

# Norwich Walk-in Centre data pack

February 2025

# Norwich Walk-in Centre: Key Insights

## Location and travel time

- Centrally located in Norwich, reachable within **60 minutes by car** for most of Norfolk and Waveney.
- Public transport access** is within 60 minutes for most of Norwich, including its **20 most deprived communities**.
- Access within 60 minutes by **public transport is limited on a weekday morning**, but **weekend afternoons/evenings** offer better access.

## Attendance trends

- Monthly visits in **2024 range from 5,300 to 7,300**, which is slightly lower than 2023.
- The proportion of people that use the Walk-in Centre and then attend the Emergency Department within 24 hours has been decreasing.

## User profile

- Visitors are **younger** than the overall Norfolk and Waveney population.
- There are more **female and working-age** visitors.
- People from **deprived communities** and **people with 4+ long-term health conditions** are **slightly more likely** to use the Walk-in Centre.

## Peak times

- Busiest days:** Saturday, Sunday and Monday.
- Peak hours:**
  - Weekdays:** 9:00 – 11:00 AM.
  - Weekends:** Early Saturday and Sunday mornings.

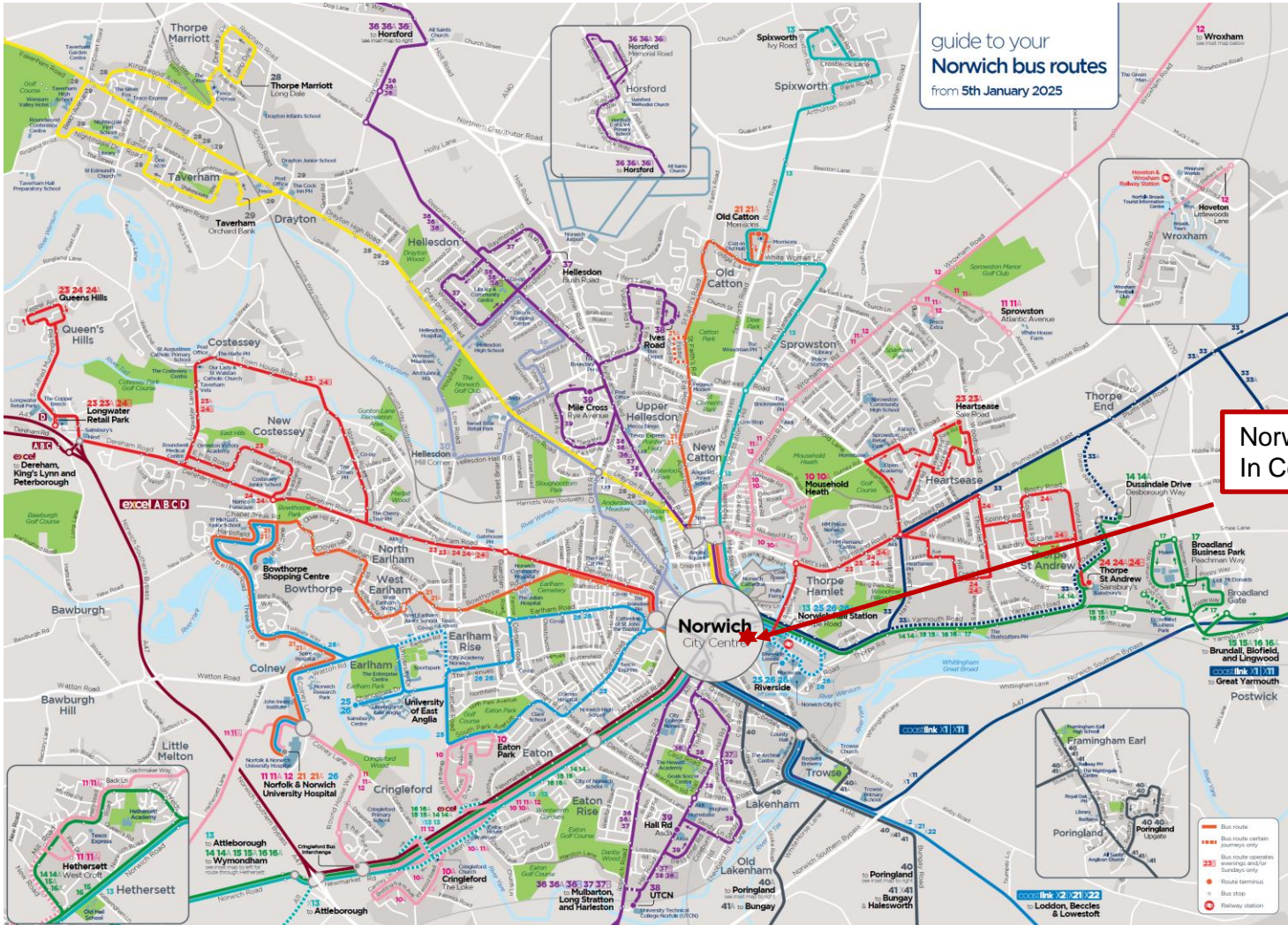
## Geographical trends

- People living near the Walk-in Centre are more likely to use the service.**
- Highest attendance rates from people living in **Norwich city centre, Thorpe Hamlet, Heartsease, Lakenham and Earlham.**

## Top reasons for attendance

- The **top 10 reasons** account for **25% of visits**, including: **chest infections, possible urinary tract infections (UTIs), tonsillitis, sore throat, dental abscesses, ear infections and wound dressing.**
- Most common outcomes: **prescriptions, advice, or no further action.**

# Bus routes into and around Norwich



guide to your Norwich bus routes from 5th January 2025

Norwich Walk In Centre

### where to catch your bus in Norwich city centre

your city centre bus stops in	St Andrew's Street	Red Lion Passage	Theatre Street	Castle Meadow	Tombard Road	Prince of Wales Rd
<b>PINK LINE 10 11 12</b>						
towards Sprowston & Wroxham	BB			CD	CM	
towards Mousehold Heath	BA			CV	CP	
towards N&NU Hospital & Hethersett	BT			CP	CP	
towards Eaton Park & Cringford	BG			CP	CP	
<b>TURQUOISE LINE 13</b>						
towards Wymondham & Attleborough	BS			CU	CP	
towards Old Catton & Spixworth	BA			CC	CM	
<b>GREEN LINE 14 15 16 17</b>						
towards Hethersett & Wymondham	BS			CU	DL	DA/DC
towards Dussindale & Brundall	BF			CC		
<b>ORANGE LINE 21</b>						
towards Bowthorpe		BG	CS	CP		
towards Old Catton		BH	CE	CM		
<b>RED LINE 23 24</b>						
towards Costessey		BG	CT		DL	DA/DC
towards Heartsease		BH	CF			
<b>BLUE LINE 25 26</b>						
towards the University of East Anglia					DL	DA
towards the Rail Station & Riverside					DA	
<b>YELLOW LINE 28 29 / 29</b>						
towards Taverham Thorpe Marriott & Fakenham					CE	CM
<b>PURPLE LINE</b>						
towards Lakenham, Mulbarton or Long Stratton					BP	CR CP
towards Hellesdon, Horsford Mile Cross & The Boundary					BD	CG CM
<b>CHARCOAL LINE 40 41 / 41</b>						
towards Poringland & Bungay					BR	
<b>service 30</b>						
towards Heigham St & Hellesdon					BG	CS
<b>service 33</b>						
towards The Plumsteads & Pilson Green					BF	CC DA/DC

