

# in good health

The Norfolk and Waveney Health and Care Partnership

## Norfolk and Waveney STP Oversight Group

### March 2019 update

The [NHS Long Term Plan](#) sets out how the health service is changing to make sure it is fit for the future. At our March meeting we continued to discuss the implications of the national plan and the work we need to do to deliver improvements in care locally.

A key part of the Long Term Plan is using technology to modernise and improve care. We discussed the progress being made with the development of our local Digital Strategy for Norfolk and Waveney, including the work our three hospitals are doing together to replace their electronic patient record systems with one solution for all three organisations.

I hope that you find the updates below useful – please let me know whether you'd like more detail on any of them.

Patricia

**Rt Hon Patricia Hewitt**

**Independent Chair of the Norfolk and Waveney STP**

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### Modernising care

Updating the technology that our health and care organisations use has the potential to significantly improve people's care, health and wellbeing, as well as our efficiency.

				
Digital will enable access to advice, medication and services without visiting a GP or A&E	Use NHS App to book GP appointments and renew prescriptions	'Digital first' Primary care	Care at home, monitored by wearable devices and home technologies	Interoperability and joined up systems

We're developing our Digital Strategy for improving care in Norfolk and Waveney – it will be finalised in May. Here are a couple of practical examples of the work we're doing:

## Online consultations

- Across Norfolk and Waveney we are setting up a new IT system to enable local GP practices to offer online patient consultations.
- Online consultations involve patients contacting their GP surgery securely by using its website or an app. When a patient sends a message it is read and passed to the right member of staff to deal with, this could be a pharmacist, nurse, therapist or GP.
- In some cases a patient will be helped or advised by the health professional responding securely online, other times patients might be asked to come in for a face to face appointment or to pick up medicine.
- It is expected the new system will be available to GP practices in early summer 2019.

## A shared electronic patient record for our three hospitals

- At the moment each of our hospitals has their own patient records systems for storing information about your care. They all need updating and the three hospitals have decided to work together to replace them with a single, shared electronic patient record solution.
- Working together will help us to get much better value for money. More importantly, because staff will have easy access to accurate and up-to-date information it will help to ensure people get better, safer care.



## Primary care networks

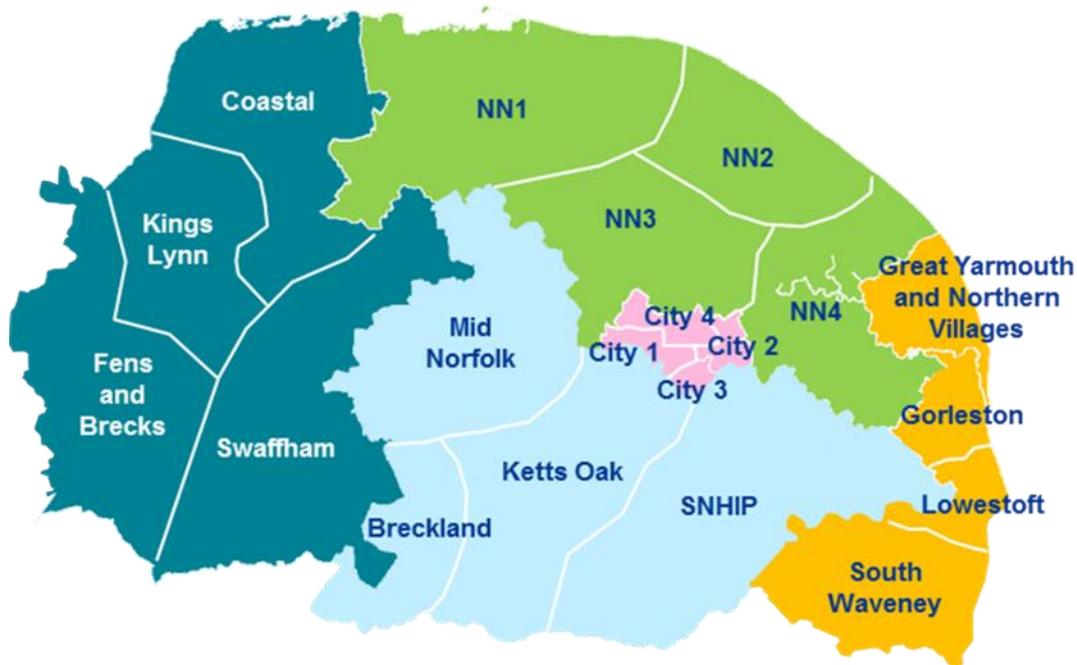
The NHS Long Term Plan sets out a new service model for primary and community health and care services based on primary care networks, or PCNs. These are teams of professionals from a range of different backgrounds, working together with groups of GP practices.

[Watch this video](#) to find out more about primary care networks and the benefits they'll bring to people living in Norfolk and Waveney.

We are already working together to set-up 20 primary care networks covering Norfolk and Waveney – the map below shows the areas that each team will cover. At our meeting we discussed what it says in the Long Term Plan about how they will operate and the new five-year GP contract which provides funding to develop the networks. Key points from our discussion include:

- Each PCN will have a new role of clinical director to bring practices and other local organisations together to collaborate.
- Our mental health strategy commits to the co-location of services with PCNs and our adult social care colleagues are committed to reconfiguring services to integrate with our PCNs. We want to explore how children's services fit with our PCNs.
- There is clear guidance for community provider organisations to reconfigure services around PCNs. We are developing plans for what this will look like in Norfolk and Waveney.

- CCGs are expected to support PCN development both financially and with support in kind – we want to create a consistent offer across Norfolk and Waveney.
- We are developing a plan for how we can use data to target our resources at all levels of our system, including our PCNs.



## Get help from your pharmacist #helpushelpyou

Minor health problems can sometimes be troublesome if you leave them untreated. Your pharmacist can provide advice without having to visit a GP. Find your local pharmacy here: <http://bit.ly/2AePFqO> #HelpUsHelpYou

**Don't wait until you feel worse**

Even if it's just a cough or cold, consult your pharmacist before it gets more serious.

[nhs.uk/staywell](http://nhs.uk/staywell)

**HELP US HELP YOU**  
STAY WELL THIS WINTER

**NHS**

Prameet Shah, Pharmacist