



Improving lives **together**
Norfolk and Waveney Integrated Care System

Survey – Tell us what you think

Providing general practice (GP) services in Norwich

Survey ends:



V1. 27 January 2023

Welcome to our survey



Norfolk and Waveney
Integrated Care Board

NHS Norfolk and Waveney Integrated Care Board (ICB) is the local NHS body that plans resources and services in Norfolk and Waveney.



We want to make some changes to how people get medical treatment in Norwich city centre.



We want to know what you think about our ideas.

What currently happens at Norwich Walk-In Centre?



Norwich Walk-in Centre is a primary care medical centre.

People can come here to be seen by a doctor or nurse for medical treatment.



People can get help for injuries without having to go to the hospital.



People can come here to get medical help when they can't see their regular doctor, or if they don't have a doctor.

What currently happens at Norwich Walk-In Centre?



You can choose if you make an appointment to see a doctor or nurse.



Or you can just show up and wait to be seen.



Right now, most people use the Norwich Walk-In Centre because they can get medical help without having to make an appointment with their regular doctor.



What currently happens at the GP Practice on Rouen Road?



The GP practice at Rouen Road is a doctor's surgery

People can come here to be seen by a doctor or nurse for medical treatment.



People can come here to get medical help from their regular doctor.

There are 10,300 patients registered at this practice. It serves all of Norwich.



You must make an appointment to see a doctor or nurse at this surgery.

What currently happens at the Vulnerable Adults Service?



The Vulnerable Adult Service provides specialist medical care to help people that need extra help and support.

These may be people who don't have a home to live in, people who can't make or keep appointments, or people who don't know English or can't speak it well.

Why do we need to change things?



We think we can make some changes to use the money for health better.



We want to make it easier for everyone to get medical help no matter who they are or where they live in Norwich.

We want to improve access to GP services and improve the quality of care you receive.



There are other services we pay for around Norwich that people can use when they need medical help.

Some examples of these are **Enhanced Access**, the **GP Out of Hours service**, care home visits, and home visits.

Why do we need to change things?



Enhanced Access and **GP Out of Hours** are services that help you get a doctor's appointment during early mornings, evenings, and weekends.

This might not be at your regular doctor's surgery, but at another one in the Norwich area.



We should be in line with national NHS policy and local priorities.

These priorities are about making sure everyone can get medical help when they need it, no matter who they are or where they live.

How can you help?



The **contract** (our agreement for working together) for the Walk in Centre, the GP Practice on Rouen Road, and the Vulnerable Adult Service ends on 31 March 2024.

We need to continue to find ways to provide good quality GP services for people living in Norwich and surrounding area.



When we are considering making changes to how we provide GP services for patients and want to make sure we understand what impact they would have.

How can you help?



We have three ideas (**Options**) that we think could work.



Telling us what you think can help the NHS to make decisions about how services are provided.

The first idea we are thinking about: Option 1

Don't make any changes.

- The Walk-in Centre would **stay the same.**
- The GP practice at Rouen Road would **stay the same.**
- The Vulnerable Adults service would **stay the same.**



We think good things about this might be:

- It would continue to help patients to get medical care
- It would continue to help GPs meet their current demands



We think not so good things about this might be:

- It isn't in line with policies that say we shouldn't have Walk-in centres anymore
- There are other services people could use to get medical care

The second idea we are thinking about: Option 2

Keep the other services, but close the Walk-in Centre

- The GP practice at Rouen Road would **stay the same.**
- The Vulnerable Adults service would **stay the same.**
- The Walk-in Centre **would close.**



We think good things about this might be:

- It would continue to help some patients to get medical care
- It would remove overlap of services that people can get from **Enhanced Access** and **GP Out of Hours** (see pg 8)



We think not so good things about this might be:

- There would be fewer GP appointments available for everyone

The third idea we are thinking about: Option 3

Keep the money for the walk-in centre, but use it in a different way

- The GP practice at Rouen Road would **stay the same.**
- The Vulnerable Adults service would **stay the same.**
- The Walk-in Centre **might close.** If it did close, we would use the money to pay for more medical help through other services.