**all change...**

If you're changing buses in the city centre, you can find the best place to make the switch using the chart to the right and the map above.

you can check out the timetables for all routes at [firstbus.co.uk/easterncounties](https://www.firstbus.co.uk/easterncounties)

### daytime frequency guide

	buses run about every	Weekdays	Saturday	Sunday
<b>PINK LINE 10 11 12</b>	Eaton & Cringford - City Centre - Mousehold N&NUH - City Centre - Sprowston continuing to Wroxham* or Hethersett	30	30	-
<b>TURQUOISE LINE 13</b>	Attleborough - Wymondham - City Centre - Old Catton - Spixworth	30	30	60
<b>GREEN LINE 14 15 16 17</b>	Wymondham to City Centre & Station continuing to & from Dussindale continuing to & from Brundall to & from Blofield Heath or Lingwood*	15	15	60
<b>ORANGE LINE 21</b>	Bowthorpe - City Centre - Old Catton continuing to & from N&NUH	20	20	30
<b>RED LINE 23 24</b>	between Larkman Ln & Heartsease PH to & from Heartsease (Sale Rd) to & from Thorpe St Andrew to & from Queen's Hills to & from Longwater Retail Pk (Sainsbury's) to & from Old or New Costessey	10	15	30
<b>BLUE LINE 25 26</b>	Rail Station - City Centre - UEA continuing to & from N&NUH or Bowthorpe	7-10	7-10	10
<b>YELLOW LINE 28 29 / 29</b>	Fakenham Rd - Drayton - City Centre to & from Thorpe Marriott to & from Fakenham to & from Taverham village	15	15	30
<b>PURPLE LINE</b>	between City Centre & The Boundary to & from Hellesdon to & from Mile Cross or Lakenham to & from Ives Road* - Horsford, Mulbarton or Long Stratton* to & from Harleston and The Puhams	10-20	10-20	30
<b>CHARCOAL LINE 40 41 / 41</b>	Poringland - City Centre to & from Brooke, Ditchingham & Bungay to & from Halesworth	15	15	60
<b>service 30</b>	to & from Heigham Street & Hellesdon	60	60	-
<b>service 33</b>	to & from The Plumsteads	90	90	-

\* buses to these destinations don't run on Sundays

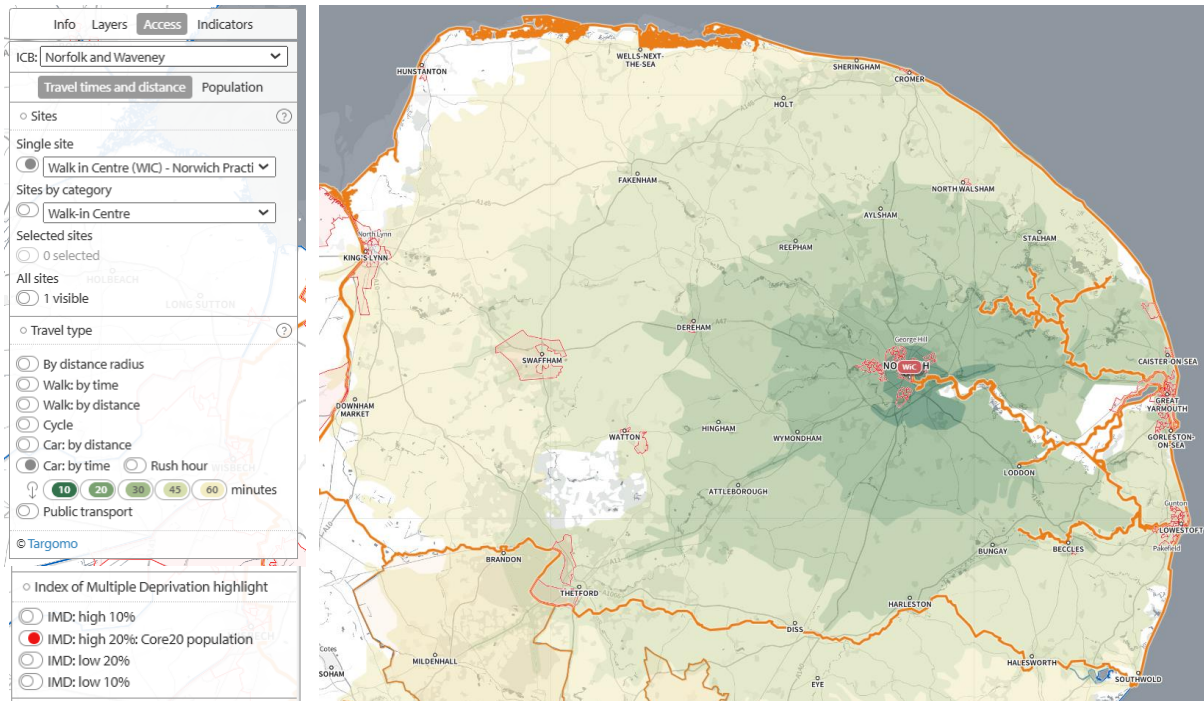
Bus services mostly provided by First Bus  
[https://www.firstbus.co.uk/sites/default/files/public/maps/Norwich\\_Network\\_Map\\_Web\\_01-25.pdf](https://www.firstbus.co.uk/sites/default/files/public/maps/Norwich_Network_Map_Web_01-25.pdf)



