

Patients and Communities Committee 24 July

People and Communities Approach update

Promoting co-production:

- NHS Norfolk and Waveney took part in events at Norfolk County Council with the Making it Real Board during co-production week. We spoke to staff and councillors raising awareness of the benefits of co-production, the work of the MiR board and the NCC training around co-production in social care.
- We launched a [co-production hub](#) during co-production week – offering an online place for Norfolk and Waveney to promote examples of co-production and links to more info and resources.

ICB Engagement Projects:

1. Digital Services for Children and Young People's Mental Health:

- Survey for children and young people aged between 11 and 25 across Norfolk and Waveney open until Sunday 20 August 2023.
- The survey is about digital services that children and young people can use on their phones or a tablet or laptop to help with their emotional wellbeing and mental health. Examples you may have heard of are Kooth or Qwell, that offer a variety of features, or apps like LumiNova.
- Digital services would always be offered in addition to services that children and young people can access face to face, where appropriate
- We will use the information collected to help us to assess the services and tools we already offer and look at other ones that are available.

Community Services Review:

- A [system wide engagement exercise](#) is under way across Norfolk and Waveney to seek the views of health and care services from people of all ages.
- Further information about this engagement exercise can be found on the [ICS website](#). Five engagement sessions will take place; three have been held, with two yet to take place. A survey is also open until Sunday 12 August 2023.

Joint Forward Plan:

- [Launched start of July](#)
- [Webpage launched](#) including easy read version of document
- Participation around the delivery will be planned alongside roll-out

Armed Forces Community and Veterans Healthcare:

- [Webpage launched](#) in run up to Armed Forces day
- Planned and written by group made up of reps from ICB, NHS Trusts, NCC, RAF Marham and VCSE support groups
- Webpage aims to be hub for promotion and support, as well as future engagement opportunities

PPG Support Project:

- Aim to deliver the results of the Healthwatch report looking at how best to support practices and PPGs develop patient voice around primary care
- Steering group had first meeting made up of reps from HW, ICB, PPGs and Norwich PCN
- First project is a template toolkit to help PPGs and Practices with recruitment