

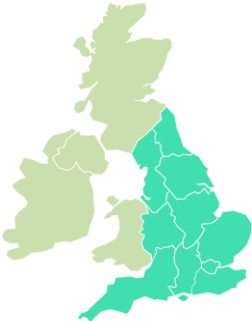


Working with people and communities

Norfolk and Waveney Integrated Care System



What is an Integrated Care System?

	<p>There are lots of different organisations that can help when you are ill or need support. This can be different NHS services, the council or charities. This can be confusing</p>
	<p>We think that all the organisations involved in health and care in Norfolk and Waveney should work together. This is called an integrated care system or ICS for short</p>
	<p>We already work like this in Norfolk and Waveney but now it will happen everywhere in England</p>



Integrated care systems are about **planning** health and care services based on **what people need** in their area

They will work with local people to decide what to do



Norfolk and Waveney's **integrated care system** will:

- make sure that people can live as **healthy** a life as possible
- make sure that you only have to **tell your story once**
- make Norfolk and Waveney the best place to **work** in health and care



Working with people and communities



As part of Norfolk and Waveney's **integrated care system**, NHS England have told us some ways in which we should be working with people and communities



This is to make sure that we can have the best health and social care services for people in Norfolk and Waveney



A lot of these ways of working we are already doing, and we want to keep doing

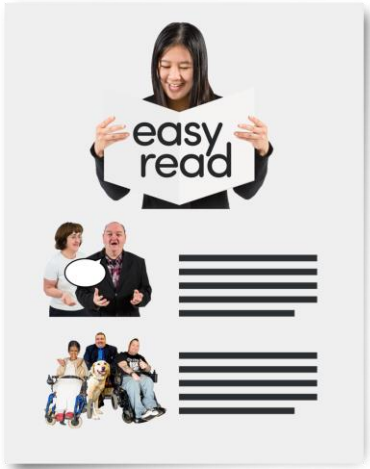
The main areas of work below, are what people have told us are important:



- We will **listen** to what **you have already told us** and other health and care organisations in Norfolk and Waveney
- We will work to ensure that everyone has **fair and equal access** to health and care services
- We will **work in partnership** to share **resources** across Norfolk and Waveney
- We will work to **communicate** in a way that works for you



NHS CARE



- We will aim to **make our work accessible**, in line with the Accessible Information Standard
- We will work hard to include people who are **not confident with digital** devices and services
- We will work with charities and voluntary groups, who are already **trusted** in your community
- We will learn from the COVID-19 pandemic and **be better at listening and hearing** what you have to say
- We will not do anything new unless it is **truly needed**



We are now writing the detail about how we can make sure we achieve these ways of working



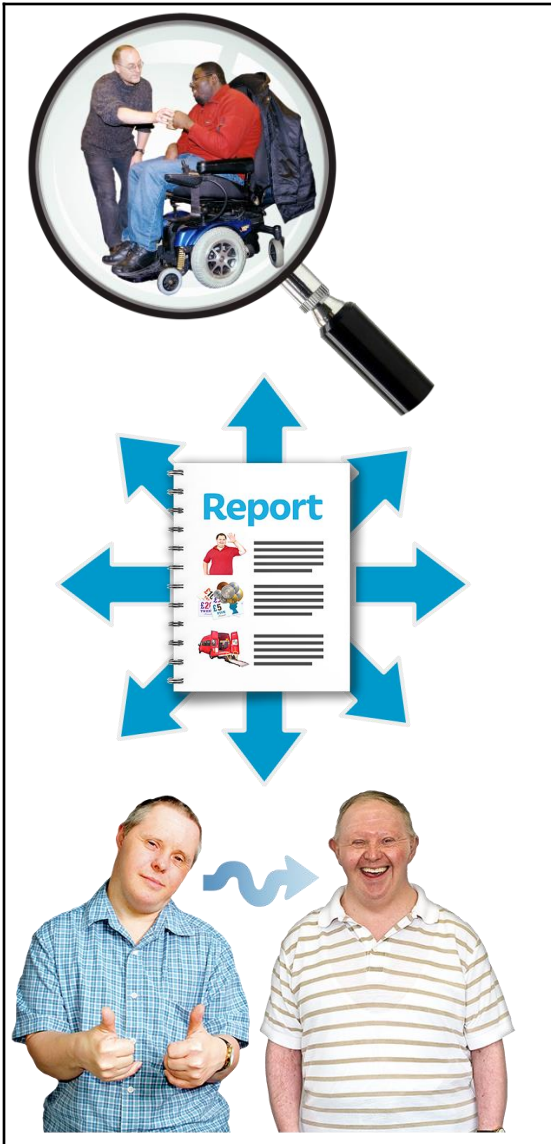
We are having conversations with lots of people and communities to help us write this



We would like to hear from you too. If you have any comments or questions please email nwccg.haveyoursay@nhs.net

You can watch a short video about our plans by [clicking here](#)

What happens to your feedback?



- We will produce **You said, we did** updates every 3 months
- We will **share** your feedback with the **decision makers**
- Your feedback will **help inform** how your local health and care services are developed across Norfolk and Waveney
- Your feedback will help us **identify what is missing**
- Your feedback will be used to **help** other organisations **improve** their services too