The third idea we are thinking about: Option 3 continued



We think good things about this might be:

- It would help more people across the greater Norwich area to get medical help when they need it.
- It wouldn't overlap services provided by Enhanced Access and GP Out of Hours
- It would help to reduce health inequalities, meaning more people can get medical help no matter who they are or where they live



We think not so good things about this might be:

- People will need to make an appointment to get medical help
- People would have to go to other places around Norwich to get medical help, not to Norwich city centre

Please complete our short survey



This survey will ask you to tick boxes



It will also ask you to write what you think in words



Are you doing this survey for yourself or on behalf of someone else or an organisation?

For myself For someone else or organisation

Please tell us the name of the person or organisation?

Tell us what you think about our ideas (options) and what sounds good or not so good?



Option 1:



Option 2:

Tell us what you think about our ideas (options) and what sounds good or not so good?



Option 3:

A large empty rectangular box for providing feedback on Option 3.



Any there any other ideas you would like to suggest?

A large empty rectangular box for providing feedback on other ideas.



Do you understand how we would look after patients that use the Walk-in Centre now?

Yes

No

If you said No, what questions do you have?





Do you think some people are going to feel the impact more than others if we go ahead with Option 3?

Yes

No

If you said Yes, please say how?



Please tell us about your experiences and what is important to you when you need GP services. This will help us to plan and design GP services.



**Which services have you used in the last 12 months?
Please tick all that apply:**

- The Walk in Centre
- The GP Practice at Rouen Road
- The Vulnerable Adults Service – Inclusion Health Hub
- None of the above
- I can't remember

How far would you be willing to travel for a GP appointment?



Less than 5 miles

5 – 9 miles

10 – 14 miles

15 – 19 miles

20+ miles

What are the six most important things for you when you need to get medical help?



Choose six from this list (there are more on the next page):

- Being able to book a same day appointment
- Being able to book an appointment in advance
- Being able to walk-in without an appointment
- Being able to get an early morning appointment
- Being able to get a lunchtime appointment
- Free car parking on site
- Close to public transport

What are the six most important things for you when you need to get medical help? Please choose six from this list (continued):



- Being able to have a video or phone appointment
- Having a face-to-face appointment
- Being able to get translation and interpreting services
- Having healthcare services within walking distance
- Having healthcare services in a single location (no matter how far I have to travel)
- Other (please specify)

What is the most important thing for you when you need to access GP services, and why?




A large empty rectangular box for writing an answer to the question above.

Are there any barriers that make it hard for you to use GP services?



A large empty rectangular box for writing an answer to the question above.

When you have used GP services in the past, what was good about them?

	
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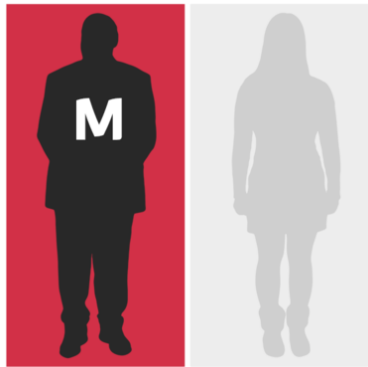
Tell us about you – you **do not** have to answer these questions but if you do it helps us make sure we are hearing from a lot of different people.



