

An update from the Norfolk and Waveney Health and Care Partnership

A message from our Independent Chair, RT Hon Patricia Hewitt

First of all, a huge thank you to everyone who has played a vital role during this terrible pandemic. Carers, GPs, hospital staff, everyone working in the community; in primary care, community health services, mental health and social care, the brilliant public health teams, all the amazing volunteers and staff in district councils, our two county councils and the thousands of voluntary, community and social enterprise groups across Norfolk and Waveney. You have all been amazing.



A special thank you, too, to everyone in primary care and many other organisations, as well as hundreds of volunteers, who enabled our Partnership to roll out one of the fastest, most successful vaccination programmes in the country. **If you, or anyone in your family, hasn't yet had their vaccination and you are eligible, please book your vaccine appointments as soon as possible!**

This has been a difficult and stressful time for everyone - but most of all for people who have lost a dear relative, friend or colleague. The pain of bereavement has been infinitely harder under pandemic conditions. Having shared that pain with many of my own friends and family, my heart goes out to all of you who have suffered in this way.

When COVID-19 hit, we suspended our regular e-newsletter. It's good to be back - especially when there is so much to do. The response to COVID-19 showed our system at its best, deepening and intensifying partnership work as everyone focussed on doing what needed to be done, fast. With online, phone and digital consultations, we achieved more digital transformation in less than three months than we'd managed in three years! 'Covid Protect' used both digital software and daily phone calls to look after 25,000 highly vulnerable and shielded patients; it's now become 'Protect NoW', extending the same 'high tech AND high touch' approach to other groups.

At the end of last year, we were recognised as an Integrated Care System. And in April 2022, we will become a statutory ICS under the new legislation that will come before Parliament next month. Discussions are already underway with partners about how we shape our new ICS and there will be many opportunities to get involved in coming weeks.

The next ICS interim Partnership Board takes place, virtually but in public, this afternoon, 10 June. There's lots on the agenda so do please take a look at the [papers](#) and join the meeting if you can; email nwccg.communications@nhs.net and a joining link will be sent.

With best wishes and continued thanks for everything you and your organisation are doing.

Patricia

Drop in for a vaccination and join the million plus people already protected across Norfolk and Waveney

There are plenty of opportunities to get a COVID-19 vaccine as more walk-in and appointment clinics are running across the locality. With younger age groups now eligible, the local NHS is focusing on people aged 25+, urging them to get protected as soon as possible.

Latest NHS England and NHS Improvement published data (as at Thursday 3 June), 78% of people aged over 16 in Norfolk and Waveney have received their first dose, compared to 72% of adults in England. This puts us second out of the 42 health and care systems in England.

Some 55% of people aged over 16 in Norfolk and Waveney have received two doses of COVID-19 vaccine, compared to just over 47% of adults in England. This puts us fifth out of the 42 health and care systems.

More than a million doses of vaccine (1,140,899) have been given in Norfolk and Waveney. In the week to 07 June, 66,306 doses were given of which 19,159 were first doses and 47,147 were second doses.

Cath Byford, Chief Nurse at NHS Norfolk and Waveney Clinical Commissioning Group, said: "We are one of the top performing areas of the country for the number of vaccinations given, but as a health and care system we are determined to keep building on our fantastic progress. We are committed to offering a vaccine to everyone who wants to receive the life-saving protection it offers. There is plenty of vaccine supply and no one will be left behind - our staff continue to work incredibly hard to make sure everyone eligible can access a vaccine.

Added Cath: "As younger age groups become eligible for vaccination, we would urge them to come forward for a Covid-19 jab. Unfortunately, we hear feedback that many of those who consider themselves fit and healthy don't think they need protection, but the facts are that catching coronavirus can still impact your long-term health even if you don't get so poorly you need to go to hospital.

"The vaccination of younger people is also important to stop the spread of the virus and protect the more vulnerable groups in our families and communities. People are enjoying having more freedom and being able to socialise in the warmer weather – but we need a very high percentage of the whole population to be vaccinated so we can control the virus and stop further outbreaks and avoid future restrictions."

Getting the vaccine is the single most important step we can take to protect ourselves, our families, and our communities against COVID-19. The vaccine has been tested by scientists and researchers worldwide and every vaccine has gone through thorough checks.

