

## **Your views on changes to general practice services in Norfolk and Waveney**

### **Background**

NHS Norfolk and Waveney Integrated Care Board (the ICB) plans and buys healthcare services for the local population. We spend about £2.5 billion of public money on health services every year in Norfolk and Waveney.

We always want to make sure that as much of our budget as possible is spent on frontline care, so we are always looking at ways we can improve people's health and work more efficiently. This year we expect to make about £150m of efficiencies by changing how we work and what we do.

However, despite this, the financial position of the NHS is incredibly challenging, both locally and nationally. Next year we have a gap of c£280m in our budget for local health services. There are a range of factors that are affecting our finances. These include:

- The recent period of higher inflation which has made the equipment and supplies we buy more expensive.
- It is great that people are living longer and we all welcome that, however, as we age, people are more likely to have multiple health conditions and so naturally need more treatment from the NHS.

We know that other public services and the voluntary, community and social enterprise sector are facing similar challenges with their finances too. We will continue to work with partner organisations to join-up services, improve care and make services more sustainable.

We will do everything we can to make efficiencies to protect services. However, given the scale of the challenge, we must make savings, and this will mean making changes to some services. Ultimately, we have a budget and we cannot spend more than that.

We have developed some options about how we could use public money differently and we would like to hear what local people think of them. The options relate to:

- The GP Out of Hours Service that covers Norfolk and Waveney.
- GP practices and the Norwich Walk-In Centre.

## Section 1: The GP Out of Hours Service

### What is the GP Out of Hours Service?

The GP Out of Hours Service provides patients with urgent access to general practice services when GP practices are closed (6.30pm – 8am, Monday – Friday, and all day Saturdays, Sundays and public holidays). The service does not provide routine care; it is for people needing urgent treatment. The service is accessed by contacting NHS 111.

If people contact NHS 111 out of hours and their health needs could be met by the GP Out of Hours Service, they will be offered either:

- Advice over the phone (via the Clinical Assessment Service).
- A face-to-face appointment at a base with a clinician.
- A home visit by a clinician.

There are nine bases that the GP Out of Hours service uses across Norfolk and Waveney, where people can be seen face-to-face. The bases have different operating hours; here are the current operating hours:

Opening Times	King's Lynn	Norwich	Great Yarmouth	North Walsham	Thetford
<b>Monday</b>	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
<b>Tuesday</b>	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
<b>Wednesday</b>	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
<b>Thursday</b>	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
<b>Friday</b>	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
<b>Saturday</b>	08:00-08:00	08:00-08:00	08:00-08:00	08:00-08:00	08:00-08:00
<b>Sunday</b>	08:00-08:00	08:00-08:00	08:00-08:00	08:00-08:00	08:00-08:00

Opening Times	Beccles	Lowestoft	Fakenham	Dereham
<b>Monday</b>	18:30-08:00	18:30-00:00		
<b>Tuesday</b>	18:30-08:00	18:30-00:00		
<b>Wednesday</b>	18:30-08:00	18:30-00:00		
<b>Thursday</b>	18:30-08:00	18:30-00:00		
<b>Friday</b>	18:30-08:00	18:30-00:00		
<b>Saturday</b>	08:00-22:00	08:00-08:00	08:00-20:00	08:00-20:00
<b>Sunday</b>	08:00-22:00	08:00-08:00	08:00-20:00	08:00-20:00

These opening hours have mainly remained the same since 2015, however the number of people needing to go to a base has reduced over time. Overall, the number of people being seen at the bases for the GP Out of Hours Service has fallen from c55,000 in 2019 to c39,000 in 2024.

This table shows the number of visits to each base in 2019 and 2024:

Base	2019	2024
Beccles	3,790	1,966
Dereham	1,769	487
Fakenham	842	29
Great Yarmouth	9,508	9,944
King’s Lynn	11,890	9,271
Lowestoft	4,283	619
North Walsham	5,287	2,271
Norwich	14,169	13,039
Thetford	3,419	1,503
<b>Total</b>	<b>54,957</b>	<b>39,129</b>

At the same time, there has been an increase in the number of people who have contacted NHS 111 and have been helped over the phone, from c61,000 people in 2019 to c71,000 people in 2024. These are people that have not needed to go to one of the GP Out of Hours bases or needed a home visit.

