

Newsletter

Issue 16 Winter 2019

In this edition:

Better access to GP appointments

Page 01

Worried about your memory,
or worried about someone else?

Page 02

More than half a million pounds
awarded for new health and
care networks

Page 02

Service launched to help West
Norfolk's homeless with their
health needs this winter

Page 03

Public Stakeholder Events

Save the date

Two stakeholder meetings will be held on **Monday 11 March 2019**, giving members of the public an opportunity to find out more about forthcoming plans for local health services and to comment on, and contribute to, future service developments. Both meetings will follow the same format, with the first starting at 2pm and the second meeting at 6pm, both at:

King's Lynn Town Hall, Saturday Market Place, King's Lynn, PE30 5DQ

If you would like to attend one of these meetings please see our website for information about booking a place:

<http://www.westnorfolkccg.nhs.uk/patient-public-involvement/meetings-and-events>

Better access to GP appointments

Patients from across Norfolk and Waveney are now able to book routine GP and nurse appointments during evenings and weekends as part of a national drive designed to improve access to primary care.

Surgeries are offering patients the chance to book appointments outside of traditional office hours to improve convenience for those who work or have other commitments. This could include appointments with a GP, practice nurse or to help people manage long term conditions.

The appointment may not be at the patient's usual surgery and may be with a clinician from a different practice. This is because in many areas, GP practices are sharing arrangements.



Dr Paul Williams, Chair of West Norfolk Clinical Commissioning Group, said: "We are delighted that West Norfolk residents will now have even better access to primary care services.

Having more evening and weekend appointments will hopefully make a real difference, meaning our patients can access an appointment at a more convenient time for them. The appointment may not be at your usual practice, but will be at a convenient time, which we hope will improve everyone's experience of accessing care.

We would like to remind anyone needing medical assistance, that when their practice is closed they should continue to dial NHS 111."

Patients should contact their own surgery for more information about arrangements in their area or to book an appointment.

Worried about your memory, or worried about someone else?

If you're worried about your memory or think you may have dementia, it's a good idea to see your GP.

If you're worried about someone else's memory problems, encourage them to make an appointment and perhaps suggest that you go along with them. Getting a diagnosis gives you and your family the best chance to prepare and plan for the future.

With treatment and support from healthcare professionals, family and friends, many people are able to lead active, fulfilling lives.



More than half a million pounds awarded for new health and care networks



Health and care professionals in Norfolk and Waveney have been given more than half a million pounds to help build new multi-agency partnerships. The money is being used to develop Primary Care Networks (PCNs), a new way for local professionals such as GPs, social workers, mental health practitioners and community services to work together within local communities.

NHS England has awarded a total of £535,000 to the Norfolk and Waveney Sustainability and Transformation Partnership (STP) which is made up of local NHS organisations, Norfolk County Council and Suffolk County Council as well as the voluntary sector and Healthwatch.

There are 20 Primary Care Networks being developed across Norfolk and Waveney, each one based around a list of registered patients of between 25,000-70,000 people. The aim is for GP practices within each PCN to work in partnership with each other, and other professionals in community and social care, to deliver care that is more joined up and delivered closer to home.

Patricia Hewitt, Chair of the Norfolk and Waveney STP, said: "I am delighted that by coming together as a partnership, the STP is bringing additional money into the area so that we can offer real, positive change for our residents."

A spokesperson for NHS England said: "Primary Care Networks build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Clinicians describe this as a change from reactively providing appointments to proactive care for the people and communities they serve. Where emerging PCNs are already in place in parts of the country, there are clear benefits for patients and clinicians"

The following organisations are part of the Norfolk and Waveney Sustainability and Transformation Partnership (STP).

- NHS Great Yarmouth and Waveney CCG
- NHS North Norfolk CCG
- NHS Norwich CCG
- NHS South Norfolk CCG
- NHS West Norfolk CCG
- James Paget University Hospitals NHS Foundation Trust
- Queen Elizabeth Hospital King's Lynn NHS Foundation Trust
- Norfolk and Norwich University Hospitals NHS Foundation Trust
- Norfolk County Council
- Suffolk County Council
- Norfolk and Suffolk NHS Foundation Trust
- Norfolk Community Health and Care NHS Trust
- East Coast Community Healthcare CIC

Service launched to help West Norfolk's homeless with their health needs this winter

Homeless people in West Norfolk will be getting a helping hand with their health needs this winter thanks to a joint initiative by NHS West Norfolk Clinical Commissioning Group (CCG) and the Purfleet Trust.

The two organisations have teamed up to offer homeless people support with their primary healthcare, with the CCG providing funding for a nurse to run a clinic at the Purfleet Trust's building in King's Lynn.

A nurse from Southgates Medical Centre in King's Lynn will run the clinic once a week at the Purfleet Trust's facility in Austin Fields.

The clinic is now open and will run until the end of March 2019, providing support to people who may otherwise struggle to get the medical help they need.

The joint initiative is one of a number of schemes developed by the CCG to help boost health and care services in West Norfolk this winter.



John Webster, Accountable Officer at West Norfolk CCG, the organisation responsible for planning and buying health and social care for 175,700 patients in the borough, said: "The number of homeless people in West Norfolk has grown and people living rough over the winter period experience a number of additional challenges, one of which is the impact it has on their health.

By offering this service, we hope we can help those in need who otherwise may struggle on unaided through the winter months, while also helping to reduce the strain on our medical services in the longer term by addressing people's needs much earlier."

The Purfleet Trust is a charity that provides free services to homeless people, including housing advice, help securing accommodation and training to develop life skills. It also has a restaurant offering free hot meals. The centre can be used as a postal address and there is free access to both computers and the telephone.

Paula Hall, Purfleet Trust's Chief Executive, said: "Having the nursing provision at our Health and Wellbeing centre is a huge benefit for our clients that due to homelessness, complex needs and severe disadvantage often present with health problems. Our aim is for this service to engage with individuals who find it hard to access health care, this will improve outcomes for our clients and reduce the impact on A&E.

People experiencing homelessness have a unique set of healthcare needs and we hope this service will not only be able to meet the initial needs but also provide information and referrals to help clients move forward.

Clients are more likely to attend appointments here at the centre as it is an environment in which they already feel comfortable and safe. In the first few weeks of the project we have already had some excellent results, with clients who have previously found it hard to engage with services receiving treatment and advice on continuing health care."

A pilot scheme held last year by the two organisations provided consultations for 44 homeless people over a period of 12 weeks.

Mr Webster added: "The pilot proved to be a great success, improving the health of those who made use of the service last winter.

It also supported greater engagement with a group of people who are traditionally hard to reach. Delivering this service from the Purfleet Trust meant the users felt more confident making use of it, which in turn provided early intervention and in some cases prevented the need for longer term support."

If you would like more information about any of the topics in this newsletter or would like to provide feedback or get involved please contact:

Get Involved!

Emily Arbon, Communications and Engagement Manager, at West Norfolk CCG via 01553 666913 or email e.arbon@nhs.net