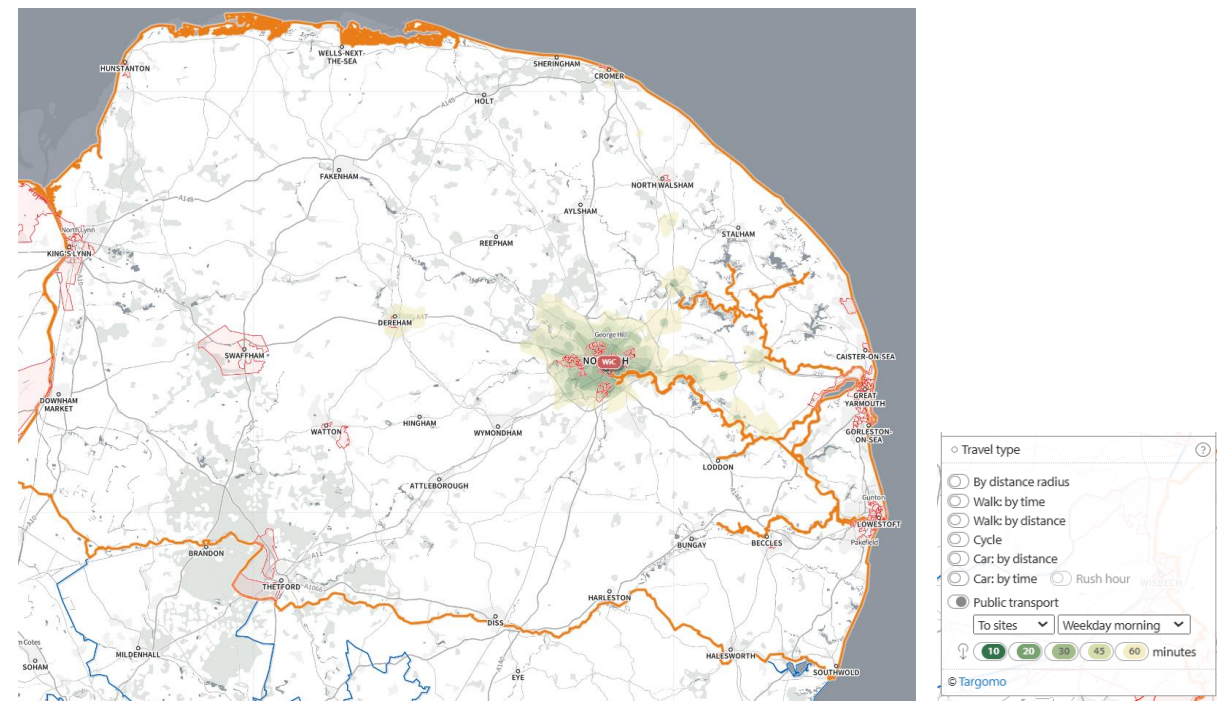


# Travel time analysis

Travel time analysis shows that nearly all of Norfolk and Waveney can access the Norwich Walk-in Centre within 60 minutes if using a car. Access within 60 minutes by public transport is more limited on a weekday morning.



Drive time



By public transport – weekday morning

# Travel Time Analysis: Weekday Public Transport

These maps highlight the public transport travel times to the Norwich Walk-in Centre for weekday afternoons and evenings. Travel time for most of Norwich and the surrounding area is within 60 minutes, this includes the most deprived communities in Norwich.

