, click **Next Record** on the **Mailings** tab on the Ribbon.



20. The next record (#3) is for an overweight pupil (Noel Smith). Locate the paragraph beginning 'If your child is overweight now....'

21. Toggle the conditional text to show the text's field codes by a **Right Click** within the paragraph.

22. From the shortcut menu, select **Toggle Field Codes**.

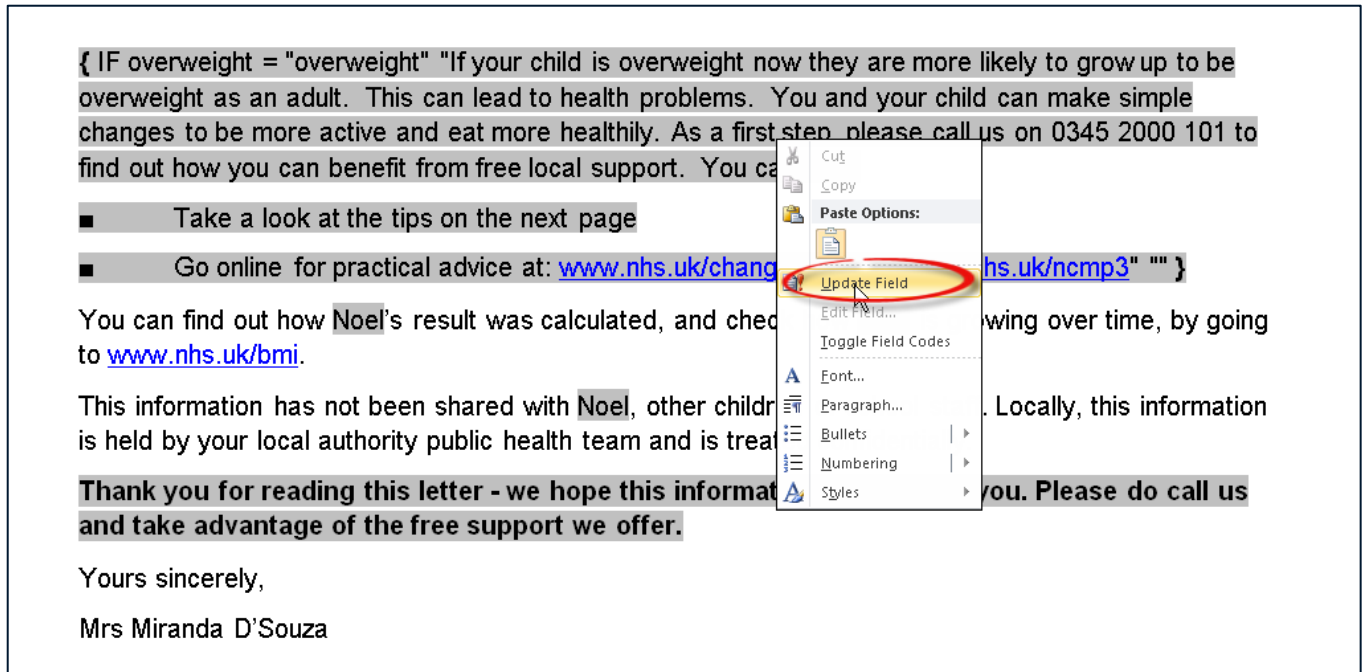


The screenshot shows a Microsoft Word document with a paragraph of text. A right-click context menu is open over the text. The 'Toggle Field Codes' option is highlighted with a red circle. The text in the document includes: 'These results suggest that your child is overweight for their age, sex and height. If your child is overweight now they are more likely to grow up to be overweight as an adult. This can lead to health problems. You and your child can make simple changes to their diet, be more active and eat more healthily. As a first step, please call us on [phone number] to get more information or can benefit from free local support. You can also: Take a look at the tips [on the next page / in the enclosed leaflet] or Go online for practical advice at: www.nhs.uk/change4life ncmp3 You can find out how Noel's result was calculated, and check how to www.nhs.uk/bmi. This information has not been shared with Noel, other children or young people. It is held by your local authority public health team and is treated confidentially. This information may change over time, by going to www.nhs.uk/bmi. If you have any questions, please contact your local authority public health team. If you are unable to contact your local authority public health team, please contact the National Child Measurement Programme (NCMP) helpline on 0800 011 3333. If you are unable to contact the NCMP helpline, please contact your local authority public health team. Thank you for reading this letter - we hope this information is useful to you. Please do call us and take advantage of the free support we offer. Yours sincerely, Mrs Miranda D'Souza'

23. Make the changes to the LA specific text;

- a. Replace the text [phone number] with the contact number for NCMP in your LA.
- b. Select the location for additional health information, on the next page OR in an enclosed leaflet.
- c. Delete the obsolete text including brackets and the yellow highlight.

24. To close and update the conditional text, right click anywhere within the conditional text and from the shortcut menu, select **Update Field**.