There is more information about the number of people using each base in our data pack. The data pack is available on our [website](#).

**What options are we considering for the GP Out of Hours Service?**

We have reviewed how much each of the bases are used by the GP Out of Hours Service. With fewer people needing to attend the bases for face-to-face appointments, we have developed a set of options for reducing the number of bases. These are described in detail below.

For all the options, the biggest impact would be that some people would have to travel further if they were clinically assessed as needing a face-to-face appointment. We recognise that this would make it harder for some people to be seen, particularly for people that do not drive, have limited access to public transport or have lower incomes.

There would continue to be a home visiting service for people who are clinically assessed as needing a home visit.

We have drafted an Equality Impact Assessment which looks at the potential impact on different groups of people and what we could do to mitigate the impact. The draft Equality Impact Assessment is available on our [website](#).

The three options would deliver savings of between c£75,000 and c£120,000. The savings would be the result of the reduction in rent for the bases. There would not be a reduction in the number of clinicians seeing patients but there would be a reduction in the number of bases and the operating hours of some bases.

**Option A – Reduce the number of bases for face-to-face appointments from nine bases to five bases during the week and six bases at the weekend.**

- Keep the opening hours the same for King’s Lynn, Norwich, Great Yarmouth, North Walsham and Thetford.

- Close Lowestoft during the week. Keep Lowestoft open on weekends but change the opening hours so that it closes at 16.00 instead of 20.00.
- Close the bases in Beccles, Dereham and Fakenham.

<b>Option A – Reduce the number of bases for face-to-face appointments from nine bases to five bases during the week and six bases at the weekend.</b>						
<b>Opening Times</b>	<b>King's Lynn</b>	<b>Norwich</b>	<b>Great Yarmouth</b>	<b>North Walsham</b>	<b>Thetford</b>	<b>Lowestoft</b>
<b>Monday</b>	18:30-08:00	18:30-08:00	18:30-08:00	19:00-24:00	19:00-24:00	
<b>Tuesday</b>	18:30-08:00	18:30-08:00	18:30-08:00	19:00-24:00	19:00-24:00	
<b>Wednesday</b>	18:30-08:00	18:30-08:00	18:30-08:00	19:00-24:00	19:00-24:00	
<b>Thursday</b>	18:30-08:00	18:30-08:00	18:30-08:00	19:00-24:00	19:00-24:00	
<b>Friday</b>	18:30-08:00	18:30-08:00	18:30-08:00	19:00-24:00	19:00-24:00	
<b>Saturday</b>	08:00-08:00	08:00-08:00	08:00-08:00	08:00-22:00	08:00-22:00	08:00-16:00
<b>Sunday</b>	08:00-08:00	08:00-08:00	08:00-08:00	08:00-22:00	08:00-22:00	08:00-16:00

This option would save c£75,000 per year from April 2026.

**Option B – Reduce the number of bases for face-to-face appointments from nine bases to three bases during the week and six bases at the weekend.**

- Keep the opening hours the same for King's Lynn, Norwich, Great Yarmouth.
- Close North Walsham, Thetford and Lowestoft during the week.
- Keep North Walsham and Thetford open on weekends but change the opening hours so that it closes at 22.00 instead of being open all night until 08.00.
- Keep Lowestoft open on weekends but change the opening hours so that it closes at 16.00 instead of 20.00.
- Close Beccles, Dereham and Fakenham.

<b>Option B – Reduce the number of bases for face-to-face appointments from nine bases to three bases during the week and six bases at the weekend.</b>						
<b>Opening Times</b>	<b>King's Lynn</b>	<b>Norwich</b>	<b>Great Yarmouth</b>	<b>North Walsham</b>	<b>Thetford</b>	<b>Lowestoft</b>
<b>Monday</b>	18:30-08:00	18:30-08:00	18:30-08:00			
<b>Tuesday</b>	18:30-08:00	18:30-08:00	18:30-08:00			

<b>Wednesday</b>	18:30-08:00	18:30-08:00	18:30-08:00			
<b>Thursday</b>	18:30-08:00	18:30-08:00	18:30-08:00			
<b>Friday</b>	18:30-08:00	18:30-08:00	18:30-08:00			
<b>Saturday</b>	08:00-08:00	08:00-08:00	08:00-08:00	08:00-22:00	08:00-22:00	08:00-16:00
<b>Sunday</b>	08:00-08:00	08:00-08:00	08:00-08:00	08:00-22:00	08:00-22:00	08:00-16:00

This option would save c£75,000 per year from April 2026.

