

Autumn 2019

Working with you to shape health and social care in Norfolk around your needs.

Welcome to the Autumn edition of the Healthwatch Norfolk newsletter.

In this quarter's newsletter, we take a look at what we've been doing to represent patients and support our county's health and social care services, as well as update you on ways to have your say over the coming months.



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## Latest Report: Providing primary care to patients in Fairstead, King's Lynn

We have recently published our report following a public consultation on the future of primary care services in Fairstead, King's Lynn.

Views from patients and residents were collected during the ninety-day consultation period, following a proposal by provider organisation, Vida Healthcare, to change the way they deliver care to patients in Fairstead.

Vida Healthcare's proposal concluded that the best way to continue to provide primary care services to people in Fairstead is to close the Fairstead branch surgery site, expand the Gayton Road and St Augustine's surgeries, and grant patients access to either site.



Patients were asked to respond to the proposal via a survey distributed by Healthwatch Norfolk, which achieved 339 fully completed responses.

Three open meetings in June, July and August were also organised and chaired by Healthwatch Norfolk, where members of the public were able to pose questions to a panel, which included representatives from Vida Healthcare, West Norfolk Clinical Commissioning Group (WNCCG) and NHS England.

The survey findings and highlights from public meetings have been presented in the report, which has been submitted to West Norfolk CCG, who will take it into account before a final decision is made.

The report can be viewed and downloaded via the reports section of our website: <https://bit.ly/35RLfXm>

## Supporting Norfolk's Hospitals

Alongside our ongoing engagement with patients at the county's acute and community hospitals, this quarter we have worked closely with the James Paget University Hospital (JPUH) and Queen Elizabeth Hospital (QEH) to deliver more bespoke forms of patient engagement.

The projects we have completed will be used by the trusts to devise improvement strategies and present arguments for future additional resourcing. We also hope that some learning can be drawn from the reports by other professionals working in health and social care, and used to inform the approaches of the county's Primary Care Networks.

### 1) Ward engagement at the QEH

Since May this year, we have been visiting specific wards at the Queen Elizabeth Hospital to speak with patients and family members about their experiences of inpatient care. In collaboration with the trust, we devised a survey asking individuals questions around themes such as, communication, treatment, ward environment and involvement in care.

We also held a number of focus groups with staff working on the wards to better understand what they think could be done to deliver even better care to patients.

Some insightful conclusions were drawn from the study, which hospital management will be using to implement measures that improve the experience of both their staff and patients on the wards. The full report can be read via this link: <https://www.healthwatchnorfolk.co.uk/wp-content/uploads/2019/10/QEHKL-Ward-Engagement-Report-FINAL.pdf>

## 2. Patient experience at JPUH's Accident and Emergency department

Across August and September 2019, Healthwatch Norfolk conducted five separate visits to the Emergency Department at the James Paget University Hospital.

The key aim of the project was to:

- 1) establish patients' reasons for attending ED over any other health service
- 2) find out whether patients sought medical advice before attending ED and/or were directly referred

After speaking to 140 patients at the department, we found that many ED attendees had injuries or ailments that could be dealt with at a minor injuries unit or walk-in centre. Currently the closest unit or centre is in Norwich, over 20 miles away. The report also uncovered insight around availability of x-ray facilities, admissions during summer holidays, and communication around alternative services. To read the full report, click this link: [https://www.healthwatchnorfolk.co.uk/wp-content/uploads/2019/10/JPUH\\_A\\_and\\_E\\_report.pdf](https://www.healthwatchnorfolk.co.uk/wp-content/uploads/2019/10/JPUH_A_and_E_report.pdf)



### Meet the team: A blog post from our Community Development Officer, Naomi

2019 has been a big year for us at Healthwatch Norfolk. We have engaged with hundreds of people across the county about their experiences of health and social care and started many different projects.

To extend our reach in to the communities across Norfolk, over the summer we recruited four new Community Development Officers.

One of our newest members of staff, Naomi, gives an insight in to her role as a CDO, and explains how she plans to continue representing the voice of residents in her patch over the coming months.

Hello! I'm Naomi, one of Healthwatch Norfolk's 4 Community Development Officers. Us CDOs work out and about in the community both with health providers (like GP surgeries and hospitals) and community or volunteer groups to collect patients' views on their experiences of health and social care. My geographical remit is North Norfolk.