The screenshot shows a Microsoft Word document with a conditional text field. The text within the field is: `{ IF overweight = "overweight" "If your child is overweight now they are more likely to grow up to be overweight as an adult. This can lead to health problems. You and your child can make simple changes to be more active and eat more healthily. As a first step please call us on 0345 2000 101 to find out how you can benefit from free local support. You can`. A right-click context menu is open over the text, and the 'Update Field' option is highlighted with a red circle. Other options in the menu include Cut, Copy, Paste Options, Edit Field..., Toggle Field Codes, Font..., Paragraph..., Bullets, Numbering, and Styles. The document text continues with a bulleted list:

- Take a look at the tips on the next page
- Go online for practical advice at: www.nhs.uk/changes

Below the list, the text reads: 'You can find out how Noel's result was calculated, and check it out on www.nhs.uk/bmi. This information has not been shared with Noel, other children in your school, or your local authority. Locally, this information is held by your local authority public health team and is treated as confidential. Thank you for reading this letter - we hope this information helps you. Please do call us on 0345 2000 101 if you need any more information.' The document ends with 'Yours sincerely, Mrs Miranda D'Souza'.

25. The conditional text is updated and is displayed normally without the mail merge codes.

26. To move to the next record in the data file, click **Next Record** on the **Mailings** tab on the Ribbon.

27. The last record (#4) is for a very overweight pupil (Sarah Samuels). Locate the paragraph beginning 'Being very overweight....'

28. Toggle the conditional text to show the text's field codes by a **Right Click** within the paragraph.

29. From the shortcut menu, select **Toggle Field Codes**.

These results suggest that your child is very overweight for their age, sex and height.

Being very overweight can lead to health problems for your child, such as high blood pressure, early signs of type 2 diabetes and low self-confidence. But you and your child can make simple changes to be more active and eat more healthily. As a first step, please call us on [phone number] to find out how you can benefit from free local support. You can also:

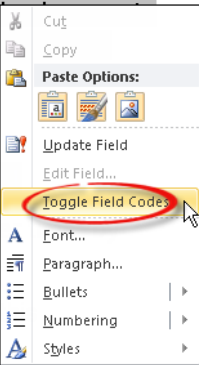
- Take a look at the tips [on the next page / in the enclosed leaflet]
- Go online for practical advice at: www.nhs.uk/change4life and www.nhs.uk/ncmp

You can find out how Sarah's result was calculated, and check how Sarah is growing over time by going to www.nhs.uk/bmi.

This information has not been shared with Sarah, other children or school staff. Locally, information is held by your local authority public health team and is treated confidentially.

Thank you for reading this letter - we hope this information is useful to you. Please do call us and take advantage of the free support we offer.