**Option C – Reduce the number of bases for face-to-face appointments from nine bases to three bases.**

- Keep the opening hours the same for King’s Lynn, Norwich, Great Yarmouth.
- Close North Walsham, Thetford, Lowestoft, Beccles, Dereham and Fakenham.

<b>Option C – Reduce the number of bases for face-to-face appointments from nine bases to three bases.</b>			
<b>Opening Times</b>	<b>King’s Lynn</b>	<b>Norwich</b>	<b>Great Yarmouth</b>
<b>Monday</b>	18:30-08:00	18:30-08:00	18:30-08:00
<b>Tuesday</b>	18:30-08:00	18:30-08:00	18:30-08:00
<b>Wednesday</b>	18:30-08:00	18:30-08:00	18:30-08:00
<b>Thursday</b>	18:30-08:00	18:30-08:00	18:30-08:00
<b>Friday</b>	18:30-08:00	18:30-08:00	18:30-08:00
<b>Saturday</b>	08:00-08:00	08:00-08:00	08:00-08:00
<b>Sunday</b>	08:00-08:00	08:00-08:00	08:00-08:00

This option would save c£120,000 per year from April 2026.

## **Section 2: GP practices and the Norwich Walk-in Centre**

The amount of money that GP practices receive per patient varies considerably across Norfolk and Waveney, from £94 to £217 per patient. How much each GP practice receives is largely decided nationally, based on the ['Carr Hill' formula](#).

We have been exploring ways we could invest more money into GP practices to provide additional capacity in our lowest funded practices, and to help close the gap between GP practices that receive the most money per patient and those that receive the least.

We do not have additional money to invest, so this means that we would need to use our existing funding differently. With the contract for the Walk-in Centre in Norwich coming to an end in March 2026, we have developed some options about how we could use the funding for that service differently.

### **What is the Norwich Walk-in Centre?**

The Norwich Walk-in Centre provides general practice services, including the treatment of minor illnesses and injuries.

- Anyone can use the service; you do not have to be registered with a GP practice or registered with the NHS at all. People do not need to make an appointment in advance to use the service.
- The Walk-in Centre treats people who are ill or injured. But unlike a GP practice, the Walk-in Centre does not provide ongoing care to people.

### **Who uses the Norwich Walk-in Centre, when and what for?**

The Walk-in Centre provides approximately 6,000 appointments per month. To put that in context, in 2024 there was an average of 624,300 GP practice appointments, per month across Norfolk and Waveney.

The busiest times for the Walk-in Centre are weekends, specifically early Saturday and Sunday mornings. From Monday to Friday, there is a peak in attendances between 09:00 and 11:00, with numbers gradually decreasing throughout the day.

Here is some information about who uses the service:

- The Walk-in Centre is used mainly by people living in or near to Norwich as it provides convenient access.
- Most people (65%) using the Walk-in Centre are registered with one of the 22 Norwich GP practices. Of these, 8% are registered with the Norwich Health Centre, which is located in the same building as the Walk-in Centre.

Here is some information about what people use the Walk-in Centre for:

- Data shows that most people use the Walk-in Centre for general health issues like chest infections and suspected urinary tract infections. These are the sorts of conditions that could be treated by GP practices, and some could be treated by community pharmacies.

- A minority of people use the Walk-in Centre for minor injuries or issues that need onward referral to hospital emergency care.

There is more information about who uses the service, when and what for in our data pack, which can be found on our [website](#).

An Equality Impact Assessment, which looks at the potential impact on different groups of people and what we could do to mitigate the impact, can also be found on our [website](#).

### **How does the Walk-in Centre fit with other health services?**

There are close links between different health services, so when we are considering making a change to one service it is important we think about the links with other services. National and local policies also change over time, so as part of considering the future of the Walk-in Centre, we have looked at what changes have been made to other health services recently.

