



Improving lives **together**

Norfolk and Waveney Integrated Care System

Norfolk and Waveney Community Services Review

Communications and Engagement overview

Communications and Engagement to date

- Five resident, staff and communities events were scheduled for July and August
- **South Norfolk, Norwich and North Norfolk** events have taken place – **just over 60 people attended** these
- **East Norfolk and Waveney** event set to take place on 1 August 2023 – **40 people are registered** to attend (at capacity)
- **West Norfolk** event set to take place on 10 August 2023 – **anticipated that 40 people will also attend**
- A survey is live and mirrors questions/core narrative from the engagement sessions – more than **50 people have responded so far**.
- Hard copies of the survey are also available on the Norfolk and Waveney Wellness on Wheels (WoW) bus – these are being completed with support from health and care staff onboard the bus and will be fed into the final engagement report.



Communications and Engagement to date

- More than **1,500 conversations** have been recorded via the Community Voices/Insight Bank, some of which contain references to community services, care in the community and feedback linked to out of hospital care – these conversations will be fed into the final feedback report for the community services review engagement
- More than 700 people fed back as part of the engagement work which took place to build the Joint Forward Plan – **more than 150 comments** were also focused on community care, out of hospital care, which will also be included in the final feedback report.
- The final feedback report which will summarise the place based events, survey responses, wellness on wheels conversations and building in comments from the Community Voices programme and Joint Forward Plan engagement linked to community services will be available mid to late August 2023.