ICB: Norfolk and Waveney

Travel times and distance Population

Sites

Single site

Walk in Centre (WIC) - Norwich Practi

Sites by category

Walk-in Centre

Selected sites

0 selected

All sites

1 visible

Travel type

By distance radius

Walk by time

Walk by distance

Cycle

Car: by distance

Car: by time

Rush hour

Public transport

To sites

Walk-in Centre

Weekday afternoon

10 20 30 45 60 minutes

Targomo

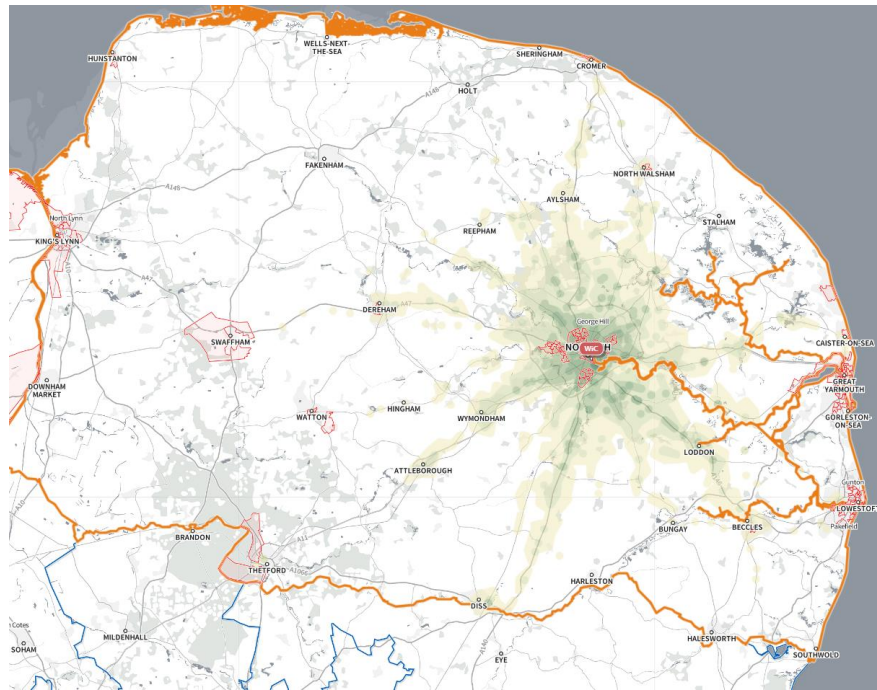
Index of Multiple Deprivation highlight

IMD: high 10%

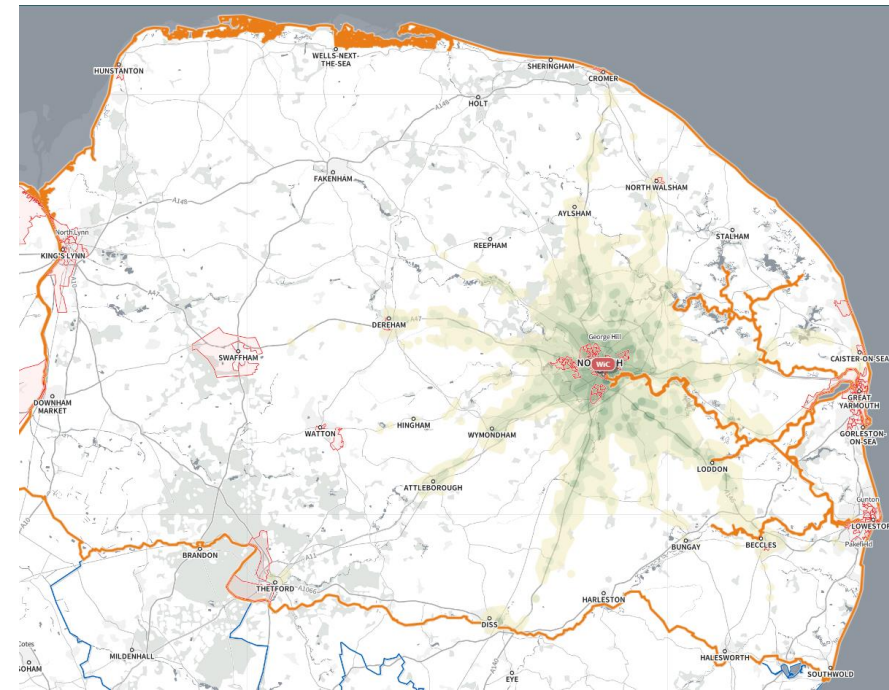
IMD: high 20%: Core20 population

IMD: low 20%

IMD: low 10%



Weekday Afternoon



Weekday Evening

ICB: Norfolk and Waveney

Travel times and distance Population

Sites

Single site

Walk in Centre (WIC) - Norwich Practi

Sites by category

Walk-in Centre

Selected sites

0 selected

All sites

1 visible

Travel type

By distance radius

Walk by time

Walk by distance

Cycle

Car: by distance

Car: by time

Rush hour

Public transport

To sites

Walk-in Centre

Weekday evening

10 20 30 45 60 minutes

Targomo

Index of Multiple Deprivation highlight

IMD: high 10%

IMD: high 20%: Core20 population

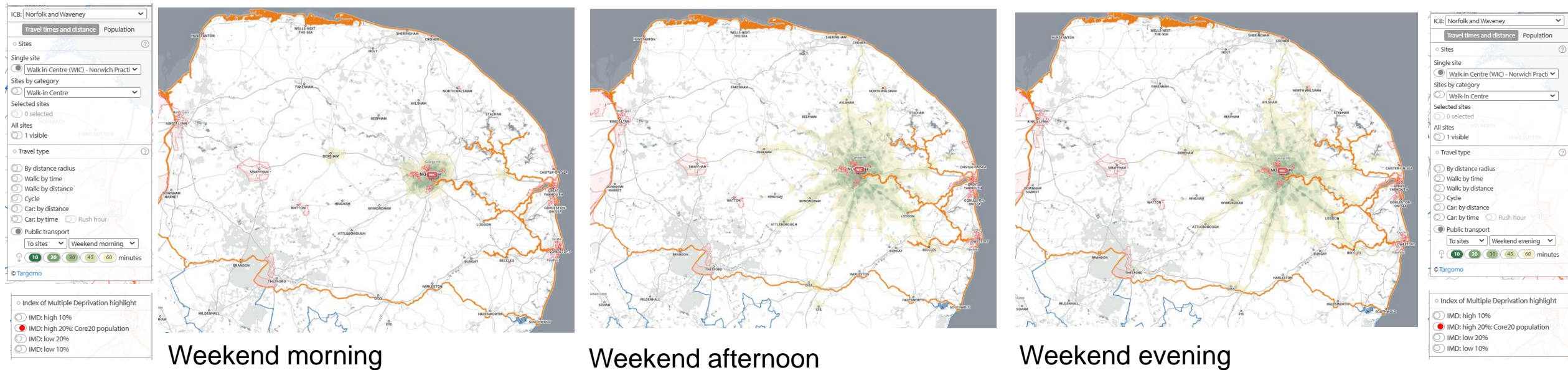
IMD: low 20%

IMD: low 10%



# Travel Time Analysis: Weekend Public Transport

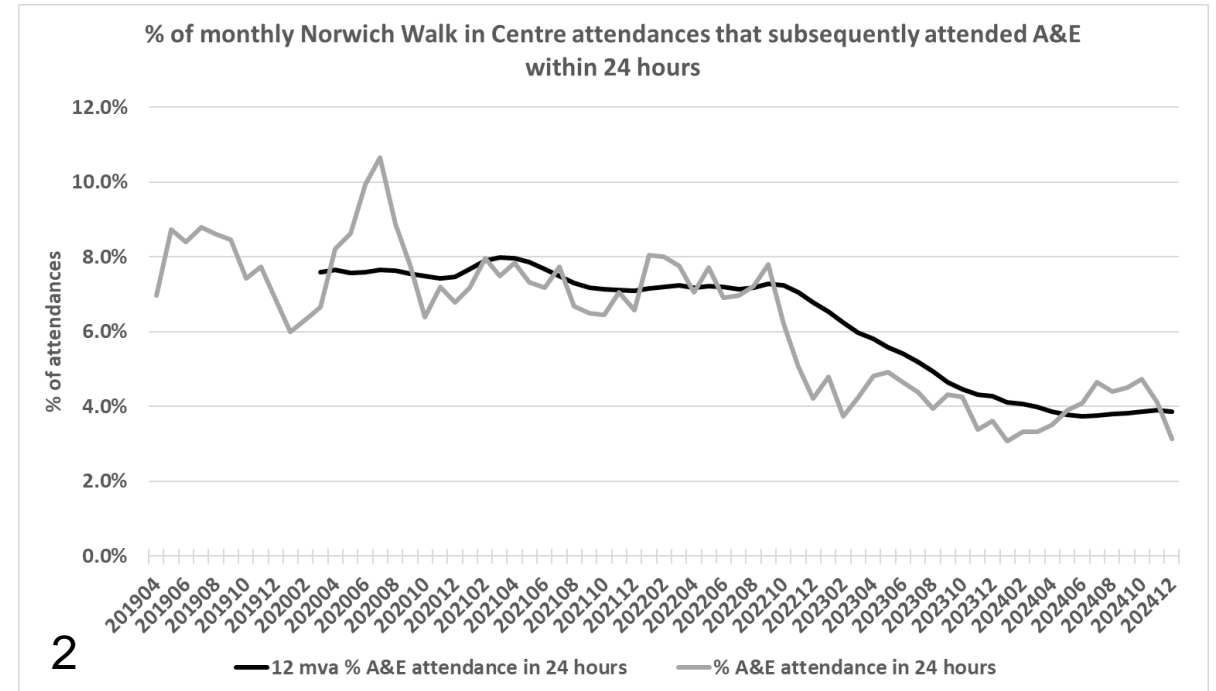
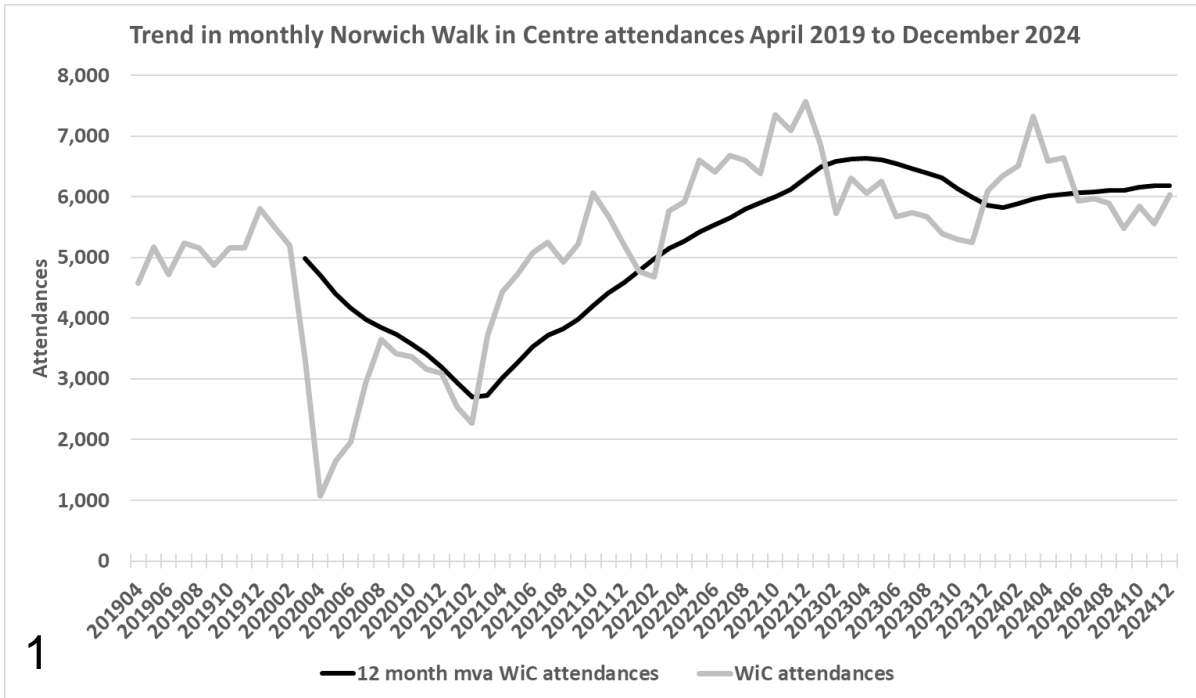
A similar picture is seen for public transport travel times to the Norwich Walk-in Centre at weekends. Access in the mornings outside of Norwich is relatively limited within 60 minutes. However, for weekend afternoons and evenings, travel time for most of Norwich and the surrounding area is within 60 minutes. This includes all the most deprived communities in Norwich.



