

NHS 10-Year Health Plan: Insight Report – Summary

This report summarises feedback from patients, NHS staff, community organisations, and partners across Norfolk and Waveney as part of the national *Change NHS* engagement, shaping England's new 10-Year Health Plan. The plan focuses on three key shifts:

1. Moving care from hospitals to communities.
2. Making better use of technology.
3. Preventing sickness, not just treating it.

Feedback was gathered via workshops and existing community insights, engaging a diverse range of voices including vulnerable groups, young people, and healthcare professionals.

Key Themes

Participants envision a future NHS that is **accessible, inclusive, efficient, and free at the point of use**. Improvements should focus on faster access to care, more joined-up services, reduced postcode inequalities, and the right balance between digital innovation and human interaction. Sustainable funding, workforce development, and integrated services are critical to success.

Shift 1 – Technology

Opportunities: Better appointment systems, improved NHS app, shared patient records, AI-supported diagnostics, remote monitoring, and accessible digital tools.

Concerns: Digital exclusion, privacy/security risks, over-reliance on automation, loss of personal care, and staff readiness. Participants stressed inclusivity, transparency, and maintaining human oversight.

Shift 2 – Care in Communities

Benefits: Improved access, reduced hospital pressure, more holistic local support, job creation, and better integration with social care.

Challenges: Funding, staffing, variable service quality, rural infrastructure, and continuity of care. Positive reception for **virtual wards, community diagnostic centres, and enhanced ambulance triage**, though each carries concerns about resources, training, and equitable access.

Shift 3 – Prevention

Priorities: Health education (schools, families, communities), vaccination uptake, healthy lifestyles, smoking/vaping cessation, substance misuse support, mental wellbeing, regular screenings, affordable dental care, and mobile health services.

Barriers: Access inequalities, cultural/language barriers, funding gaps, stigma, and difficulty sustaining behavioural change.

Other Feedback

Recurring issues include the need for:

- Long-term investment in prevention and social care.
- More equitable service distribution.
- Blended digital and face-to-face care.
- Improved mental health and dual-diagnosis pathways.
- Greater youth engagement and health promotion.
- Better disability access and communication support.

Conclusion & Next Steps

Feedback calls for **integrated, inclusive, and well-funded health and care services**. Insights will inform both national policy and Norfolk and Waveney's Joint Forward Plan refresh. In Spring 2025, a National Summit will bring together contributors to discuss priorities and shape the final 10-Year Health Plan.