



To help speed up our website and make it easier for you to find reports about our work, we have archived many of our older reports and documents.

If you need:

A project report published in the last five years

A report of one of our engagement visits in the last two years

Or board reports/papers from the last 12 months, you can find that by searching our reports page at <https://healthwatchnorfolk.co.uk/reports/>

For older reports, please download the report on this page for a full list of our older reports/papers and how to receive them.

For further help or information, please call us on 0808 168 9669 or email [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)

Any report that has an older publication date is stored in our archive. If you would like us to send you a copy of that, please find the title and publication date of the report in the table below.

You can then email those details to us at [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk) and we can email the relevant report(s) back to you.

Insight and Intelligence Report      May 2021

Board Papers for April 2021      April 2021

Evaluation of Sexual Abuse and Assault Support Services in Norfolk and Waveney      March 2021

Experiences during the COVID-19 pandemic in Autumn 2020

March 2021

Insight and Intelligence Report      February 2021

Board Papers for January 2021      January 2021

2020

Feedback on Norfolk and Suffolk Foundation Trust Services December 2020

Experiences during the COVID-19 pandemic in Autumn 2020 December 2020

Building safety and resilience in Norfolk's care homes during COVID-19 December 2020

Insight and Intelligence Report November 2020

Board Papers for 18 October 2020 October 2020

Dental Provision in Norfolk October 2020

Experiences of finding information during COVID-19: full report, carers report and easy read October 2020

Insight and Intelligence Report August 2020

COVID-19 Survey: Report 3 July 2020

COVID-19 Survey: Report 4 June 2020

Experiences of finding information during COVID-19: full report, carers report and easy read July 2020

Board papers for – July 2020 July 2020

Cancer information on Norfolk GP surgery websites July 2020

Accessing Patient Participation Group information on GP websites July 2020

Annual Report 2019-20 July 2020

Insight and Intelligence Report May 2020 June 2020

COVID-19 Survey: Report 2 May 2020

COVID-19 Survey: Report 1 May 2020

Board papers for April 2020 April 2020

Diabetes Care in East of Anglia Prisons March 2020

Experiences of sexual health and contraceptive services in Norfolk 2020 March 2020

Experience of early cancer pathways and diagnosis March 2020

Experiences of cancer screening services in Norfolk and Waveney March 2020

Experience of mental health in primary care March 2020

Patient Experience at James Paget Hospital 2020 March 2020

Patient experience at Queen Elizabeth Hospital, King's Lynn 2020 March 2020

Patient Experience at Norfolk and Norwich University Hospital 2020 February 2020

Patient Experience at UEA Medical Centre February 2020

Patient Experience at Paston Surgery February 2020

Insight and Intelligence Report February 2020

Patient Experience at Blofield Surgery February 2020

Patient experience at Mattishall and Lenwade Surgeries January 2020

Patient experience at Cromer Group Practice January 2020

Patient experience at The Beaches Medical Centre January 2020

Board Papers – January 2020 January 2020

**2019**

Patient experience at Orchard Surgery December 2019

Patient experience at Holt Medical Practice November 2019

Patient experience at Aldborough Surgery November 2019

Patient Experience at UEA Medical Centre November 2019

Patient experience at Wymondham Medical Practice November 2019

Patient experience at Oak Street Medical Practice November 2019

Insight and Intelligence Report November 2019

Providing primary care to the patients of Fairstead Surgery September 2019

Patient experience at St James' Medical Practice, King's Lynn      October 2019

Patient experience at Queen Elizabeth Hospital, King's Lynn      October 2019

Board papers – October 2019      October 2019

Becoming a Dementia Friendly GP Surgery      September 2019

Patient and staff engagement at the Queen Elizabeth Hospital      September 2019

Support to live a good life in Norfolk Care Homes      September 2019

Patient Experience at Drayton, Horsford, and St Faiths Surgeries      September 2019

Patient Experience at Lloyds Pharmacies in Attleborough      September 2019

Patient Experience at Mundesley Medical Centre      September 2019

Patient Experience at Sheringham Medical Practice      September 2019

Patient Experience at Norfolk and Norwich University Hospital      August 2019

Patient Experience at The James Paget University Hospital's Emergency Department Aug/Sep 2019

Patient Experience at Chet Valley Medical Practice      August 2019

Patient Experience at Aylsham and Reepham Medical Practice      August 2019

Patient Experience at Attleborough Surgeries      August 2019

GP Patient Survey: Findings for Norfolk and Waveney CCGs      August 2019

Insight and Intelligence Report      August 2019

Eversley Nursing Home Enter and View Report      August 2019

Church Farm Residential Care Home Enter and View Report August 2019

Patient Experience at James Paget Hospital      July 2019

Feedback on Online Pharmacy Services      July 2019

Service User Feedback on DA Languages July 2019

The NHS Long Term Plan: Views from Norfolk and Waveney May 2019

Board papers July 2019 July 2019

Insight into Wellbeing and Prevention in Norfolk April 2019

Annual Report 2018-19

Kalmia and Mallow Care Home Enter and View Report 2019 June 2019

Insight and Intelligence Report May 2019

Swanton House Care Centre Enter and View Report April 2019

Board papers – April 2019 April 2019

Evaluation of the Dementia-Friendly GP Practice Initiative March 2019

Board Papers – March 2019 March 2019

National Patient Safety Strategy Patient and Public Feedback February 2019

Improving NHS Continuing Healthcare Communication January 2019

Board papers – January 2019 January 2019

**2018**

A small snapshot of diabetes care in Norfolk November 2018

Access to health and social care services for Norfolk families with Autism October 2018

Board Papers – October 2018 October 2018

GP Patient Survey August 2018

The Elms Residential Care Home Enter and View Report August 2018

Fairland House Enter and View Report August 2018

Annual Report 2017-18

The Warren Enter and View Report July 2018

Burgh House Enter and View Report July 2018

Board Papers – July 2018 July 2018

Austhorpe House Nursing Home Enter and View Report July 2018

Stand Easy acupuncture evaluation June 2018

Mayflower Court Enter and View Report June 2018

NHS dental services for children and young people in West Norfolk April 2018

Board Papers April 2018 April 2018

Oak Farm Enter and View Report March 2018

Ashfields Care Home Enter and View Report February 2018

Information and support for unpaid carers in Norfolk: feedback from local carers January 2018

Glendon House Enter and View Report January 2018

Docking House Enter and View Report January 2018

Board Papers – January 2018 January 2018

Wyndham House Care Enter and View Report January 2018

## **2017**

Brooke House Care Home Enter and View Report November 2017

Mary Chapman Court Enter and View Report November 2017

Board papers – October 2017 October 2017

Hassingham House Enter and View Report September 2017

Sanford House Enter and View Report September 2017

Annual Report 2016-17

The Mount Care Home Enter and View Report August 2017

General Practice in Norfolk: Working relationships with secondary care providers July 2016 and 2017

Board papers            July 2017

Using urgent and emergency services at times of mental health  
crisis            May 2017

Board papers – April 2017    April 2017

Pressure Ulcers and Equipment Service: Examples of Good Practice in Norfolk  
Care Homes January 2017

Cardiovascular disease prevention and management in the  
community            January 2017

Board papers – January 2017      January 2017

## **2016**

Board papers – October 2016      October 2016

Board papers – July 2016    July 2016

Annual Report 2015-16

Board papers – March 2016      March 2016

Board papers – January 2016      January 2016