

Providing general practice services in Norwich

**Norwich Walk-in Centre, Vulnerable Adults Service –
Inclusion Health Hub, and GP Practice on Rouen Road**



Summary Consultation Document

Public Consultation and Engagement

January 24th to March 26th 2023

If you would like this information in large print or in an alternative version, please contact NHS Norfolk and Waveney and we will do our best to provide it.



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What is the purpose of this document?

This document is published by NHS Norfolk and Waveney Integrated Care Board (**NHS Norfolk and Waveney**). It sets out details on our proposed vision for how general medical services may be provided in Norwich when the contract for the Norwich Walk-in Centre (**WiC**), the GP Practice on Rouen Road, and the Vulnerable Adults Service – Inclusion Health Hub (**VAS**) expires on 31 March 2024.

This document provides a summary of information provided in the full consultation document which is available [here](#). The consultation is open from 24 January to 26 March 2023.

Our objective

The objective of this consultation is to continue to find ways to provide good quality general practice services for people living in Norwich and surrounding area after the contract for the WiC, the GP Practice on Rouen Road, and the VAS expires on 31 March 2024.

When we are considering making changes to how we provide general practice services for patients we want to make sure we understand what impact they would have. We know that making decisions about changing how we provide care for people is important and we take these decisions seriously.

Setting the scene

Norwich WiC

The WiC on Rouen Road, Norwich provides general practice services, including treatment of minor illness and injuries. Services are provided to anyone who needs

it, whether registered with the health centre, another practice, or not registered with the NHS at all.

Patients don't need to make an appointment at the WiC and the opening hours are longer than those in other practices (7am – 9pm). It also provides access to vulnerable adults when the VAS is closed.

The largest proportion of patients using the WiC are patients that are already registered with one of the 22 Norwich GP practices (66%). Seven percent (7%) are registered with the Rouen Road GP practice. The majority of patients seek treatment at the WiC for same-day general practice services rather than minor injury treatment.

In addition to the WiC, a [GP Out of Hours](#) service is operational across Norfolk and Waveney. This provides patients with urgent access to general practice services outside of core working hours (6.30pm – 8am, Monday – Friday, and all day Saturdays, Sundays and public holidays). This is accessed by calling NHS 111.

GP Practice at Rouen Road

The GP practice at Rouen Road is open from 8am to 8pm every day, including public holidays. It provides general practice services to around 10,300 registered patients and the practice boundary serves the whole of Norwich.

The VAS - Inclusion Health Hub

The VAS provides enhanced primary medical support to people with a complex range of needs between 9am – 5pm, Monday to Friday.

The VAS aims to address health inequalities by bringing together specialist healthcare professionals to provide inclusion health services for people who live chaotic lives, and an asylum seeker and refugee service.

The current healthcare landscape - why do things need to change?

There are some big challenges facing the health service today that must be factored into how services are planned, designed, and commissioned. These include:

- Meeting the increasing needs of patients;
- Improving and increasing equity of access to general practice services;
- Improving outcomes and the quality of care;
- Using the limited workforce in the most appropriate way and ensuring general practice services are resilient; and
- Achieving value for money.

Other factors influencing the need for change include:

- There are now more ways for people to access health services that didn't exist when the WiC was established, including through [Enhanced Access](#) and community pharmacies. Not only are these services open at similar times to the Walk-in Centre, they are also available across Norfolk and Waveney, reducing the need for people to travel to the one walk-in centre in Norwich.
- The strategic direction of the NHS has moved away from providing walk-in centres towards improving flexibility and access to healthcare professionals through access to other services as described above.
- NHS England commissioned a review of Primary Care, which includes general practice. The [Next Steps for Primary Care: Fuller Stocktake Report, May 2022](#) outlines the steps that decision makers and services should take to arrange, join-up and deliver services to improve outcomes for local people.
- In the greater Norwich area there are areas of significant deprivation whose residents experience poorer health outcomes. Preventing ill health and care needs from arising in the first place and targeting high risk groups to help address and reduce health inequalities are key priorities for the organisations within our ICS and the NHS.