# Attendance Trends

The trend in monthly attendances to the Norwich Walk-in Centre shows that for 2024 there have been between 5,300 and 7,300 attendances per month, which is slightly lower than for 2023.

The proportion of people that use the Walk-in Centre and then attend the Emergency Department (A&E) within 24 hours has been decreasing.



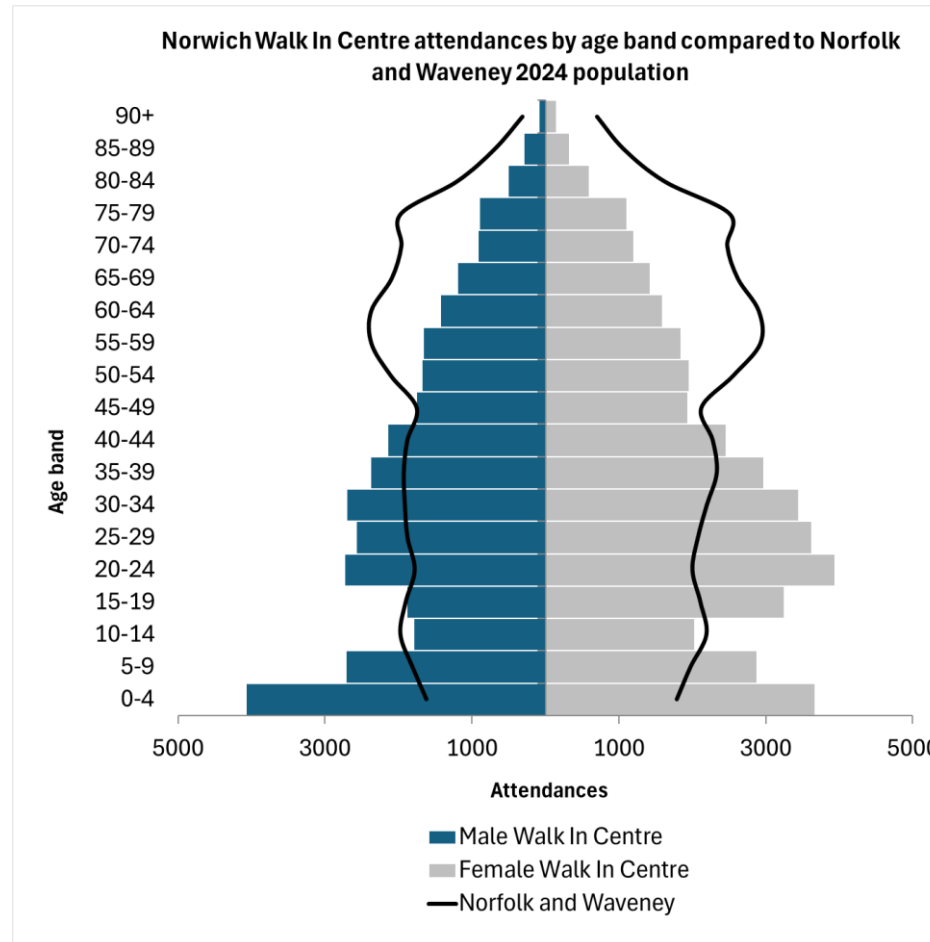
# User Profiles

The profile of the users of the Walk-in Centre in 2024 is younger than the Norfolk and Waveney profile.

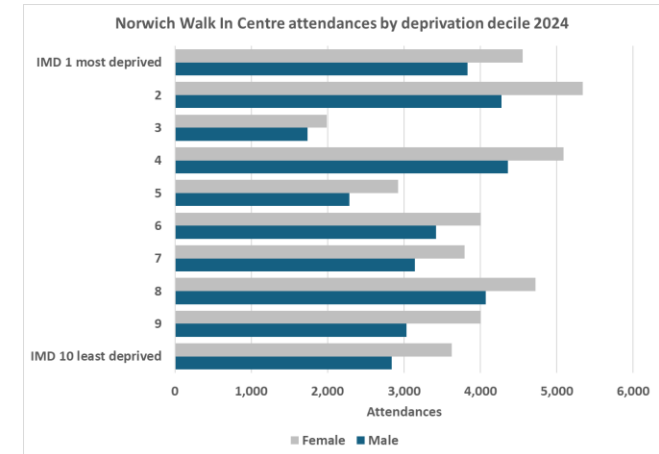
Attendances are higher for females, the younger age bands and working age.

People from deprived communities and people with 4+ long-term conditions are slightly more likely to use the Walk-in Centre.

