

in good health

The Norfolk and Waveney Health and Care Partnership

Norfolk and Waveney STP Oversight Group

June 2019 update

As a resident of Norfolk, with long family connections here, I am delighted and honoured to have been asked to continue as the Independent Chair of our health and care partnership for another two years.

We have a real opportunity to work more closely together across the NHS, local councils, the voluntary and community sector and, most of all, with patients, service users and their families. We are determined to enable people to enjoy better health, particularly in our most disadvantaged communities, with better services and better use of public money.

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

Patricia

Rt Hon Patricia Hewitt

Independent Chair of the Norfolk and Waveney STP

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Transforming mental health services for children and young people – getting earlier help to those who need it

Sara Tough, Director of Children's Services at Norfolk County Council, leads the children and young people workstream for our partnership, starting with a major review last year of mental health services for people aged up to 25 in Norfolk and Waveney. We heard a compelling presentation from Andy Vowles, from the consultancy Rethink, who supported the strategic review and are now working with us to turn strategy into detailed action plans.

The new approach is based on the 'thrive' model that is already used successfully in other parts of the country. Instead of a complicated system of different services for different levels of mental illness, our new approach will encompass all children and young people in Norfolk and Waveney, supporting them to thrive - and recognising that what is 'thriving' for one child may be different for another. Instead of an illness mind set, the new approach encourages early intervention, with strong multi-disciplinary, clinical and professional input,

bringing in additional support when a child or young person needs it - but aiming to build on the strengths and resources of the individual, their family and wider community.

This work is an excellent example of the partnership working we have been building across Norfolk and Waveney. Clinicians, professionals, staff, children and young people and their families and carers have all been involved in developing our plans. The five Clinical Commissioning Groups have been working closely with Norfolk County Council as well as with NSFT and other organisations, while Suffolk County Council is developing equivalent proposals for Waveney.

Since our meeting, the Joint Strategic Commissioning Committee has agreed to our proposals for changing how we work – you can read the papers [here](#), on pages 115-120.

Norfolk County Council's Cabinet will formally consider the approach at its meeting on Monday, 5 August; in the meantime, work will continue to design how this would look in practice, which will focus on getting earlier help to those who need it.

Why we are joining-up health and care services

As always, we started our meeting hearing from a patient or carer about their experience of local health and care services. It takes real courage for people to share their stories and this month Tessa shared her experiences of living with multiple sclerosis. She talked us through what life was like before diagnosis, her treatment and support, the most positive aspects of her care and what could be better.

As a group, we were inspired by Tessa's attitude – she is an outstanding example of someone managing their long-term condition. Tessa was clear that she is responsible for her own health. Her experiences reminded us of the importance of open and honest communications with patients, and that whilst someone may have a physical health condition, we must continue our work to provide joined-up support for mental health too. Just treating a person's illness isn't enough, we need to care for the whole person.



The graphic features a blue triangle with the number '111' in white, set against a yellow background. Below the triangle is the text '111.nhs.uk'. To the right, the NHS logo is displayed in blue and white. The main text reads: 'Did you know NHS 111 is now available online?' followed by '30,000 people use it each week.' The background is a gradient of orange and red.

NHS

**Did you know
NHS 111 is now
available online?**

30,000 people use it
each week.

111
111.nhs.uk

If you're going on holiday in England this year, don't forget you can call NHS 111 or visit www.nhs.uk/111 if you need urgent health advice and you're not sure what to do. Available 24 hours a day, seven days a week #HelpUsHelpYou

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'.

Last year, the NHS in Norfolk and Waveney had a deficit of £97.6 million. This year, we have agreed to reduce the deficit to £16.4 million - a very big improvement - rather than expecting the NHS in other parts of the country to compensate. The June finance report showed that, together, our NHS organisations are forecasting they are on track to deliver. Our NHS finance directors are all working very closely together with John Ingham, the recently-appointed finance director for the five CCGs, to achieve this goal.

All of our NHS organisations are preparing five year financial plans for consolidation and review by the partnership. The financial plans will form part of our five year plan for health and care in Norfolk and Waveney, which we needs to be complete by the autumn. Healthwatch Norfolk has just done some work to ask people what they'd like to see in our five year plan – you can read their report [here](#) – we'll be doing further engagement in the coming months.

We are continuing to develop and refine the performance framework for our partnership. We want to address our performance issues together, supportively and effectively. This month's report showed the continued pressure on our emergency care services and planned care performance, and highlights why local health and care services are working more closely together. Across Norfolk and Waveney, A&E attendances have risen by 7.0% year to date.

You can read about the [financial position](#) and [performance](#) of our partnership of local health and care organisations in the [STP update report](#).



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