#### **General practice**

The Walk-in Centre provides general practice services and was set-up to provide convenient access to care at different times of the day. Since it was established, there has been a change in national policy with the introduction of 'Enhanced Access', which means that GP practices now offer more appointments earlier and later in the day than they used to, and on Saturday mornings.

We know that in some parts of Norfolk and Waveney people find it harder to get an appointment at their GP practice. Some members of the public have told us that they use the Walk-in Centre when they need an appointment on that day, and they cannot get one at their GP practice.

GP practices in Norfolk and Waveney are offering more appointments than ever before, however they are under pressure. One of our priorities is to support GP practices to ensure their services remain resilient and can care for their patients in a timely way, even if staff members are off ill or on leave.

#### **Community pharmacies**

In January 2024 we introduced [Pharmacy First](#), which means that community pharmacies can now treat patients for seven common conditions that they couldn't previously.

Pharmacists can provide advice and NHS-funded treatment, where clinically appropriate, for seven common conditions within certain age ranges, including:

- Earache for all adults and children aged 1 to 17 years.
- Infected insect bites for all adults and children aged 1 year and over.
- Impetigo for all adults and children aged 1 year and over.
- Shingles for adults aged 18 and over.
- Sinusitis (sinus infection) for adults and children aged 12 years and over.
- Sore throat for adults and children aged 5 years and over.

- Uncomplicated Urinary Tract Infections (UTIs) in females aged 16 to 64 years.

In the six months between July and December 2024, the following people that went to the Walk-in Centre in Norwich could now have gone to a local pharmacy:

- 997 women under 65 with a suspected urinary tract infection.
- 1,258 people aged 5 years old and above with tonsillitis or a sore throat.
- 129 children and young people under 18 with an ear infection.

### **Urgent and emergency care services**

The Walk-in Centre provides general practice services and only a minority of people use it for minor injuries or issues that need referral to hospital emergency care. When GP practices are closed, it is the GP Out of Hours Service that treats people that need an urgent primary care appointment.

### **What options are we considering?**

#### **Option A – Close the Norwich Walk-in Centre and spend £1.5m more on GP practices across Norfolk and Waveney, using a fairer funding formula.**

One option we are considering is closing the Norwich Walk-in Centre and then investing £1.5m in GP practices across Norfolk and Waveney using a fairer funding formula. This would help to close the gap between the GP practices that receive the most money per patient and those that receive the least.

The fairer funding formula would invest money in the GP practices serving the patients with the greatest need. We know that health and social need is greater in poorer areas. However, GP practices in deprived parts of England receive on average 9.8% less funding when you take into account the needs of their patients, than practices in more affluent areas.

This is how it would work:

- We would agree a fairer funding formula to invest the £1.5m to provide additional capacity in our lowest funded practices.
- The GP practices that would receive the money would mostly be in our urban centres, so we would expect to invest further in King's Lynn, Thetford, Norwich, Great Yarmouth and Lowestoft GP practices.
- In return, we would ask the GP practices to focus on addressing specific conditions that their patients are more likely to experience, for example heart disease, diabetes and respiratory disease, and to increase access to appointments where necessary.
- We would invest this funding for an initial three-year period and conduct a formal evaluation to see what impact it has. We would monitor the progress throughout the three-year period and adjust the plans for each GP practice involved each year if needed.



What would this mean for patients?

- If we closed the Walk-in Centre, people would need to use other primary care services, such as their GP practice or local pharmacy. For urgent care in the evenings and at weekends, they would need to contact NHS 111 to get an appointment with the GP Out of Hours Service.
- This may impact patients in and around Norwich that have more chaotic lives or who struggle to make or attend pre-booked appointments.
- We would expect improved health outcomes for patients of the GP practices given the additional funding. We would expect that the additional funding would help to prevent some people from developing health conditions, and it would treat other people earlier before their condition got worse.
- This approach would have benefits for patients across Norfolk and Waveney, not just those served by the GP practices that would be given the additional funding. For example, by preventing people from getting ill and treating people early, fewer people would end up needing emergency care provided by the ambulance service and our hospital emergency departments.

What would this mean for GP practices?

