

Norfolk and Waveney 5-Year Joint Forward Plan 2024/25 - 2028/29



What is this booklet about?







This easy-read booklet explains how Norfolk and Waveney Integrated Care System wants to **plan and fund** its services.



An **integrated care system** or **ICS** for short is when all the **different organisations** that can **help** when you are **ill or need support work together**, so it's easier for people to get the services they need.

There is **more easy read information** on the Norfolk and Waveney ICS website:
<https://improvinglivesnw.org.uk/about-us/easy-read/>

	<p>This booklet is about the five years between 2024 and 2029.</p>
	<p>Our plan is called the 5-Year Joint Forward Plan or JFP for short. Here is a link to the full JFP: https://improvinglivesnw.org.uk/norfolk-and-waveney-5-year-joint-forward-plan/</p>

What does the Joint Forward Plan say?	
	<p>We asked people in Norfolk and Waveney what we should have in our plan.</p>
	<p>They told us they want to feel safe when they get care and treatment.</p>



They told us they want **services to work together** more so people don't have to tell their story lots of times.




They told us they want services to be **accessible**.



They told us they want services to be made **around the person**.

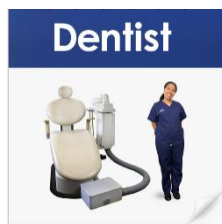
	<p>They told us they want services to be good quality.</p>
	<p>We will update our plan every year to make sure it is still right.</p>
	<p>Lots of organisations in Norfolk and Waveney worked together to write the plan. We want our plan to support their plans.</p>

What does the JFP want to do?	
	<p>We have chosen 8 areas to work on to improve services. We chose those areas based on what local people, staff and their families and carers have told us matters to them.</p>



1. Population Health Management, Reducing Inequalities and Supporting Prevention

This means looking at **data** to learn how to help people, especially people who may need extra support to be **included** in services. And helping people **stay well** so they don't become ill.



2. Primary Care Resilience and Transformation

This means making sure we have enough staff and money in our **GPs, dentists, pharmacies and opticians**. Helping them to make their services better.



3. Improving services for Babies, Children and Young People (BCYP) and developing our Local Maternity and Neonatal System (LMNS)


This means making sure our **pregnant people, our babies and our children and young people** have good quality services designed especially for them to keep them well.




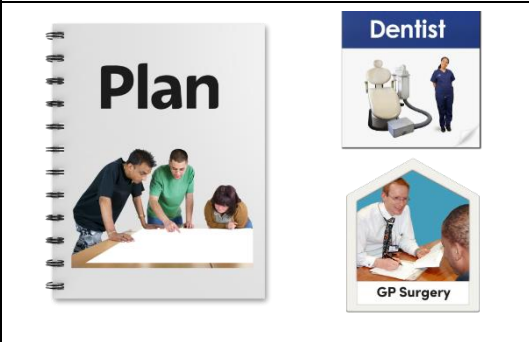


4. Transforming Mental Health services

This means making mental health services work much better. To help people stay well and get urgent care quickly when they need it.

	<p>5. Transforming care in later life</p> <p>This means making services better for older people so they stay active, happy and are not lonely. So they get urgent care quickly and only go to hospital when they need to.</p>
	<p>6. Improving Urgent and Emergency Care</p> <p>This means giving people opportunities to get help if they feel unwell suddenly, and making sure an ambulance and emergency departments can help quickly when needed.</p>
	<p>7. Elective Recovery and Improvement</p> <p>This means making waiting lists for treatment shorter and helping people get better quickly after treatment.</p>
	<p>8. Improving Productivity and Efficiency</p> <p>This means we want to do more and do it well with as little waste as possible.</p>

	<p>We also want to improve how we work with voluntary organisations such as charities to help people have healthier lives.</p>
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How will we know it is working?	
	<p>We will measure how well our plan is working in lots of ways.</p>
	<p>We can count how many people use services. For example, we want more people to use services that help them stay well and we want less people to have to go to hospital.</p>
	<p>We can look at how many people choose to get their treatment in other places.</p>
	<p>We can make sure that we work with everyone in the ICS to write plans to solve problems where needed, such as making plans to make sure there are enough dentists and GPs.</p>

	<p>We can measure how many new people come to work in health and care services, and how many people decide not to leave.</p>
	<p>We can measure how quickly people are seen and get treatment when they need urgent and emergency care.</p>
	<p>We will keep working with our people and communities to make sure everything we do is still right for them.</p>