



Improving lives **together**

Norfolk and Waveney Integrated Care System

# NHS Norfolk and Waveney Quarterly Engagement Report January - March 2023

**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.**

## ICS Communications and Engagement Group

The Norfolk and Waveney Communications and Engagement Group meets quarterly to make sure effective communications and engagement activities take place at system level. The group brings together health and care, local authorities, voluntary and community sector, Healthwatch, business, police and fire organisations to make sure a shared narrative is developed for key pieces of work.

It also helps us make sure that the voice of our people and communities is at the heart of key communication and engagement activities, evidencing where and how patients and members of the public have helped shape services. The group will be supporting a lot of the work in our quarterly reports going forward.

Want to keep in touch? Then did you know, you can view the latest current engagement opportunities from across the Norfolk and Waveney ICS via the [Norfolk and Waveney ICS Engagement Hub](#)?

You can also read [previous Norfolk and Waveney ICB Quarterly Engagement reports here](#). And, please take a look at our new [Co-Production Hub](#) which aims to promote co-production across Norfolk and Waveney.

# 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 strategy cannot be delivered by any one organisation, but needs collaboration across health, social care, district council's voluntary organisations and communities themselves. 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.**

NHS Norfolk and Waveney Integrated Care Board, working with partner organisations is now developing 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.

We felt it was important to check whether what you have said over the last few years still holds true, or whether because of the COVID-19 pandemic and everything else that has happened over the past few years, what's important to local people and what they would like us to be focusing on has changed. As a result, we undertook an engagement exercise between December 2022 to January 2023 which aimed to give our staff, partner organisations, people and communities across Norfolk and Waveney the opportunity to have their say at an early stage on what is important to them and what they wanted to see in our plan.

We asked whether our immediate priorities for health and care services for the next two years listed below are correct.



**1. Urgent and emergency care – when you are unwell, these services provide support and care and can involve your local doctor or hospital services for more urgent issues such as a stroke, heart attacks, severe blood loss and severe respiratory illness**

**2. Primary care – this is your local doctor, sometimes known as general practice. Other services that make up primary care are local pharmacies, dentists and opticians.**

**3. Elective recovery – over the last two years in particular, as a result of the COVID-19 pandemic, many people have had to wait for surgery, procedure or treatment. Reducing our waiting lists is a big priority.**

**4. Improving mental health services – across Norfolk and Waveney, we want people to have safe, effective and efficient mental health services that they deserve. Part of this programme is about supporting improvements across specialist mental health provision, as well as ensuring there are more services in local communities to help keep people emotionally well.**

**5. Improving our financial position – health and care services cost a lot of money, but we are determined to continue to make improvements to health and care services across Norfolk and Waveney. This might mean that some services have to reduce, whilst others increase. Above all, we need to make sure that we can provide the right care for people at the right time and right place. And doing so, we need to make sure we stay within the budget we have allocated.**



## **What you told us**

A detailed report about the feedback we received can be read [here](#). We will provide a response to the feedback and detail the changes we will make as a result of what we have been told. Where we are not able to make the changes in the short term or feel that those changes are not possible, we will make this clear and explain our reasoning. This will be published on this page shortly and shared widely.

Our plan has to be finalised by the end of June 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

## Norwich Walk-In Centre Consultation

The consultation ran from 24 January – 26 March 2023 (9 weeks) on plans for general practice services in the Norwich area when the contract for the Norwich Walk-in Centre (WiC), Vulnerable Adults Service – Inclusion Health Hub (VAS) and GP Practice at Rouen Road expires in March 2024.

A key aim of this consultation was to encourage people to share their views to help shape what future general practice services could look like and included several additional questions to gain public insight into experiences and preferences of GP services that will be useful in helping shape planning for future services - not just in the Norwich area but across the patch.

The consultation closed with over 3,000 responses which were received through the online survey and in writing.

In addition to the survey, feedback was also sought and gained from 14 qualitative 1:1 feedback opportunity with organisations supporting vulnerable adults, at-risk adults, adults with additional needs, and children and young people.

Independent feedback was also received from 10 organisations during the consultation period, including local councils and healthcare providers. All feedback received is being considered in planning next steps for the contract that covers the three services

## Quality Improvement and Coproduction

As a system (Norfolk & Waveney ICS) we place great importance in working with our people and communities to implement services that help support people to live a longer, healthier, and happier lives.

The Norfolk and Waveney ICS has embarked on an ambitious programme of co-production with the 15k award of funding for 2022/23, to encapsulate as many projects as possible.

Norfolk and Waveney ICS have chosen to place 'Quality' at the heart of how it plans, transforms, sustains, and supports the sustainable transformation of services. We aspire to our ICS being 'quality led' and that a day-to-day culture of quality improvement will be embedded throughout all local health and care settings.

The voice of our service users has been included within the development of our Quality Management Approach and within all co-production projects that are being undertaken as part of the 15k funding award. Patient leaders join us as we plan new ways of thinking and working. Our aim is to extend this involvement into a full co-production model, firmly embedded within our Quality System.

In Norfolk and Waveney, there are seven coproduction programmes we are supporting are at various levels of development, from early scoping and planning to near completion. Those further ahead are sharing learning and resources with those still in the planning stage.

As part of this piece of work, we have coproduced a video with lived experience representatives and the project leads, to demonstrate how we are working in coproduction and the benefits to the project outcomes and people involved. [You can watch the video here.](#)



## Keep Warm Letter


- We produced two 'Keep Warm' letters - one for Great Yarmouth and East Suffolk.
- The main aim of this project was to inform those who are eligible for extra support during the colder months. This letter was in conjunction with Protect NoW and local authorities.
- The letter was sent to the autism partnership as it included an easy read section who shared it with their virtual panel. We wanted to make sure that anyone who needed it in that format could understand it. Easy Read is when you replace a lot of written text and use images with fewer words in plain English.
- You can read more about how Protect NoW started using the button below.

READ MORE



## Stop Smoking in Pregnancy

- The Protect NoW team will contact pregnant smokers and encourage them to access services that are equipped to help them to stop smoking. It is anticipated that this will decrease the risk of complications during and after pregnancy for mother and baby.
- The project will firstly be piloted in West Norfolk from March 2023 and will be reviewed after 3 months to understand the impacts on engagement, with a look to roll out in other areas of Norfolk, if successful.
- Identified pregnant smokers in West Norfolk will receive a letter from Protect NoW, in partnership with the Queen Elizabeth Hospital and Smokefree Norfolk, which will outline the benefits of stopping smoking and the support available. An Easy Read version is also included.
- Protect NoW will follow up the letters with a phone call to provide additional support to support those motivated to quit smoking and facilitate their referral for support.



**Stay up to date with our current engagement projects and opportunities by visiting the [ICS Engagement Hub](#)**