

# *in* good health

The Norfolk and Waveney Health and Care Partnership

## **Norfolk and Waveney STP Oversight Group**

### **May 2019 update**

I was really pleased to hear that Norfolk has been selected to take part in the new national Early Years Transformation Academy. It means that local organisations working across health and maternity services will be working even more closely to improve children's lives.

Through our work with the Academy we want to ensure that:

- More children have a better birth as a result of their parents and carers being in good mental and physical health
- More children develop in line with their developmental milestones, especially those from our most disadvantaged communities
- Fewer children aged 0-5 experience neglect or emotional harm
- More families experience social mobility.

As one of just five areas across the country taking part in the Academy, we will be in a position to pioneer new ways of providing maternity and early years services.

I hope you find the updates below about the May meeting of the STP Oversight Group useful.

Patricia

**Rt Hon Patricia Hewitt**

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

[Click here to receive these updates straight to your inbox](#)

### **Why we are joining-up health and care services**

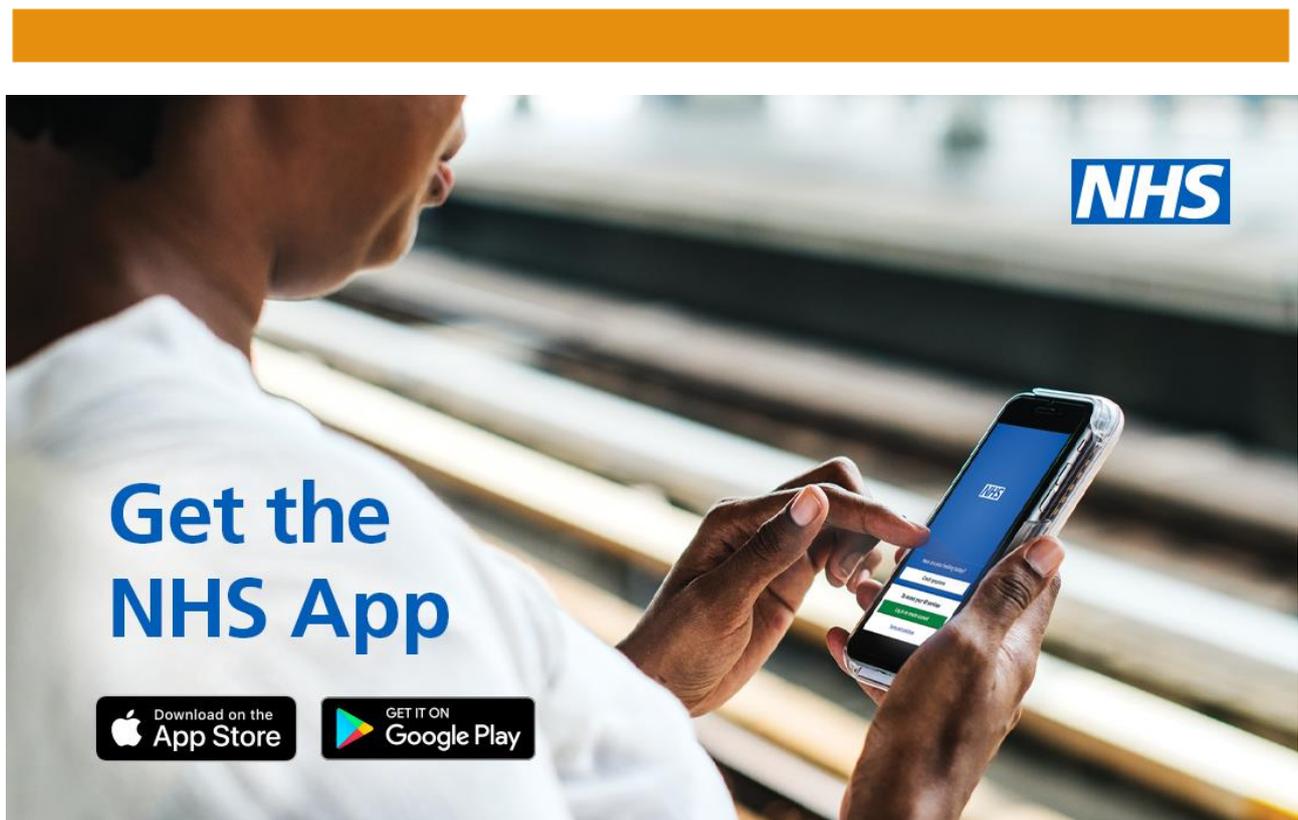
We had two patient stories at our meeting in May which really illustrated why we are working together to provide much more coordinated care, where possible in people's in homes or near to where they live.