Yours sincerely,
Mrs Miranda D'Souza



30. Make the changes to the LA specific text;

- a. Replace the text [phone number] with the contact number for NCMP in your LA.
- b. Select the location for additional health information, on the next page OR in an enclosed leaflet.
- c. Delete the obsolete text including brackets and the yellow highlight.

31. To close and update the conditional text, right click anywhere within the conditional text and from the shortcut menu, select Update Field.

These results suggest that your child is very overweight for their age, sex and height.

{ IF very overweight = "very overweight" "Being very overweight can lead to health problems for your child, such as high blood pressure, early signs of type 2 diabetes and low self-confidence. But you and your child can make simple changes to be more active and eat more healthily. As a first step, please call us on [phone number] to find out how you can benefit from free local support. You can also:

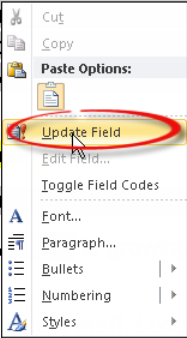
- Take a look at the tips [on the next page / in the enclosed leaflet]
- Go online for practical advice at: www.nhs.uk/change4life and www.nhs.uk/ncmp

You can find out how Sarah's result was calculated, and check how Sarah is growing over time, by going to www.nhs.uk/bmi.

This information has not been shared with Sarah, other children or school staff. Locally, information is held by your local authority public health team and is treated confidentially.

Thank you for reading this letter - we hope this information is useful to you. Please do call us and take advantage of the free support we offer.

Yours sincerely,
Mrs Miranda D'Souza



32. The conditional text is updated and is displayed normally without the mail merge codes

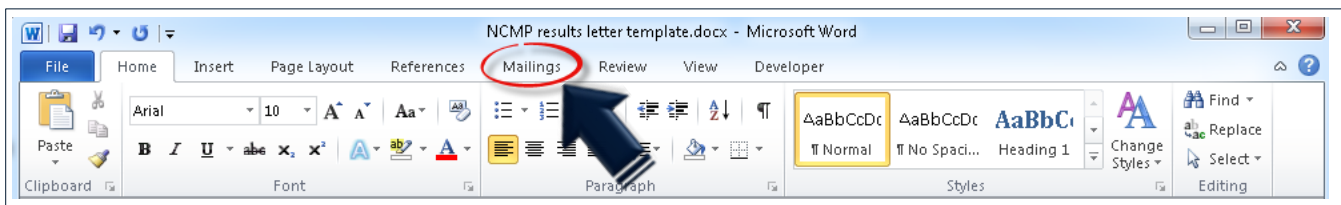
33. Now that the conditional text for each BMI category have been set up, **save the template** as normal.

Once saved, the template is fully set up and can be used as required in the future without further modifications to the conditional text.

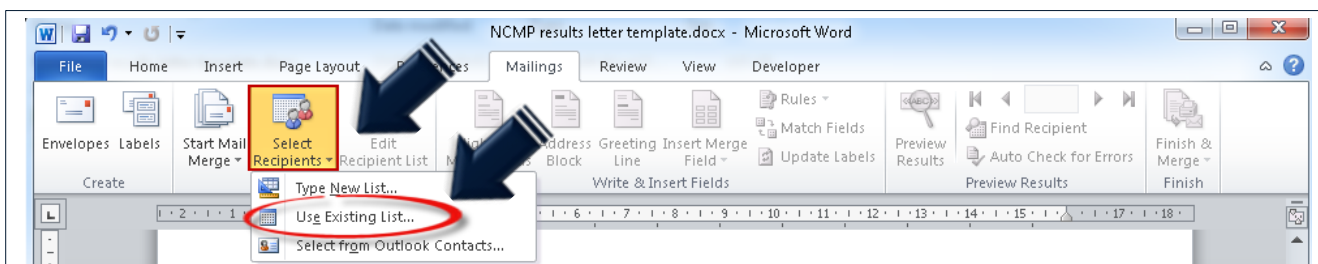
Link your downloaded child data CSV file to the template