- GP practices that currently receive less funding per patient would receive more money to consider specific conditions and to improve access. We would expect the funding to help build the resilience of these GP practices so that they can care for their patients in a timely way.
- No GP practices would lose any funding; this option would provide additional funding to some GP practices.
- There would be additional requests for appointments at some GP practices. Most people (65%) using the Walk-In Centre are already registered with one of the 22 Norwich GP practices, so they would be more likely to be impacted. At the same time, GP practices in Norwich would also be likely to receive additional funding too through the fairer funding model.

The Walk-in Centre currently costs c£1.78m per year (for 2025/26). This option would save c£280,000 per year from April 2026.

There is more information about the [funding of general practice](#) if you would like more detail.

**Option B – Keep the Norwich Walk-in Centre open but reduce the opening hours and spend £750,000 more on GP practices across Norfolk and Waveney, using a fairer funding formula.**

The other option we are considering is keeping the Walk-in Centre open but reducing the opening hours from 12 hours per day to four hours per day. The Walk-in Centre would open in the morning. This would match when the Walk-in Centre is currently at its busiest.

We would also invest £750,000 in GP practices across Norfolk and Waveney using a fairer funding formula. This would help to close the gap between the GP practices that receive the most money per patient and those that receive the least.

What would this mean for patients?

- When the Walk-in Centre was closed, patients would need to use other health services, such as their GP practice, local pharmacy or NHS 111 (which can book appointments with the GP Out of Hours service).
- We would expect improved health outcomes for patients of the GP practices given the additional funding. We would expect that the additional funding would help to prevent some people from developing health conditions, and it would treat other people earlier before their condition got worse.
- This approach would have benefits for patients across Norfolk and Waveney, not just those served by the GP practices that would be given the additional funding. For example, by preventing people from getting ill and treating people early, fewer people would end up needing emergency care provided by the ambulance service and our hospital emergency departments.

What would this mean for GP practices?

- There may be additional requests for appointments at some GP practices. Most people (65%) using the Walk-In Centre are already registered with one of the 22 Norwich GP practices, so they would be more likely to be impacted. At the same time, GP practices in Norwich would also be likely to receive additional funding too through the fairer funding model.
- GP practices that currently receive less funding per patient would receive more money to help people with specific conditions and to improve access. We would expect the funding to help build the resilience of these GP practices so that they can care for their patients in a timely way.
- No GP practices would lose any funding; this option would provide some additional funding to some GP practices.

The Walk-in Centre currently costs c£1.78m per year (for 2025/26). This option would save c£280,000 per year from April 2026.

## Our consultation

Before any decision can be made about what to do next with these services, we want to hear what you think about the options we are considering.

We know that making decisions about changing how we provide services is important and we take these decisions seriously.

To help us make a decision, we'd like people to tell us what impact the options would have on them.

We are working with Healthwatch Norfolk who are gathering the views of local people.

## Who are we consulting with?

- People across Norfolk and Waveney, including users of these services, their carers and advocates.
- The organisations and staff who currently provide these services and other professionals who signpost to these services.
- Norfolk County Council's Health Overview and Scrutiny Committee.
- Suffolk County Council's Health Overview and Scrutiny Committee.
- Local organisations who provide NHS services to people registered with Norfolk and Waveney.
- Local stakeholders, such as MPs, local councillors and local councils.
- Local voluntary and charitable organisations and their users.
- Norfolk and Waveney Local Representative Committees.

## When are we consulting?

Our consultation will run for eight weeks, beginning at 15.00 on 3 March and closing at 23.59 on 27 April 2025.

## How you can have your say

- **Online:** Complete our [online survey](#).
- **In person:** You can share your views with the Healthwatch Norfolk team at any of their below sessions:
  - 5 March 2025 – Carers coffee morning, Cromer Hospital, 10.00-12.00
  - 6 March 2025 – North Walsham Salvation Army, 10.00-12.00
  - 7 March 2025 – Alive Foodbank, Norwich, 10.00-12.00
  - 11 March 2025 – Holt Library, 10.30-12.00
  - 20 March 2025 – Norfolk and Norwich University Hospital, 10.00-12.00