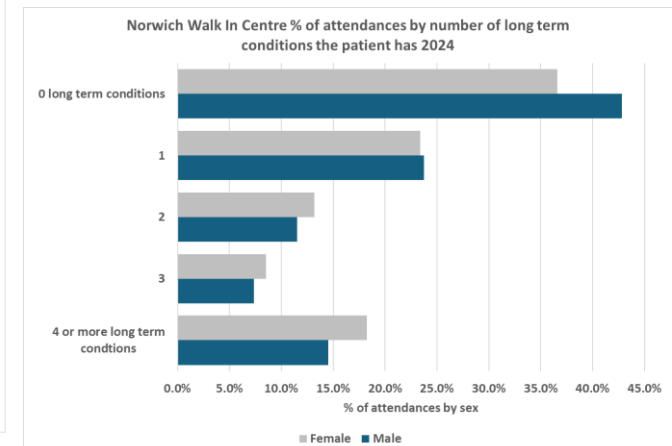
Number of attendances by age band



Attendances by deprivation decile  
Deciles 1 and 2 are core 20 most deprived



% of attendances by number of long-term conditions the person has





# Usage Times

The busiest times of the week for Norwich Walk in Centre are early Saturday and Sunday mornings.

From Monday to Friday there is a peak in attendances between 09:00 and 11:00 and then attendances gradually reduce through the day. Saturday, Monday and Sunday are the busiest days.

Day / Hour	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	Total
Monday	1.0%	1.0%	1.7%	1.7%	1.6%	1.3%	1.1%	1.2%	1.2%	1.2%	1.0%	0.6%	0.3%	0.2%	15.2%
Tuesday	1.1%	0.8%	1.7%	1.5%	1.4%	1.2%	1.1%	1.0%	1.0%	1.1%	0.9%	0.7%	0.4%	0.2%	14.0%
Wednesday	0.9%	0.7%	1.4%	1.4%	1.3%	1.2%	1.1%	1.0%	1.0%	1.1%	1.0%	0.9%	0.4%	0.2%	13.3%
Thursday	0.9%	0.8%	1.3%	1.3%	1.3%	1.1%	1.0%	0.9%	0.9%	1.0%	0.8%	0.8%	0.5%	0.2%	12.9%
Friday	1.0%	0.8%	1.4%	1.4%	1.3%	1.2%	1.0%	1.1%	1.0%	1.1%	1.0%	0.7%	0.4%	0.2%	13.7%
Saturday	1.9%	1.3%	1.7%	1.7%	1.6%	1.4%	1.3%	1.2%	1.1%	0.9%	0.8%	0.6%	0.4%	0.2%	15.9%
Sunday	1.8%	1.3%	1.7%	1.6%	1.5%	1.4%	1.0%	1.0%	0.9%	0.8%	0.7%	0.6%	0.5%	0.2%	15.0%
<b>Total</b>	<b>8.5%</b>	<b>6.7%</b>	<b>10.8%</b>	<b>10.6%</b>	<b>10.0%</b>	<b>8.8%</b>	<b>7.6%</b>	<b>7.4%</b>	<b>7.1%</b>	<b>7.3%</b>	<b>6.1%</b>	<b>4.9%</b>	<b>2.9%</b>	<b>1.4%</b>	<b>100.0%</b>

# Reasons for Attending

Based on the last six months of coded attendances, analysis shows that the top 10 reasons for attendance account for over 25% of all attendances. These include chest infection, possible UTI, tonsillitis, sore throat, dental abscess, ear infections and wound dressing. The most common outcomes were a prescription, no further action or advice.

In the six months July 2024 to December 2024:

- There were about 34,800 attendances
- Of these about 28,200 attendances were coded
- Of these the top 10 reasons accounted for 7,207 attendances

Diagnosis	Count of diagnosis
(XE0Xs) Chest infection	1750
(XaFqt) Suspected urinary tract infections (UTIs)	1442
(Xa1sb) Viral upper respiratory tract infection	733
(Xa7I0) Tonsillitis	702
(Xa7I4) Dental abscess	634
(XM0r1) Otitis externa (ear canal infection / inflammation)	489
(X70cl) Change of dressing	390
(Xa9zW) Sore throat	379
(XE2aC) Acute tonsillitis	349
(X00ik) Otitis media (middle ear infection)	339
Total	7,207

For these attendances the most common outcomes were:

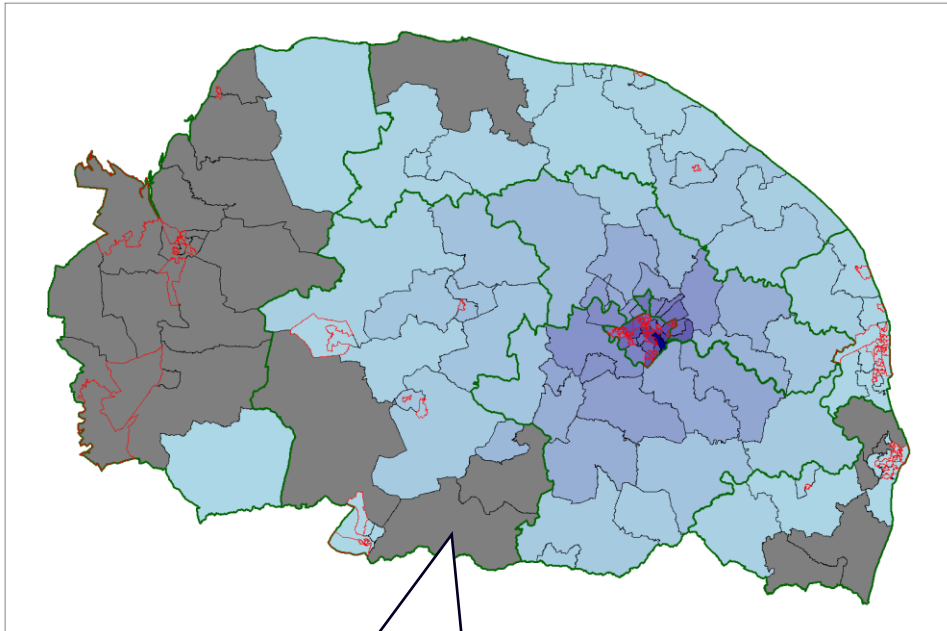
- A prescription
- No further action
- Advice

Outcome	Count of outcome
Prescription	2,132
No Further Action	1,787
Advice	1,488
Plan	840
Treatment Given	302
Referral To Primary	160
Emergency	109
Referral To Secondary	30
Medication Requested	23
Dressing Given	22
Referral Seen By	19
Medication	17
Medication Review	11
Other (or blank)	267
Total	7,207