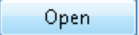
To link your child data CSV data file (generated by the NCMP IT system) to the set up letter template instead of the test child data file:

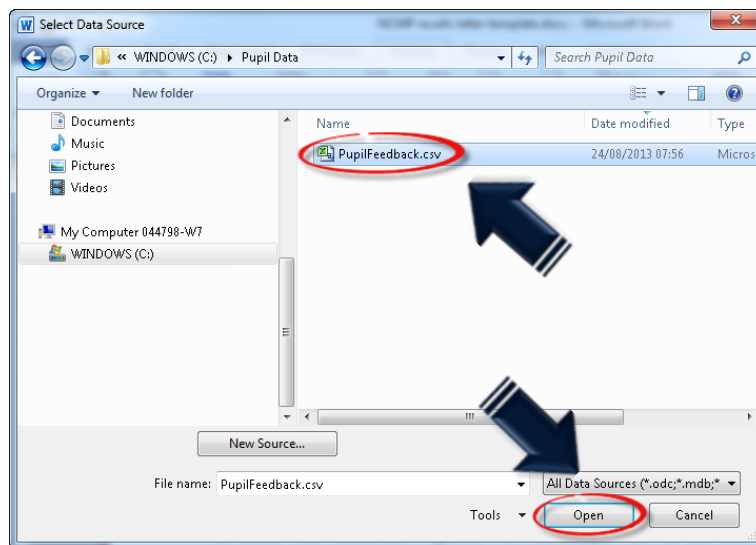
1. In the letter template, click the ***Mailings*** tab on the Microsoft Word ribbon



2. Click the ***Select Recipients*** command on the ***Mailings*** ribbon then select ***Use Existing List...*** from the dropdown menu.



3. In the **Select Data Source** dialog box,
 - a. Navigate to the downloaded pupil data file,
 - b. Click the file to select it
 - c. Click .



4. To View the data in the template, on the Mailings tab:
 - a. Click the **Preview Results** command. This will substitute the field names in the template, with the actual data.
 - b. Use the navigation buttons on the Ribbon to scroll through the records.



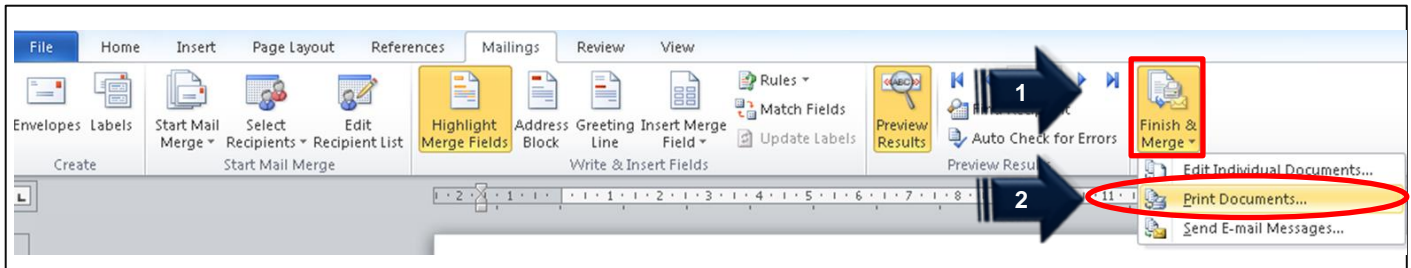
Print parental feedback letters

There are two approaches to printing a mail merged document

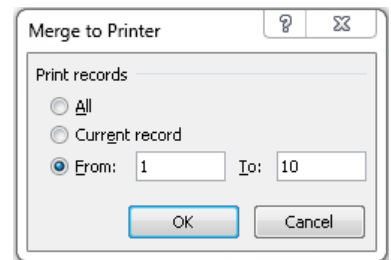
1. Send the mail merge output directly to the printer with no further editing.
2. Send the mail merge output to a new Word document, each letter is on a separate page. This approach will offer you the flexibility to edit feedback letters for specific parents, for example, adding a note.