In the last month, I've been particularly busy attending flu clinics. They are a great opportunity to speak to lots of residents - some clinics see over 1000 people in a few hours. We visited Mundesley, Sheringham and Drayton and spoke to over 200 patients. The findings were written up by our Information Analyst and sent to the practices as well as shared on our website - you can read the individual reports here.



We are focusing our engagement work particularly on cancer support at the moment. As such, I have attended Macmillan's volunteer-led support groups in Overstrand and Sheringham. They also meet in North Walsham. The groups are for anyone who has been affected by cancer, you can drop in and have a cuppa and a chat with volunteers, many of whom have lived experiences themselves. Click here to see more details about the work they do and when they meet.

I've also been lucky enough to go to several community groups who do amazing things for those in their areas. Some of the places I have visited to speak to residents about their experiences of health and social care include Holt's dementia Poppy Café, run by Holt and District Dementia Support, First Focus in Fakenham, and community hearing clinics run by Norfolk Deaf Association.

Over the next month or so I'll be doing further engagement with cancer support groups, working with our student volunteers to gather feedback on campus at University of East Anglia, and visiting Cromer food bank.

## Norwich organisations come together in 'City of Wellbeing' initiative

On World Mental Health Day (10 October), we launched our new 'City of Wellbeing' project. The 'City of Wellbeing' initiative brings together charities, religious organisations and local businesses in the city centre, that can lend a listening ear to people experiencing emotional distress.

Speakers on the day of the launch included NSFT Chief Executive, Jonathan Warren, former Norfolk Coroner, Bill Armstrong OBE, and members of the Healthwatch Norfolk board of trustees. Since we announced the initiative, it has been received warmly by individuals and organisations across the city.

The 'City of Wellbeing' initiative brings together charities, religious organisations and local businesses in the city centre, that can lend a listening ear to people experiencing emotional distress.

The scheme - devised by Norfolk's health and social care consumer watchdog, Healthwatch Norfolk - has so far had 12 organisations sign up to participate, including, Norwich Cathedral, Cropper's barber shop, Grape's Hill Community Garden, as well as various cafés and religious organisations across the city centre.

As part of the project, a map has been produced which highlights the organisations people can go to, some of which have volunteers and employees trained in mental health first aid. Others are simply happy to welcome people in need of compassion or respite through their doors.

Healthwatch Norfolk trustee, Robert Ashton, who has been involved in the initiative since its inception, explained the ambition of the initiative:

“The map shows just some of the places you might go in the city centre if you need to escape the rush, reflect, think and perhaps share your anxieties with someone willing to listen. Those you meet are not mental health professionals, although some may have received mental health first aid training. All, however, will be sympathetic, patient and friendly, and able to direct you to professional support if you wish.”

Each venue involved will display a blue City of Wellbeing sticker in their window, and free maps are being distributed across Norwich which show the locations of each venue.

“We are pleased that so many organisations have offered to be listed on the map”, explained Healthwatch Norfolk CEO Alex Stewart. “As the county’s consumer champion for health and social care, we know that people in Norfolk are quick to support each other. This initiative, which we hope will grow, gives people permission to show concern for others.”

The Norwich Wellbeing Map was launched on World Mental Health Day (10.10.19) at Revelation Café on Redwell Street. Revelation Café is one of the participating venues listed on the map. Manager, Steve Foyster, who has himself experienced low points in his life, will also be speaking about how something as simple as this wellbeing map would have helped him.

An appeal has been made by Healthwatch Norfolk for other businesses, charities and religious organisations in Norwich to offer to be included as a supporting location on the City of Wellbeing initiative in the future.

If you are interested in being included as a Norwich City of Wellbeing location or would like to be involved in the initiative in another way, please contact Healthwatch Norfolk by emailing, [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk) or calling on 01953 856029.



## Uptake and experience of cancer screen services

We have just released a survey seeking to find out about uptake and experience of cancer screening programmes for those who are eligible across Norfolk.

We want to try to establish whether current screening protocol and awareness of bowel, breast and cervical cancer is effective and well-used. Full details on eligibility can be found here: <https://www.cancerresearchuk.org/about-cancer/screening>

It doesn't matter if you've never attended a screening before; we simply want to hear from anyone who is over the age of 25, as well as those who have used services.

The information we collect will be used by our trustees involved in the county-wide planning of future cancer services, to help understand the best way to target those eligible and deliver cancer services that are effective and accessible for as many people as possible.

