

in good health

The Norfolk and Waveney Health and Care Partnership

Norfolk and Waveney STP Oversight Group

April 2019 update

What would make the NHS work better for you?

The Government is investing an extra £20 billion a year in the NHS until 2023. Following the announcement of this investment and the publication of the NHS Long Term Plan, we are working with Healthwatch to find out what you would do to improve local NHS services and what you would like to see in our five year plan for health and care in Norfolk and Waveney.

We want to know what you think. You can share your views by [completing our survey](#).

If you or someone you care for has a long-term condition, such as diabetes, dementia or breathing problems, you might also want to [complete our more detailed survey](#) about care for long-term conditions.

Both surveys will be open until Sunday, 19 May 2019. Healthwatch has also been out speaking to people about what should go in our five year plan. The last of our public events is on Tuesday, 7 May, 16.30-19.30 at Holt Community Centre – book your place [here](#).

I'm also delighted to let you know our new STP website is up and running, for the first time bringing together what the STP is doing and has achieved so far in one place. Visit www.norfolkandwaveneypartnership.org.uk to keep-up with the latest news and information about our work. It is only a starting point - there is so much more we can and will include in the months to come. I'd invite you to have a look and find our more for yourself.

Patricia

Rt Hon Patricia Hewitt

Independent Chair of the Norfolk and Waveney STP

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Mental health update

Jonathan Warren, Chief Executive of the Norfolk and Suffolk Foundation Trust, updated us on the progress being made to improve the quality and safety of, as well as access to, mental health services. It was pleasing to hear about the improvements being made on the use of restrictive interventions, which is a piece of work being led by the trust's new chief nurse, Diane Hull. Progress is also being made with the work being done to ensure that the downgrading of referrals are appropriate. We continue to work together as a partnership to drive improvements in local mental health services.

Our [Adult Mental Health Strategy](#) was approved by our Joint Strategic Commissioning Committee on 16 April. Alongside our new strategy, additional investment is being made in mental health services in 2019/20. Here are a couple of examples of the ways the new investment will be used:

- £2.1m for the development of 24/7 mental health crisis services enabling any resident to access support when they need it, including home based assessment and support, by March 2020.
- £1m to improve Early Intervention in Psychosis Services, to enable a bespoke Suffolk wide team that support residents who suffer from psychosis early and prevent crises, by June 2019.

An NHS advertisement featuring a photograph of a woman smiling and looking at a tablet with a young child. The NHS logo is in the top right corner. A dark blue banner at the bottom contains white text. The text reads: "We're investing in technology to make it easier for patients to get treatment and advice to manage their own health" followed by "#NHSLongTermPlan" and the website "www.longtermplan.nhs.uk".

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Managing the finances and performance of our health and care system

Key to our success as a partnership of health and care organisations will be to work much more closely together to manage our finances and performance. To use our money to best effect, we need to act like we have one budget for providing services. This is why we have

started to produce one report that looks at the finances of all of our local NHS organisations together.

Our first 'system' finance report shows that NHS organisations were projecting making £103m of efficiency savings in the 2018/19 financial year. Despite this, they were also projecting a combined deficit of £95m. The projected deficit is £32m higher than the £63m deficit that was planned for at the start of the financial year. Our aim is to half the deficit in 2019/20.

Further information about the system financial position can be found in the new [STP finance report](#) being discussed in public at CCG governing body and provider board meetings.

We are also developing a performance framework for the STP in order to enable us to address our performance issues together, supportively and effectively. As a partnership we will focus on a small number of significant indicators, including referral to treatment waiting times, cancer, emergency care and out of area placements. In future our performance report will also be discussed in public.

Working with our local voluntary and community groups

Voluntary, community and social enterprise (VCSE) organisations are vital to keeping people healthy and well, as well as for caring for people when they need it. Cindee Crehan, Deputy Chief Executive at Voluntary Norfolk, and Jules Alderson, Volunteer Service Manger, joined us to talk about how volunteers are already working with health and care services.

For example, volunteers in Norwich are calling people who regularly do not attend their healthcare appointments in order to encourage them to attend. This approach has so far supported 300 people to attend their appointments, who otherwise would not have.

Volunteers are also calling patients who have received care from Norfolk Community Health and Care, in order to get feedback on their care and encourage patients to complete the friends and family test. This has provided valuable insight into how the organisation can improve the care it provides.

We also discussed how we can work more closely with the voluntary sector in future. One of the things we are going to do is create a VCSE Assembly, so that we have a way to involve the sector in discussions about the future of health and care locally. The Assembly will operate primarily as a virtual body to maximise reach and engagement, but it will also meet in person too. The Assembly will be based on the model used in Greater Manchester and we hope it will be in place over the summer.

Our five year plan

Every partnership is required to develop a five year plan setting out what they are doing to improve health and care services. Our plan needs to be finished in the autumn and at our meeting we discussed the process and timescales for how we will develop it.

As outlined above, we want to know what local people think should go in our plan and we're working with Healthwatch now to ask people. We are also looking at what the NHS Long Term Plan says we must do, as well as developing our own local ideas for improving care. Once we have a draft of the plan in the summer, we'll be asking people what they think of it before we refine it and submit it to NHS England.

A graphic for the NHS Long Term Plan. It features a photograph of a female healthcare professional in a white coat listening to an elderly male patient. The NHS logo is in the top right corner. A dark blue diagonal banner contains the text: "Over the next ten years, patients will see more and better health services outside of hospital and in their communities #NHSLongTermPlan".

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