To mail merge directly to a printer


1. From the **Mailings** tab of the **Ribbon**, click the **Finish & Merge** command.
2. Select **Print Documents...** from the drop down menu.

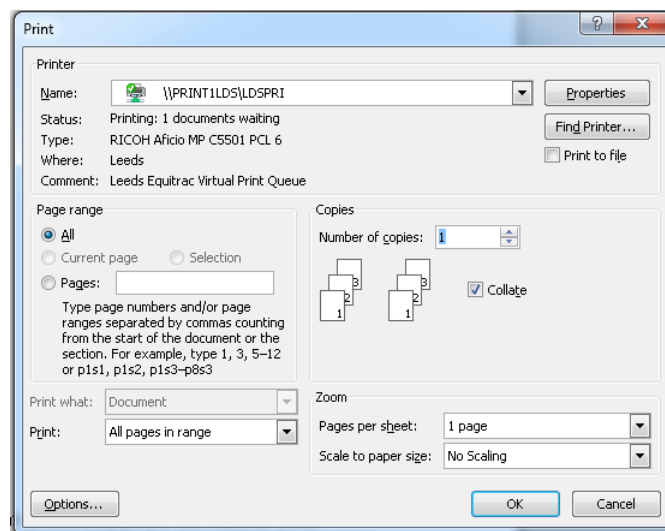


3. Select which letters to print:
 - a. **All** feedback letters.
 - b. Just the **Current** record displayed on the screen.
 - c. A range of records by entering start & end record ID.



Note Before sending any letters, please reassure yourself that all letters are correct. You may want to manually check a sample of letters produced to ensure no issues have occurred during the mail merge process.

4. Click  .
5. Select the required printer if different from your default printer.



6. Click  .

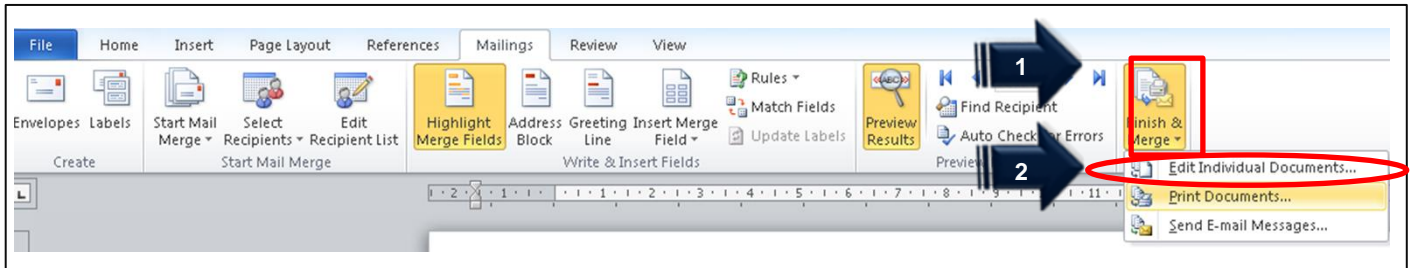
Letters will begin printing.



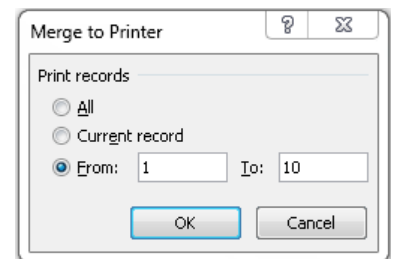
Please note that if you attempt to print the document using normal methods, such as the print icon on the Quick Access Toolbar, Print from the File (Backstage View) or Ctrl+P, only the current record on view will be sent to the printer.