- 22 March 2025 – Family Voice Conference, John Innes Centre, Norwich, 9.00-3.30
- 25 March 2025 – Wymondham Library, 10.00-12.00
- 26 March 2025 – Cuppa Care, Erpingham Village Hall, 10.00-12.00
- 27 March 2025 – Sheringham Salvation Army, 10.00-1.00
- 2 April 2025 – Carers coffee morning, Cromer Hospital, 10.00-12.00
- 3 April 2025 – Roundwell GP Surgery, Norwich, 10.00-12.00
- 3 April 2025 – Aylsham Healthy Town, Aylsham Market Place, 10.00-1.00
- 4 April 2025 – Alive Foodbank, Norwich, 10.00-12.00
- 8 April 2025 – Holt Library, 10.30-12.00
- 9 April 2025 – Cuppa Care at Northrepps Village Hall, 10.00-12.00
- 10 April 2025 – Community Matters Cafe, Cromer Methodist Church, 10.30-12.00
- 11 April 2025 – Roots Community Cafe, Wymondham, 10.00-12.00
- 15 April 2025 – Vision Norfolk coffee morning, Black Swan, North Walsham, 10.00-12.00
- 16 April 2025 – Roys of Wroxham, 10.00-12.00
- 17 April 2025 – Cromer Hospital, 10.00-12.00

The ICB is also holding the following drop-in sessions:


- 31 March 2025 - Assembly Room, King's Lynn Town Hall, 14.00-16.00
- 1 April 2025 - The Forum in Norwich on Tuesday, 17.30-19.00
- 4 April 2025 - The Olive Centre in Lowestoft, 10.00-12.00

In addition to this, we will work with the voluntary, community and social enterprise sector to gain feedback from vulnerable people and people living in more deprived communities.

- **Post:** Paper copies are available on request. If you would like one, please email: [nwicb.contactus@nhs.net](mailto:nwicb.contactus@nhs.net) or call 01603 595 857.

Send your completed paper copy to NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.

If you would like this document or survey in large print, another language or an alternative format, please contact NHS Norfolk and Waveney ICB. You can contact the ICB by:

 Writing to NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.

 Emailing: [nwicb.contactus@nhs.net](mailto:nwicb.contactus@nhs.net)



Calling: 01603 595 857

We will need to receive your consultation feedback by 23.59 on 27 April to ensure we can include it in the final report. Please account for this with any postal feedback.

### How will the final decision be made?

We will publish the full consultation feedback report on our [website](#).

We will share the findings of the consultation with the ICB Board and with the Norfolk and Suffolk Health Overview and Scrutiny Committees.

Taking the feedback into account, the ICB Board will then make a decision when they meet in June 2025. This meeting will be held in public so that people can attend, listen and ask questions of the Board if they would like to. Meeting dates, details and papers will be available in advance on our website.

### Key dates

Activity	Date
Consultation around proposed options.	15.00 on 3 March 2025 – 23.59 27 April 2025.
Feedback reviewed and consultation report produced.	27 April 2025 – June 2025.
Propose final recommendation for decision at the ICB Board and publish report.	Meeting in June 2025. Date TBC.
Planning and preparation period following decision.	June 2025 – 31 March 2026.



## Consultation questions

### Feedback form: Have your say on proposed changes to services in Norfolk and Waveney

Please answer the following questions around the GP Out of Hours Service and Norwich Walk-In Centre.

Responses to the consultation are being collected and analysed by Healthwatch Norfolk.

Healthwatch Norfolk is the independent voice for patients and service users in the county. We gather your views of health and social care services to ensure they are heard by the people in charge.

Healthwatch Norfolk will produce a report for NHS Norfolk and Waveney ICB about the responses to this consultation.

You can read Healthwatch Norfolk's full privacy policy on their [website](#).

Healthwatch Norfolk produce a newsletter about health and social care in Norfolk. If you'd like to receive this newsletter please leave your email address below:

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#### Q1. Please tick all that apply to you.

I have personally used the GP Out of Hours Service in the last 12 months.	
I have supported someone else to use the GP Out of Hours Service in the last 12 months. e.g. friend, family, carer.	
I work at the GP Out of Hours Service.	
I have personally used the Walk-In Centre in the last 12 months.	
I have supported someone else to use the Walk-In Centre in the last 12 months, e.g. friend, family, carer.	
I work at the Walk-In Centre.	
I am responding on behalf of a local organisation (please state).	
Other (please state).	

