

The following questions were asked by attendees at the ICB Board meeting held on 26 September 2023:

**Question:** Please can you advise when the ICB will commission women's health services in line with the letter to accountable officers in June, the Women's Health Strategy and the care advocated by Professor Dame Lesley Regan in the series of NHS England webinars in July/August. It feels like Norfolk and Waveney is lagging behind what is being done elsewhere in the country, given there is a clear specification for the service. No one wants women in N&W to be disadvantaged.

**Answer:**

Women's health hub funding has been provided to ICBs to ensure that we provide women's health support which is:

- tailored to meet local women's needs.
- focused on delivering services in the community that better fit around women's lives and streamline access to women's health services.
- aimed to address fragmentation in provision, for example by providing management of contraception and heavy bleeding in one visit, or integrating cervical screening with other aspects of women's health care. At the moment, women often need to attend multiple appointments and go to different places to access these essential services.

Norfolk and Waveney ICB is taking a population health management and intelligence led approach to developing these. We have evaluated large amounts of local population health data, secondary care demand data and best practice evidence to determine which services to focus on with this funding, and to make sure that this is offered to women where the greatest need resides. A stakeholder planning and engagement workshop took place on 9 October 2023, where this data was shared.

Following this workshop we will finalise the operational model, the areas of most need and the clinical services that will be incorporated. As well as improving women's experiences of healthcare, we also hope that these hubs will create longer-term savings for the NHS through improving education, improving access to preventative care and reducing pressure on secondary care services.

**Question:** Following the closure of Norfolk County Council's reablement service at Benjamin Court in Cromer, what steps is the ICB taking: 1) to assess the needs for locally based rehabilitation services following hospital discharge, specifically in North Norfolk? 2) to consult with the local community about the use of the Benjamin Court site for NHS services, particularly rehabilitation and reablement?

**Answer:**

We constantly review and assess how best we can put in place services to support people, particularly as we approach another challenging winter period. Across the system we have carried out detailed analysis of the needs and demand last year and this is allowing us to shape future services. In particular we have put in place additional home and bed based reablement capacity across the whole of our system and are currently working on other short term proposals if more funding becomes available.

This means for people in North Norfolk, they will have access to:

- 26 Intermediate care beds in Care Homes for Central Norfolk residents including North Norfolk, with wrap around Multi Disciplinary Team (MDT) support to provide a reablement, recovery and assessment service for up to six weeks to optimise independence and determine an individual's long term needs for discharge. This is for individuals specifically with moderate to significant cognitive impairment including dementia. MDT support includes physiotherapy, occupational therapy, social work, Primary Care, Exercise Specialists and Flow Co-ordinators. Weekly MDT meetings are supported by the Head of Integrated Discharge for Norfolk and Waveney.
- Three Double up Norfolk First Support teams – one in North Norfolk, one in South Norfolk and one in Norwich to commence ahead of winter. This is an up to six week reablement and recovery service to promote independence at home and determine long term care needs. This additional capacity is to specifically support individuals with double up (two carers supporting an individual rather than one) care needs.

We are committed to engaging with stakeholders and in North Norfolk have established groups including the North Norfolk Place Board and our district council led Health and Wellbeing partnership.

**Question:** Can we have an update on where the tender process is for the Norwich Walk In Centre please? There appears to be turmoil in the Norwich area with the current provider and there needs to be assurance that the service will not fail.

**Answer:**

You may well have seen the media coverage regarding OneNorwich Practices, who are the current provider of the walk-in centre. In summary, the ICB has been working with OneNorwich Practices over recent months to support the organisation while it undertook an internal review of its financial position. The directors of OneNorwich Practices recently agreed that the best way to protect services and jobs is to transition staff and services to other providers in the system over the coming months, and then close down the organisation.

This has had an impact on the tender process for the Norwich walk-in centre. The ICB's immediate priority is working with healthcare providers across the Norwich Primary Care Network (PCN) and the wider Norfolk and Waveney healthcare sector to arrange interim services. We will update patients and the public about the progress with this as soon as we can, as well as regarding longer-term plans in due course.