

An update from the Norfolk and Waveney Health and Care Partnership - 15 July 2021



A message from our Independent Chair, Rt Hon Patricia Hewitt

It's gratifying to see the continued rollout of the hugely successful vaccination programme across Norfolk and Waveney. This enormous task has taken commitment and hard work from partners across the ICS. This success is crucial to our easing of lockdown and a return to some normality for most of us. Special efforts have been made to engage with young people and students at The University of East Anglia, with the vaccination bus on site to encourage take up. It is also great to see local celebrities from Norwich City FC supporting the campaign too.

A plan set to drive the county's transport policy for the next 15 years is to be discussed by county councillors next week. The ambitious Local Transport Plan has at its heart the aim to support a growing economy, strengthen communities and reduce our impact on the environment.

A carbon cutting commitment is central to the transport plan which supports the county council's pledge to achieve net zero carbon by 2030, which councillors adopted as part of the authority's Environmental Policy in November 2019.

In this briefing we mention the work of our Reservists. This is a chance to thank everyone across the system who have worked so hard during the pandemic period. The 73rd birthday of the NHS and the special service at St Paul's Cathedral was an opportunity to say thank you to thousands of people from all walks of life, who have supported, helped, volunteered and worked so hard during the pandemic, we're immensely grateful to you all.

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

Patricia

Patients' praise for Norfolk and Waveney's GP practices

People in Norfolk and Waveney have given their GP practices a resounding thumbs up in a national survey of patient satisfaction. Results from the GP Patient Survey 2021 showed that local practices scored higher than the national average in a number of key areas, such as overall experience, the helpfulness of staff and how quickly patients received care.

More patients in the CCG area also said they were satisfied with the ease of booking and the appointment they were offered compared with the national average.

In addition, practices in Norfolk and Waveney improved their scores against nearly every indicator compared with 2020.

You can read more [here](#).

NHS celebrates 73rd Birthday

The NHS marked its 73rd Birthday on 5 July, after a year like no other. It has been an extremely challenging year for the NHS and the country, but also a year of hope.

As part of the birthday celebrations, there was a special service of commemoration and thanksgiving held at St Paul's Cathedral, at which NHS Norfolk and Waveney Clinical Commissioning Group (CCG) was represented by Howard Martin, Director of Population Health Management and Health Inequalities.

Howard was nominated to attend this prestigious occasion as a result of his work and leadership in addressing health inequalities during the Covid-19 vaccination programme.

Through the past six months, Howard has been working closely with system partners to ensure that all communities across Norfolk and Waveney have been able access the coronavirus vaccine.

You can read more [here](#).

COVID-19 jab our 'best defence' say Norfolk and Waveney's health leaders as vaccination programme continues to pull out the stops

Ninety-one percent of people over the age of 18 have had their first dose of COVID-19 vaccine, with 72% of this group having had their second dose, newly released figures show today.

According to data published by NHS England and NHS Improvement Norfolk and Waveney continues to make excellent progress with vaccinations for younger people with 70% of 18-24 year olds; 75% of 25-29 year olds and 83% of 30-34 year olds having received their first dose.

It comes as a new web portal has been developed with our partners at Norfolk County Council which provides a quick and easy tool for people to find out where walk-in vaccine appointments are taking place across Norfolk and Waveney. For a list of the latest clinics visit

<https://apps.norfolk.gov.uk/WalkIn>

You can read more [here](#).



NHS in Norfolk and Waveney planning the safest way to restore more hospital services

The NHS in Norfolk and Waveney is actively looking at ways to carry out more routine and urgent hospital treatments. An Elective Care Recovery Board has been established to make sure that the backlogs created by the pandemic are addressed as quickly as possible. Of course seriously ill people have continued to be seen over the last 18 months and GP practices have continued to triage and then see those patients who need to be seen, but elective care, planned operations such as knee replacements and routine testing have been delayed and we now need to ensure that people on the waiting lists are seen before they get worse.

The Elective Care Recovery Board is chaired by Caroline Shaw, Chief Executive of The Queen Elizabeth Hospital (QEH) and features senior clinical and management leadership from across Norfolk and Waveney. There are six clinical workstreams:

- Outpatients
- Diagnostics
- Clinical Prioritisation and Harm
- Single Patient Tracker List (PTL)
- Inpatients/Daycases
- Future Models

The Board has now met three times and the workstreams are working on planning and priorities. The Elective Recovery Board's main role is to bring key NHS and social care partners together to develop and work on the elective recovery programme and deliver transformation of care across the Norfolk and Waveney Integrated Care System. The principles of this group are based on equity of service across the system, preventing harm, achieving the best outcomes for each patient, maximising elective capacity to improve population health, supporting our workforce and reducing inefficiencies, while working smarter.

Even though the rules around COVID-19 are being relaxed, many of the changes planned for the country from 19 July will not affect the NHS as we are still having to adhere to PPE and social distancing requirements. We need to find new and innovative ways to deliver services, within these constraints. We have been looking to restore as much planned or urgent hospital treatment as possible over recent weeks and months. Very considerable steps have already been taken to increase capacity in our hospitals, community services and GP practices; they are already seeing more people and offering more face-to-face appointments. There is more work to do though and we have a range of measures in the pipeline – and further clinically-led planning underway – to expand capacity.

Caroline commented: "I want to thank the whole system for its support and commitment to the Elective Recovery Board. The first meetings have been productive, and it feels like we are working together to deliver the expectations of the Board. We owe it to our staff and patients to make best use of this time and our collective resource to tackle the backlog and by working together as a system develop new ways of delivering services to meet the needs of our communities. I thank everyone involved for their continued commitment to this work and I expect we will make great steps towards recovery and transformation together."

Bring Back Staff Reservist Success in Norfolk and Waveney

A national pilot launched in Norfolk calling for former health workers to return to the NHS has been hailed such a success that there are moves to make the project permanent.

The Norfolk and Waveney Health and Care Partnership launched the pilot as part of a national campaign delivered locally with all regions inviting back hundreds of supporters who expressed an interest in helping the NHS during the height of the Covid-19 pandemic.

Hundreds of people answered the call to come back and help with the huge task of caring for the large numbers of the public admitted to hospital and the subsequent vaccination programme. What was expected to be a local response turned into what became the biggest one-off recruitment programme in the history of the NHS.

You can read more [here](#).

New funding available

The CCG workforce team recently completed two very comprehensive funding bids for two pots of national money to provide further health and wellbeing support for colleagues across the Norfolk and Waveney health and care system. We have been granted around £700,000 by NHS England and NHS Improvement across two staff health and wellbeing bids we submitted; £290,000 for primary care and a further £399,000 for enhanced health and wellbeing systems, essentially extra funding for our long-COVID service.

The primary care funding bid outlined how we will address the current inequity in awareness of/access to staff health and wellbeing resources in primary care compared to other NHS services across primary care such as pharmacy, dentistry, and optometry. It will also improve awareness of and access to these resources, including targeted improvements to current provision, as well as fostering a culture where staff health and wellbeing is recognised across primary care as a key enabler of financial, operational, and clinical excellence.

The enhanced wellbeing service funding bid described how we will establish a 'best in class' long-COVID service, with multi-disciplinary teams providing holistic treatment and assessment of the physical and mental health symptoms of long-COVID for health and social care staff across Norfolk & Waveney. The intention is to establish a dedicated long-COVID Rehabilitation Hub, encompassing NCHC's long-COVID Assessment Service and NSFT's Mental Health & Resilience Hub. It complements the planned extension of the NCHC service to include treatment.

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.co . 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