# Where people come from

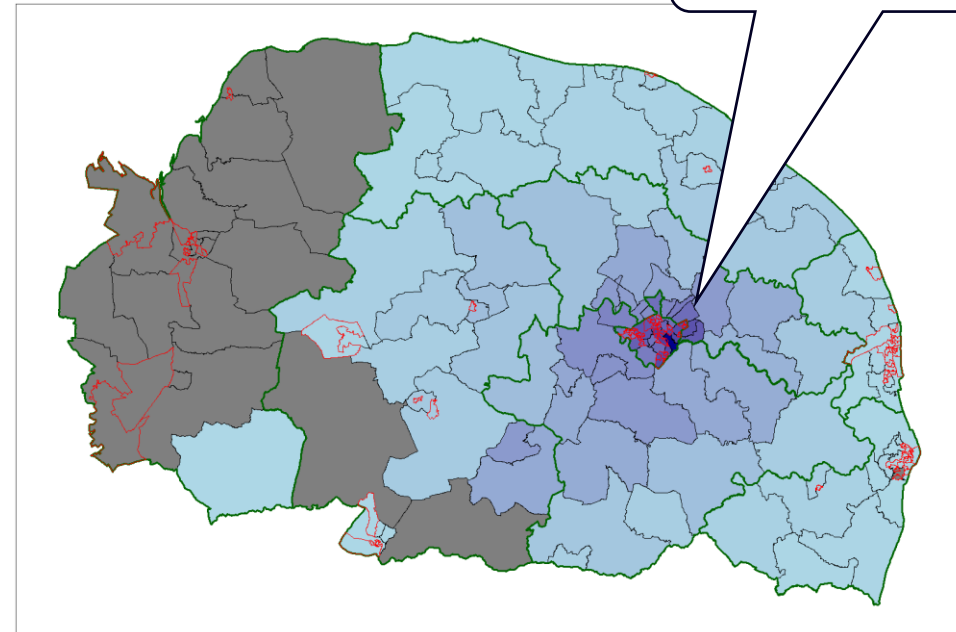
Attendance rates are higher for those communities closer to the Norwich Walk-in Centre. The highest attendance rates are for those who live in Norwich city centre, Thorpe Hamlet, Heartsease, Lakenham and Earlham.

Norwich Walk in Centre attendance rates for males  
September 2023 to August 2024



Source: Data Hub and JH grouper data

Norwich Walk in Centre attendance rates for females  
September 2023 to August 2024



Source: Data Hub and JH grouper data

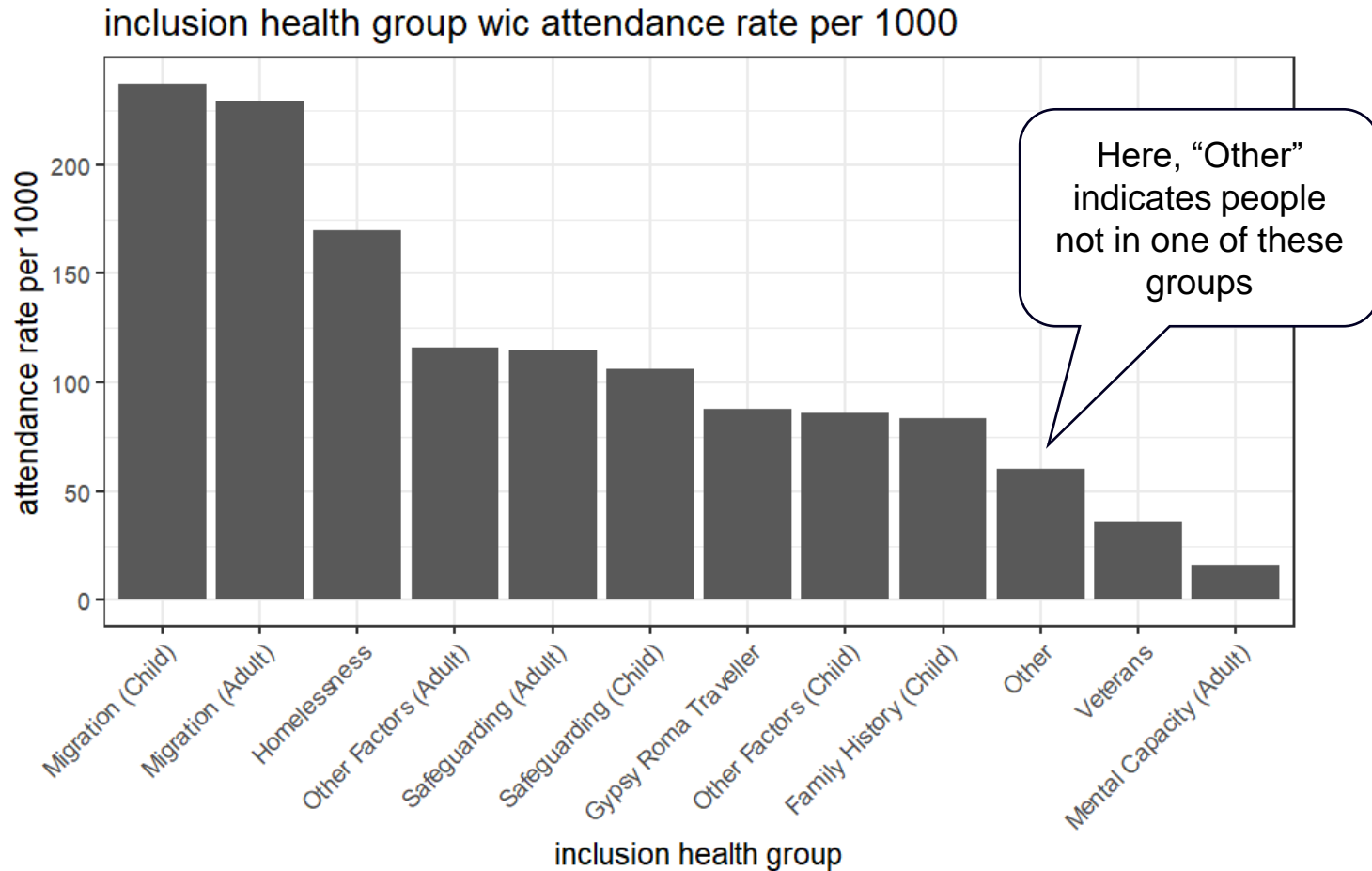
The communities in grey do not have enough walk-in centre attendances to calculate a reliable attendance rate

Rank of attendance rate	Male	Female
1	City Centre East	City Centre East
2	City Centre West	City Centre West
3	Thorpe Hamlet & Mousehold South	Thorpe Hamlet & Mousehold South
4	Heartsease & Pilling Park	Lakenham & Tuckswood
5	Earlham	Heartsease & Pilling Park



# Usage by Health Inclusion Groups

We can use our linked dataset to understand usage of the Walk in Centre by Inclusion Health Groups. Inclusion Health Groups generally use the Walk in Centre at a slightly higher rate (per 1,000 patients per year) than patients not in one of these groups.