Hugo de Waal, Consultant Old Age Psychiatrist at the mental health trust, talked us through the case of an older lady who was admitted with anxiety and depression. She was

cared for and soon ready to go home, although needed some extra support in the mornings as they remained difficult for her.

Unfortunately, there was not a service that could provide timely care in the community as the individual fell between gaps in services. As a result she ended-up staying four to six weeks longer than she needed receiving in-patient care. We know it would have been better for her, quicker and cheaper if we could have helped her at home.

It was difficult to hear that we could have provided better care for this person. But unless we hear, discuss and learn from when things have gone wrong, we won't be able to create the integrated care system which provides joined-up, timely and compassionate care that we all want to. This is why the work of our partnership is so vital – none of our local health and care organisations can change the way we care for people in the way we want to on their own.



### **Get more control of your health and care – get the NHS App**

The NHS App is the first app from the NHS for people across England. It is a simple and secure way to access a range of NHS services on your smartphone or tablet. Use it wherever you are, at any time of the day or night.

#### **Use the NHS App to:**

- **book and cancel appointments**  
search for, book and cancel appointments at your GP practice
- **view your record**  
get secure access to your GP medical record
- **order repeat prescriptions**  
see your available medications and place an order

- **check your symptoms**  
find trusted information on hundreds of conditions and treatments and get instant advice
- **register to be an organ donor**  
easily manage your preferences on the NHS Organ Donor Register
- **choose how the NHS uses your data**  
register your decision on whether your data can be used for research and planning.

## Managing the finances and performance of our health and care system

Key to our success as a partnership will be to work much more closely together to manage our finances and performance. This is why we now produce reports that looks at the finances and performance of our health and care 'system'.

Here are the key points from our May finance report:

- Our local NHS organisations made over £100m of efficiency savings in the 2018/19 financial year.
- Despite this, because of the pressures facing our health and care services, last year our CCGs and NHS trusts had a combined deficit of £97.6m.
- We are planning that our NHS organisations will deliver a combined deficit of £16.4m in this financial year, which would represent a very significant improvement in terms of our financial performance.
- To achieve this we will need to continue our work to create more integrated ways of working and all organisations will need to not spend more than they have planned for.

As mentioned last time, we are developing a performance framework for our partnership to help to address our performance issues together, supportively and effectively. We discussed a first draft of the report at our meeting and are looking at how we can continue to refine and develop it.

As a partnership we have agreed we will focus on a small number of significant indicators, including referral to treatment waiting times, cancer, emergency care and out of area placements.

You can read about the financial position and performance of our partnership of local health and care organisations in the [STP update report](#) being discussed at CCG governing body and provider board meetings.

## New website for our partnership

Our new STP website is up and running, for the first time bringing together in one place what our partnership is doing and has achieved so far. It is only a starting point - there is so much more we can and will include in the months to come. Visit:

[www.norfolkandwaveneypartnership.org.uk](http://www.norfolkandwaveneypartnership.org.uk).



Over the next ten years,  
**patients will see more  
and better health services**  
outside of hospital and in their communities

**#NHSLongTermPlan**

[www.longtermplan.nhs.uk](http://www.longtermplan.nhs.uk)