**GP Out of Hours Service**

**Q2. Option A – Reduce the number of bases for face-to-face appointments from nine bases to five bases during the week and six bases at the weekend.**

**If we decided to do this, what impact would it have on you?**

**Q3. Option B – Reduce the number of bases for face-to-face appointments from nine bases to three bases during the week and six bases at the weekend.**

**If we decided to do this, what impact would it have on you?**

**Q4. Option C – Reduce the number of bases for face-to-face appointments from nine bases to three bases.**

**If we decided to do this, what impact would it have on you?**

**Q5. Do you have any other suggestions about how the GP Out of Hours Service could operate in future?**

**If yes, please tell us about these by writing them in the box below:**



**Walk-in Centre**

**Q6. Option A – Close the Norwich Walk-in Centre and spend £1.5m more on GP practices across Norfolk and Waveney, using a fairer funding formula.**

**If we decided to do this, what impact would it have on you?**

**Q7. Option B – Keep the Norwich Walk-in Centre open but reduce the opening hours and spend £750,000 more on GP practices across Norfolk and Waveney, using a fairer funding formula.**

**If we decided to do this, what impact would it have on you?**

**Q8. Do you have any other suggestions about how the Norfolk Walk-in Centre could operate in future?**

**If yes, please tell us about these by writing them in the box below:**

**About you**

We want to make sure that services are open and accessible and that our consultations are representative of the community we serve and the people that use our services. Please help us measure how far we are achieving this by answering the following questions.

Please note: You do not have to give us this information, but it will help us if you do. We will keep this information confidential and will not use it for any other purpose.

**1. How old are you? (Please write the answer in the box below using numbers rather than letters)**

**2. Are you ...? (Please tick one box only)**

Male  Female  Prefer not to say

Prefer to self-describe, please state.

**3. How would you describe your ethnicity?**

**Asian or Asian British**

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background – please state.

**Black, Black British, Caribbean or African**

- Caribbean
- African
- Any other Black, Black British, or Caribbean background – please state.

**Mixed or multiple ethnic groups**

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed or multiple ethnic background – please state.

**White**

- English, Welsh, Scottish, Northern Irish or British
- Irish
- Gypsy or Irish Traveller
- Roma
- Any other White background – please state.

**Other ethnic group**

- Arab
- Any other ethnic group – please state.

**4. What is your first language? For example, English.**

- English
- Other – please state

**5. Would you describe yourself as having a sensory disability (affecting your sight or hearing), physical disability, learning difficulty or long-term illness? Please tick one box only.**

Yes        No        Prefer not to say   

**6. Where do you live? Please provide the first part of your postcode (e.g. NR4) or leave this blank if you have no fixed abode.**

**7. Do any of the following apply to you? Please tick all that apply.**

- I'm a carer
- Someone cares for me

- I have a long-term condition
- I have a disability
- None of the above
- I prefer not to say

**8. Where did you hear about this survey?**

- GP website
- Healthwatch Norfolk Event
- Healthwatch Norfolk Newsletter
- Healthwatch Norfolk Website
- News (website / radio / local newspaper)
- Search Engine (e.g. Google)
- Social media (e.g. Facebook / Instagram / X)
- Through a friend or co-worker
- YouTube
- Other (please specify):

**Personal information, confidentiality and data protection**

Thank you for taking the time to share your views.

Healthwatch Norfolk, on behalf of NHS Norfolk and Waveney ICB, will process any personal information we receive from you in line with the Data Protection Act 1998. This means that we will hold your personal data and only use it for the purpose for which it was collected, being this consultation.

We will also, under normal circumstances, not pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation, including any personal information. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

You may wish to keep a copy of your response to our consultation for your own records.

## **Appendix A: Previous engagement**

In 2023, we carried out a consultation on the future of general practice services in Norwich, including the Norwich Walk-in Centre, Vulnerable Adults Service – Inclusion Health Hub, and the GP Practice at Rouen Road. This consultation was undertaken when the contract for these services was due to expire in March 2024.

You can read the [full consultation report](#) on our website.