All these factors must be taken into consideration when current healthcare contracts expire and new service contracts are developed. That is why we need your help to identify and help shape the future of healthcare services within the Norwich area.

What are the options for the possible future of the Norwich WiC, VAS, and GP Practice at Rouen Road?

Considering all the information provided above, NHS Norfolk and Waveney has produced the following options, which take into account a service that:

- Provides good value for money and reduces duplication of funded services - we are not looking to save money, but to use our resources more effectively.
- Works collectively for all partners involved, including patients, Norwich-based GP practices, NHS Norfolk and Waveney and NHS England.
- Is in line with national policy and local priorities, including the NHS strategies for [addressing health inequalities](#) and [improving access to healthcare](#) services, as well as our local [Integrated Care Strategy](#) and [Clinical Strategy](#).

Option 1

No Change. Reprocure (buy again) all three services

Summary of proposal: this option would mean that the current WiC service, VAS, and GP practice would be reprocured (bought again) as they currently are, under one contract. This would mean the current location and services provided would not change.

Based on a review of national policies as described above and local healthcare needs, we do not think this is the most appropriate option.

Option 2

Reprocure (buy again) the VAS and GP Practice at Rouen Road only (and allow the WiC service to expire)

Summary of proposal: This option would mean that the location and services provided at the GP Practice at Rouen Road would not change, and the VAS would continue to be provided from Under One Roof on Westwick Street. The WiC would close.

Based on a review of national policies as described above and local healthcare needs, we do not think this is the most appropriate option.

Option 3

Reprocure (buy again) the GP practice and the Vulnerable Adults Service – Inclusion Health Hub under one contract. Redesign and commission (buy) the health service capacity that is provided at the Walk-in Centre in a different way to improve health outcomes in underserved communities across the Norwich area.

Summary of proposal: Based on a review of national policies as described above and local healthcare needs, we believe this is the most appropriate option. This option would mean that the location and services provided at the GP Practice at Rouen Road and the VAS would not change. The resources that are currently invested into the WiC would be redistributed across Norwich PCN to:

- Improve access to healthcare services for those with unmet health needs, seldom heard communities, the most vulnerable, and those that are socially excluded to help reduce health inequalities.
- Join-up services to better support increased demand for general practice services and provide care closer to home for people living in underserved communities.
- Provide the foundations to support the local health and care system to have increased resilience to address growing demand from new service developments, planned housing growth, and growing complexity of patient needs.
- Be in line with guidelines set out in national and local strategies and policies

We have not finalised details of how this would operate in practice because public feedback at this early stage is essential in helping to shape where and how services could be delivered to best meet local needs.

For more information about all three options and the proposed advantages and disadvantages of each, please read the full consultation document at <https://improvinglivesnw.org.uk/have-your-say-consultation-on-general-practice-services-in-norwich/>

What is Enhanced Access?

Under the national Enhanced Access policy that was introduced in October 2022, general practice now has appointments available 8am – 8pm Monday to Friday, and 9am – 5pm on Saturdays. These additional early morning, evening and weekend appointments are offered at various hubs across Norfolk and Waveney. [Read more about Enhanced Access here.](#)

What is the Norwich PCN and what area does it cover?

[PCNs](#) are groups of practices that work together in a number of different ways to provide services that are responsive to patient needs in their area. PCNs build on existing general practice services and enable greater provision of proactive, personalised, coordinated, and more integrated health and social care for people close to home.

Provide your feedback on the options outlined in this consultation

Using the information provided above and in combination with your own knowledge and views, we would like your feedback. Please use the survey link below:

https://www.smartsurvey.co.uk/s/GP_Norwich/

Next steps

The consultation and engagement period will be open between 24 January and 26 March 2023.

NHS Norfolk and Waveney will then carefully consider the feedback received from patients, public, and wider stakeholders, and take into account all other considerations as outlined in this document. The outcome of this consultation and next steps will be communicated publicly on our website in due course.