To mail merge to a new word document

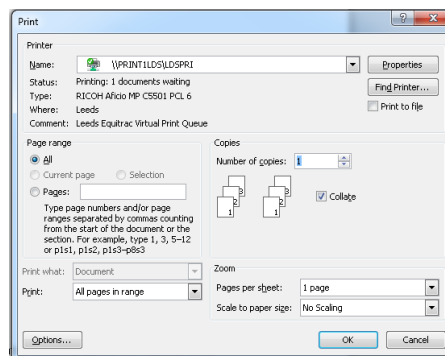
1. From the **Mailings** tab of the **Ribbon**, click the **Finish & Merge** command.
2. Select **Edit Individual documents...** from the drop down menu.




3. Select to print:
 - a. **All** feedback letters.
 - b. Just the **Current** record displayed.
 - c. A range of records by entering start & end record ID.



4. Click  .
5. Select the required printer if different from your default printer.



6. Click  .
7. A new multi-page document opens containing all the parent feedback letters.
8. If any specific comments are required to be added to individual letters, located the letter and type in comments.

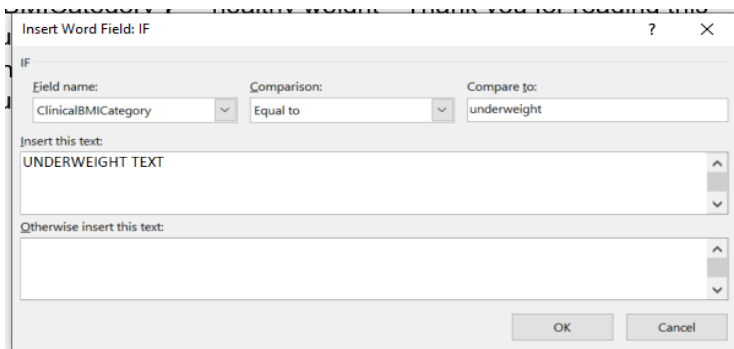
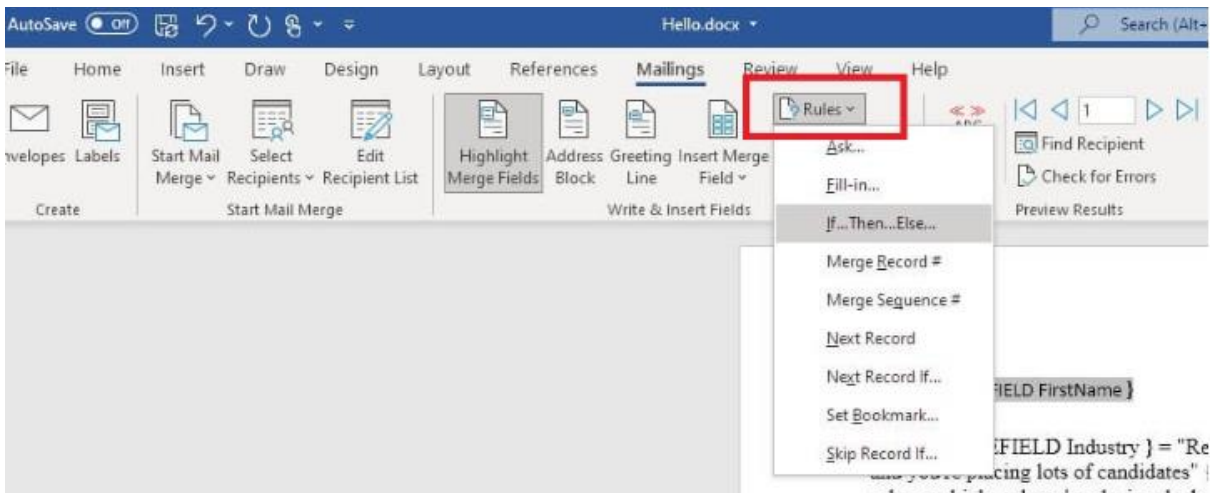
Inserting text based on multiple conditions

The IF...THEN...ELSE rule is used in mail merge to choose text depending on two defined conditions.