Anyone aged 25 plus can now get a vaccination at one of many locations across the area, many of which offer weekend and evening appointments or drop-in opportunities for those who have work or childcare commitments during the day. It is likely that vaccinations will open up for younger people in the next few days. The latest information about who can get a vaccine and where – including local drop-in and bookable clinics - is always available at www.norfolkandwaveneyccg.nhs.uk

This website also has key facts about the safety of the vaccines and why it is important that as many people get vaccinated as possible to protect themselves, their families, and wider communities.



Vaccination Target Exceeds Expectations

A GP practice in Norwich has smashed its vaccination target with over 50,000 patients now protected from COVID-19 since it began sessions on 15 December 2020.

Lionwood Medical Practice, located in Norwich and a designated Local Vaccination site, has hit The amazing target of 50,000 COVID-19 vaccinations. The practice provides a range of general medical services to approximately 10,700 registered patients. This achievement could not have been reached without the support of OneNorwich, Norfolk and Waveney CCG, Voluntary Norfolk, Norfolk Fire, and St Johns Ambulance.



Lyn Bostan, Business Manager and Partner with the practice comments: “This has been an amazing time to be working in general practice; Not only have we continued to see our patients for their routine appointments, but with the help of our volunteers we have managed to vaccinate more than 50,000 of our local community in the national fight against the pandemic.

“We were the first hub in Norwich to begin the vaccinations, since then joined by Gurney Surgery and Bowthorpe Health Centre. Our volunteers, working in shifts, have contributed enormously to our success. Up to twelve of them each day have been attending the practice to help register people, make them comfortable and ensure the process runs smoothly. We couldn’t have achieved this without their goodwill and support. It has been really rewarding to see everyone coming together for the benefit of their community and really making a difference. Thanks must also go to Belinda Axten with Voluntary Norfolk who has supported us and managed the volunteers. They have made such a difference and we can’t thank them enough. We do hope that cake on duty will help a little!”

88 different volunteers have given up 2,331 hours to volunteer at Lionwood, while Voluntary Norfolk volunteers have given over 20,000 hours across Norfolk and Waveney since they started in December. The feedback from patients has been incredible, with over 100 thank you letters and cards received.

People in Norfolk and Waveney urged to be kind and patient to GP practice staff as they continue to be there for patients, when they need it

People in Norfolk and Waveney are being urged to be kind and patient to GP practice staff as they continue to work incredibly hard providing the care patients need in the middle of the biggest vaccination programme in the history of the NHS.

Our GP practices across Norfolk and Waveney are and always have been open, treating, supporting, caring, and seeing patients throughout the COVID-19 pandemic.

Practices adapted to COVID-19 extremely well, protecting patients and their staff from the virus. There are huge benefits of using technology, linked to speed, ease and convenience for many patients, but where needed, they have continued to see patients face to face, following clinical triage.

Mark Burgis, Director of Primary, Urgent and Emergency Care for NHS Norfolk and Waveney Clinical Commissioning Group (CCG) said: “Our GP practices have and continue to do a brilliant job. COVID-19 has been hard for us all and this is no exception for our GP practice staff who continue to go above and beyond to provide the right treatment in ways that are safe and effective.

“We want you and our staff to be safe. So where possible, digital and telephone triage takes place to ensure that people still have crucial access to their GP, nurse, clinical practitioner,

mental health practitioner and more and where needed, face-to-face consultations have and continue to take place.

“For many, this has worked out better - ease of being able to receive care and treatment from the convenience of your own home. But where you need to be seen following clinical triage, you will be seen.

“GP practices and our amazing primary care family process tens of thousands of prescriptions a week, see thousands of patients a week, including online, video, telephone, and face to face and, at the same time, have called thousands of people to book COVID-19 vaccination appointments. GP practices have never been busier and they continue to be there for patients when they need it.”

Mr Burgis said people could help support their local GP practices by being kind and patient to practice staff and choosing NHS health services wisely.

“Please continue to be kind and patient to practice staff; they have and continue to work incredibly hard to provide the care you need, in the middle of the biggest vaccination programme in the history of the NHS,” he said.

“If you have a minor illness, please think about the options available to you - do you really need to see your GP for things like a tummy bug, sore throat or a cough? You can always pop into your local pharmacy where they’ll be able to give you advice.

“But if you have an urgent problem or something that you need to see your GP or another primary care health professional, please contact your GP in the normal way. GPs, nurses and our wider primary care family are and always have been here for you.”

NSFT Awarded Carer Friendly Tick Award

NSFT has been awarded Caring Together’s Carer Friendly Tick Award – Employers, in recognition of their work to identify and support staff who are carers.

