

NHS Norfolk and Waveney Quarterly Engagement Report October - December 2022

In this report you will find a range of engagement activities carried out by NHS Norfolk and Waveney, working together with our partner organisations, people and communities.

Carers Identity Passport and Carers Awareness Training Co-production

- The [Norfolk and Waveney Hospitals Carers Conference](#) was hosted during Carers Week 2021 by the acute hospitals as a collaborative event intended to promote the awareness and support of carers.
- This conference represented the first steps towards increased co-production and consistency of experience of care for patients and Carers across the three acute trusts in Norfolk and Waveney.
- This built on the development of greater and closer working between these trusts and also with community, mental health trusts and voluntary sector and social care partners.
- A key commitment from all the partners is to work together to achieve this and a number of shared ambitions have been identified to take forward. One of these was 'Co-design and working in partnership with carers and carer support organisations will be central to how we work' and this inspired two Carer Co-production Projects.
- The Norfolk and Waveney Integrated Care Board approached Carers Voice Norfolk and Waveney and Caring Together to deliver two Carers Co-production Projects that focused on:

1. Co-producing a **Carers Identity Passport**

2. Carer awareness-raising for health and social care professionals.

- The 2021 conference highlighted the need, so as a result the personalisation team funded a Carers co-production to design the best way to support carers, whilst their loved ones are in hospital i.e. an ID passport and more Carer awareness training.
- The Carers Identity Passport was co-produced during the following year and all the work presented at the June 2022 conference. It was finally launched in November 2022 on Carers Rights Day.
- You can read the [summary report](#) below that sets out what Carers told us during this project and what we did as a result.



Five Year Joint Forward Plan Engagement

- Over the past few years health and care services have worked together with increasing collaboration in Norfolk and Waveney, as they have done across the country with the development of Integrated Care Systems. Information about Integrated Care Systems is also available in Easy Read.
- Together we have developed our Integrated Care Strategy, which sets the overall direction for how we will help people in Norfolk and Waveney to live longer, healthier and happier lives. This strategy builds on what you have already told us over the last four years what matters to you and how you would like to see local health and care services develop in the future.

The four key themes in our integrated care strategy are:

1. Driving integration: Collaborating in the delivery of people-centred care to make sure services are joined-up, consistent and make sense to those who use them.
2. Prioritising prevention: A shared commitment to supporting people to be healthy, independent, and resilient throughout life. Offering our help early to prevent and reduce demand for specialist services.
3. Addressing inequalities: Providing support for those who are most vulnerable using resources and assets to address wider factors that impact on health and wellbeing.
4. Enabling resilient communities: Supporting people to remain independent whenever possible, through promotion of self-care, early prevention, and digital technology where appropriate.

- We are working with partner organisations to develop a five-year plan for health and care services in Norfolk and Waveney. It will set-out in more detail how the local NHS and care services will implement our Integrated Care Strategy, as well as how we will address more immediate priorities around improving urgent and emergency care, primary care and mental health services, reduce waits for planned treatments, surgery and care, as well as improve our financial position.
- The purpose of this engagement exercise was to give people and communities across Norfolk and Waveney the opportunity to have their say at this early stage on what is important to you and what you'd like to see in our plan.
- We created a short survey that was shared on our website, social media, weekly ICS update and through our partner organisations and networks.
- We also produced an Easy Read version of the survey that was available to download or could be posted out on request. There was also a PDF version of the survey that could be translated into different languages using translation software on our website called ReachDeck.
- We had almost 700 responses and are now in the process of analysing these. The responses will be published in our next Engagement report.
- Our plan has to be finalised by the end of March 2023, but this won't be the end of the conversation. There will be a range of projects that we will need deliver in order to implement our plan and for each of these there will be more engagement, involvement and co-production with local people, those who use our services and our workforce. This will help us to create services that meet the needs of the different people and groups that live in Norfolk and Waveney.

Cancer services experience feedback

- We developed a short survey to hear about the experiences from people who have been affected by cancer to help improve cancer treatment and care in Norfolk and Waveney.
- NHS Norfolk and Waveney and the East of England Cancer Alliances also held virtual workshops, telephone interviews and an online survey to gain valuable feedback that will help drive improvements and shape cancer treatment and care going forward. These virtual focus groups took place in November. Phone interviews were also offered for anyone who could not access the online sessions.
- The East of England Cancer Alliance are in the process of analysing responses and deciding next steps, which will be updated in a future report.

GP Out of hours service

- Pre-engagement activity was carried out to gain meaningful insight and understanding of people's knowledge and experiences of the GP-led Out of Hours service, through an online survey and 1-2-1 conversations.
- This activity will help us to better understand how people use this service, what they find works well and what can be improved.
- We are also interested in how people with additional needs experience the service and how we can remove any barriers to quality patient experience.

[Read our previous Engagement reports here](#)



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