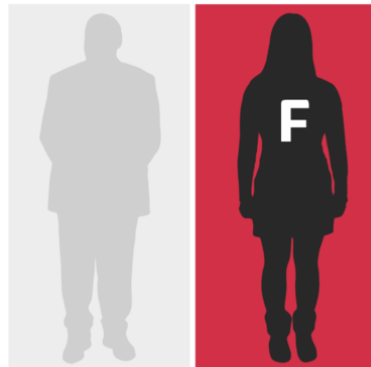
How old are you? (tick one box only)

Under 18	<input type="checkbox"/>	18-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-44	<input type="checkbox"/>
45-54	<input type="checkbox"/>	55-64	<input type="checkbox"/>	65-74	<input type="checkbox"/>	75+	<input type="checkbox"/>

Are you? (tick one box only)



Male



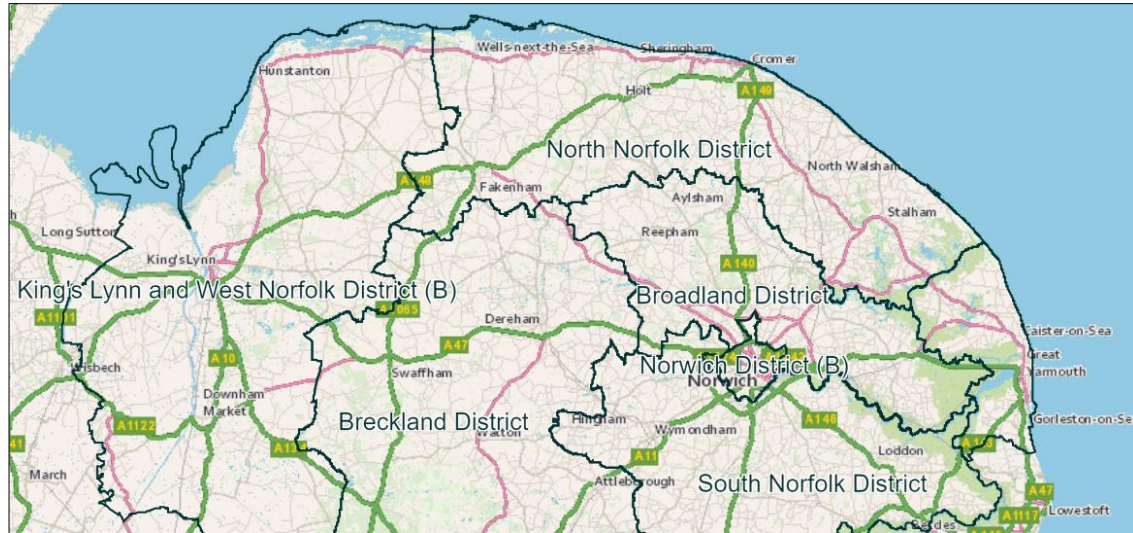
Female

I'd prefer not to say



I use my own term
Please say what it is
here:

What area do you live in? (usually where you pay your council tax)



Map copyright Norfolk County Council



Breckland

Broadland

East Suffolk (Waveney area)

Great Yarmouth

North Norfolk

Norwich

South Norfolk

West Norfolk

Other (please say):

What is your ethnic group?



White

English, Welsh, Scottish, Northern Irish or British
Irish Gypsy or Irish Traveller White Roma
Other white background
please say



Black or Black British

Caribbean
African
Other black background
please say

What is your ethnic group?



Asian

Indian

Pakistani

Bangladeshi

Chinese

Other Asian background

Please say



Mixed

White & Black Caribbean

White & Black African

White & Asian

Other mixed background -

please say

Thanks for taking part in our survey



This survey closes on **26 March 2023** but we will still want to work with local people to make sure we get everything right



You can fill in the answers online.

Use this link: www.smartsurvey.co.uk/s/GP_Norwich/

You can use the QR code to open the survey.



Thanks for taking part in our survey



Send an email to nwicb.haveyoursay@nhs.net

Give your email the title “Norwich GP services consultation”



You can write us a letter to this address:

NHS Norfolk and Waveney ICB, County Hall, Martineau Lane,
Norwich, NR1 2DH



If you are reading this document translated into your language on the ICS website:

1. Read the questions in this document on the ICS website
2. Write us an email with your answers in your language.
3. Send your email to us and we will be able to translate it.