To choose text based on more than two conditions this rule needs to be nested.

The guidance below shows how to choose text based on four conditions (i.e. four different paragraphs based on the four different BMI classifications).

1. Create the first IF...THEN...ELSE rule



Select OK and field coding will be displayed ([Alt]+F9 if not displayed);

```
{ IF { MERGEFIELD ClinicalBMICategory } = "underweight" "UNDERWEIGHT TEXT" "" }
```

This means that if ClinicalBMICategory=underweight then UNDERWEIGHT TEXT will be displayed, otherwise nothing will be displayed as shown by the "" at the end of the expression. So, currently, the rule only has two conditions: underweight or not underweight.

To nest this rule, put the cursor between the "":

```
{ IF { MERGEFIELD ClinicalBMICategory } = "underweight" "UNDERWEIGHT TEXT" "" }
```

Then repeat the above steps: Rules > If...Then...Else...

Insert Word Field: IF

IF

Field name: ClinicalBMICategory Comparison: Equal to Compare to: healthy weight

Insert this text: HEALTHY WEIGHT TEXT

Otherwise insert this text:

OK Cancel

```
{ IF { MERGEFIELD ClinicalBMICategory } = "underweight" "UNDERWEIGHT TEXT" "{ IF { MERGEFIELD ClinicalBMICategory } = "healthy weight" "HEALTHY WEIGHT TEXT" "" }" }
```

Nest again:

Insert Word Field: IF

IF

Field name: ClinicalBMICategory Comparison: Equal to Compare to: overweight

Insert this text: OVERWEIGHT TEXT

Otherwise insert this text:

OK Cancel

```
{ IF { MERGEFIELD ClinicalBMICategory } = "underweight" "UNDERWEIGHT TEXT" "{ IF { MERGEFIELD ClinicalBMICategory } = "healthy weight" "HEALTHY WEIGHT TEXT" "{ IF { MERGEFIELD ClinicalBMICategory } = "overweight" "OVERWEIGHT TEXT" "" }" }" }
```

And again:

Insert Word Field: IF

IF

Field name: ClinicalBMICategory Comparison: Equal to Compare to: very overweight

Insert this text: VERY OVERWEIGHT TEXT

Otherwise insert this text:

OK Cancel

```
{ IF { MERGEFIELD ClinicalBMICategory } = "underweight" "UNDERWEIGHT TEXT" "{ IF { MERGEFIELD  
ClinicalBMICategory } = "healthy weight" "HEALTHY WEIGHT TEXT" "{ IF { MERGEFIELD  
ClinicalBMICategory } = "overweight" "OVERWEIGHT TEXT" "{ IF { MERGEFIELD ClinicalBMICategory }  
= "very overweight" "VERY OVERWEIGHT TEXT" "" }" }" }" }
```

This rule should now display the four different paragraphs based on the four different BMI classifications

Appendix A – Supplementary information for feedback letter

8 how many ways are you changing?



1 sugar swaps

I'm swapping sugary drinks for water, milk or unsweetened fruit juice.

2 meal time

I'm eating 3 meals a day – including a healthy school lunch.

3 me size meals

I'm eating meals that are the right size for my age – not as big as a grown up's.

4 snack check

Lots of snacks are full of fat, sugar and salt, so I'm eating healthy snacks!

5 5 a day

I'm trying to eat 5 portions of fruit and veg every day.

6 cut back fat

My family are changing how we cook to make our meals more healthy.

7 60 active minutes

I'm spending at least 60 minutes walking, playing sport, running around or playing outside every day.

8 up and about

After I've been sitting still for a while, I'm jumping up and doing something more active.

Want more tips to help you stay healthy and happy?

Search 'Change4Life'

Information and technology for better health and care

NCMP IT System guidance
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