Howard Tidman, Carers Champion said: “Unpaid carers play such an important role and make a massive difference every single day, so it is vital we look after them and offer them support where we can.”

Andy McGowan, head of carer services at Caring Together, said, “With three in five of us likely to be a carer at some stage in our lives we are seeing more and more organisations in our communities recognising the importance of identifying and supporting carers of all ages.

“We are very pleased to see Norfolk and Suffolk Foundation Trust having their work to identify and support carers who look after a family member or friend, now recognised by the Carer Friendly Tick Award. We want to congratulate them on this and to thank them for the work that they are doing which makes a real difference to carers.”

Caring Together works to help raise the awareness of carers awareness in the community with health, social care and education professionals, and employers.

The Carer Friendly Tick Award was originally developed for education by young carers from Caring Together’s Norfolk Young Carers Forum (NYCF) project. The success of this meant the awards have been rolled out across Norfolk, Peterborough and Cambridgeshire to now include community, health and employer awards.

These recognise the valuable work done in identifying and supporting carers carried out by each type of organisation.

Case Study: Clare Allen

Clare Allen, Practice Nurse



My name is Clare Allen; I am the lead practice nurse at The Park Surgery. A little background about me, my mum was a nurse and my dad was a policeman in the Met, and I always wanted a career in nursing or medicine. I live with my husband and two daughters.

I love the variety that practice nursing brings.

I've worked in two other surgeries where I did courses for family planning and smear taking as well as other courses to support patients. I am also a Non-Medical prescriber and a contraceptive implant fitter.

We have mixed clinics where anything can be booked in to enable patients to access what they need when they need it rather than only being able to come at a certain time or day for specific things. I have found this approach supportive towards patients.

I like being able to put people at ease, support them with their long-term conditions and enable them to improve their lifestyles and provide a positive experience.

General Practice nursing during a pandemic has been really different and has come with its own challenges such as extra PPE and balancing keeping everyone safe whilst still providing a high level of care. I have also been a part of the Covid vaccination programme, and along with the rest of the team, adapted and worked extra hours to ensure the programme is a success for our entire locality. We have worked closer with our PCN practices than ever before and support each other to reach this common goal. The Pandemic has brought us closer together not only as a stand-alone surgery but also as a network.

New Chair Appointed to Norfolk and Waveney Health and Social Care Assembly

Emma Ratzer has been appointed as the first Chair of the Norfolk and Waveney VCSE (Voluntary, Community and Social Enterprise sector) Health and Social Care Assembly. The appointment was announced by the Norfolk and Waveney Health and Care Partnership which brings together the NHS, local government and the voluntary sector to improve health and care in our area.

The idea for the VCSE Health and Social Care Assembly has been developed by representatives of the VCSE sector - including Community Action Norfolk, Community Action Suffolk, Voluntary Norfolk and Momentum - working together with NHS Norfolk and Waveney Clinical Commissioning Group (CCG) and Norfolk County Council. As Chair, Emma will now lead the next stage of the work to develop an effective VCSE Assembly which can build stronger and more equitable partnerships between our large, diverse and vibrant voluntary sector and NHS and social care organisations.



Emma said: "I'm delighted and proud to be welcomed as Chair of the VCSE Assembly and I look forward to developing the unique and ambitious partnership of a Norfolk and Waveney Integrated Care System. The VCSE sector continues to deliver incredible benefits to our communities and our statutory partners, particularly around financial models and social value impact. Support for all statutory and non-statutory sectors during the pandemic has been tremendous, but I fear the full effects of the last year are yet to present themselves.

"We have a real opportunity and responsibility to drive and commit to a collective ambition and shared vision that will actively steer future change in service provision, working collaboratively to positively address the growing inequalities within our communities with compassion, care, and attention to detail. I am looking forward to being a part of a sustaining, empowering and influencing Assembly designed to foster strategic imagination that moves us from conversation to action".

Mental health support available for the public

- It's important that we look after our mental wellbeing during this time – for tips and advice visit www.everymindmatters.co.uk.
- If you are worried about your own mental health and wellbeing call First Response, a free 24/7 helpline offering immediate support, on 0808 196 3494.
- 11 to 25 year olds in Norfolk and Waveney can get support and online counselling via www.Kooth.com. The service provides support or advice on any topic, including managing your feelings during the pandemic.
- JustOneNorfolk has a wealth of information and links to support the health and wellbeing of your family: www.justonenorfolk.nhs.uk.