You can take the survey here: <https://www.smartsurvey.co.uk/s/screeningexperience/>

## Upcoming engagement events

Our engagement team will be out in the community at the following events over the next couple of months:

- **Norfolk and Norwich University Hospital outpatients**  
Wednesday 30th October, 9.30am-12pm  
NNUH, Norwich, NR4 7UY
- **King's Lynn Stroke Group**  
Friday 1st November, 10.30am-12.30pm  
King's Centre, Wellesley Street, PE30 1QD
- **Breathe Easy**  
Tuesday 5th November, 2pm-4pm  
St Faith's Centre, Norwich, NR10 3LF
- **Wymondham Flu Clinic**  
Saturday 9th November, 8am-12pm  
Wymondham Medical Centre, Postmill Close, NR18 0RF
- **Norfolk Deaf Association's Mobile Hearing Clinic**  
Thursday 21st November, 1pm-3pm  
Hickling Methodist Church, NR12 0YD
- **Wymondham Community Kitchen**  
Tuesday 26th November, 11am-2pm  
1 Norwich Road, Wymondham, NR18 0QE
- **Motor Neurone Support Group**  
Wednesday 27th November, 11am-2pm  
Cherry Lane Garden Centre, NR31 9EU
- **Benjamin Foundation Youth drop-in centre**  
Monday 2nd December, 4.30pm-7pm  
Redcastle Furze Community Centre, Thetford, IP24 3PU
- **Norfolk Deaf Association's Mobile Hearing Clinic**  
Tuesday 10th December, 1pm-3pm  
Spixworth Village Hall, NR10 3NQ

See all our future engagement events as they arise on our events calendar here: <https://www.healthwatchnorfolk.co.uk/events/>

## Sector News

Below is a snapshot of some other ways to have your say about health and social care services in Norfolk.

### 'Still young enough to...do something new!'

A new healthy ageing campaign is being launched by Norfolk County Council to encourage people in their 50s, 60s and 70s to increase their activity levels to help improve their physical and mental health. Studies show that increasing the amount of exercise and reducing the amount of time sitting down can really help improve your health in later years. The campaign celebrates old age, pushes back age related stereotypes and will showcase people who are keeping active and busy within their communities.

Can you spare 5 minutes to tell Norfolk County Council about the activities you enjoy and how you keep active?

View their survey here: <https://www.smartsurvey.co.uk/s/HealthyAgeing-Youractivity/>

As part of the campaign a 'still young enough web page' has been developed which gives examples of people who have taken up something new to help keep them busy and active within the community, as well as an activity finder to help you find activities within your area.

You can view more information about the campaign here: [www.norfolk.gov.uk/stillyoungenough](http://www.norfolk.gov.uk/stillyoungenough)

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### Have you been discharged from a mental health hospital in the last five years?

If so, please complete this short anonymous survey:

<https://www.smartsurvey.co.uk/s/VQ30F/>

The survey has been designed by former service user, Sarah Rae, who is working alongside the research team at Norfolk and Suffolk Foundation Trust to try and improve discharge in to the community from the trust's inpatient hospitals.

She is also working with researchers from the University of Hertfordshire and Anglia Ruskin University.

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### Health and Wellbeing Board Chairman's Award to be launched in November

November sees the launch of a new Health and Wellbeing Chairman's Award for Norfolk and Waveney. The Awards are a great opportunity to recognise and share the work undertaken by organisations and individuals within the system, to deliver on the ambitions of our Joint Health and Wellbeing Strategy.

The theme for this year's awards will be 'prioritising prevention'.

If you are tackling the root causes of ill health to support people to be healthy, independent and resilient throughout life we want to hear from you!

We will be inviting applications in two categories:

- 'Prioritising Prevention' Award - Recognising a service delivered, innovation or improvement by an organisation/department.
- Health and Wellbeing Hero Award - Recognising the exceptional contribution of an individual working within the community.

Further information will be available on the Health and Wellbeing Board website in November 2019.

## This newsletter

If you are reading this newsletter as a hard copy, would you like to help the environment and save paper by receiving this newsletter by email? If so, please call 0808 168 9669 to let us know.

If you have a suggestion about this newsletter, or something that you would like to be included in a future edition, then please contact [james.skipper@healthwatchnorfolk.co.uk](mailto:james.skipper@healthwatchnorfolk.co.uk) or call the number above.

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