## Inclusion Health groups include:

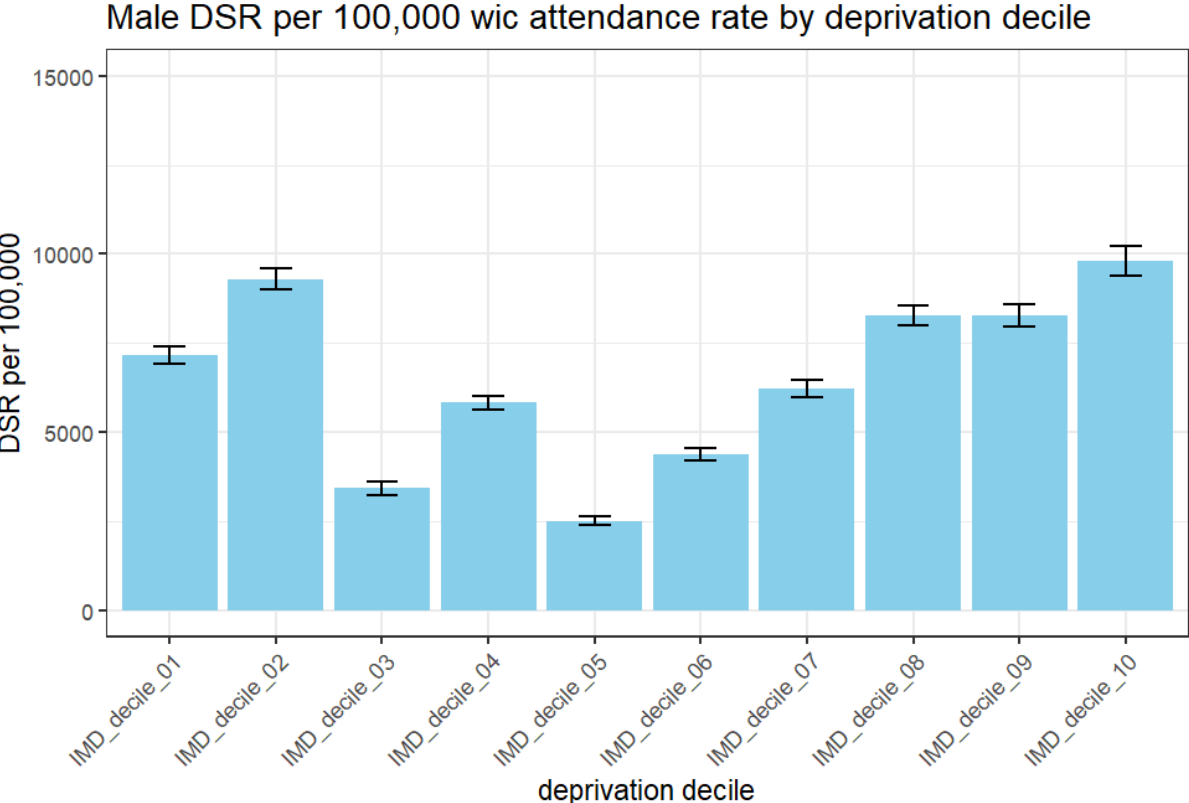
- Identified as homeless
- People staying temporarily with friends and relatives who do not have a permanent address / sofa surfer's
- Rough / street sleepers
- Hostel or night shelter residents
- Asylum Seekers, refugees and forced migrants (excluding those specifically covered by other national schemes)
- Sex workers
- Gypsies, Travelers and Roma's, excluding settled communities
- Liveaboard- those living aboard boats.
- Those involved in the criminal justice system

Inclusion health is a term used to describe people who are socially excluded, typically experience multiple overlapping risk factors for poor health (such as poverty, violence, and complex trauma), experience stigma and discrimination, and are not consistently accounted for in electronic records (such as healthcare databases). These experiences frequently lead to barriers in access to healthcare and extremely poor health outcomes.

People belonging to inclusion health groups frequently suffer from multiple health issues, which can include mental and physical ill health and substance dependence issues. This leads to extremely poor health outcomes, often much worse than the general population, higher mortality rates, and it contributes considerably to increasing health inequalities.

# User Age and Sex

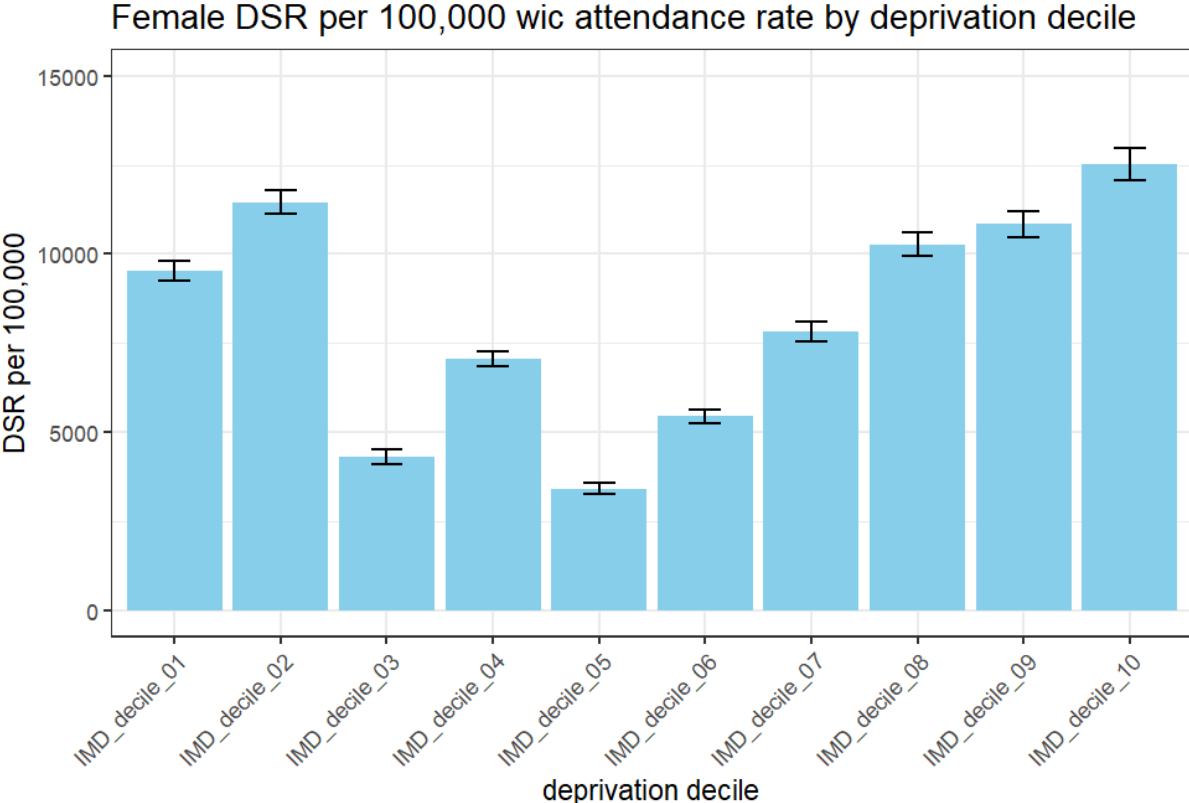
When we standardise for age and sex, we see that the attendance rate by deprivation decile is generally higher for females and highest for patients in the least deprived deciles.



Most deprived



Least deprived

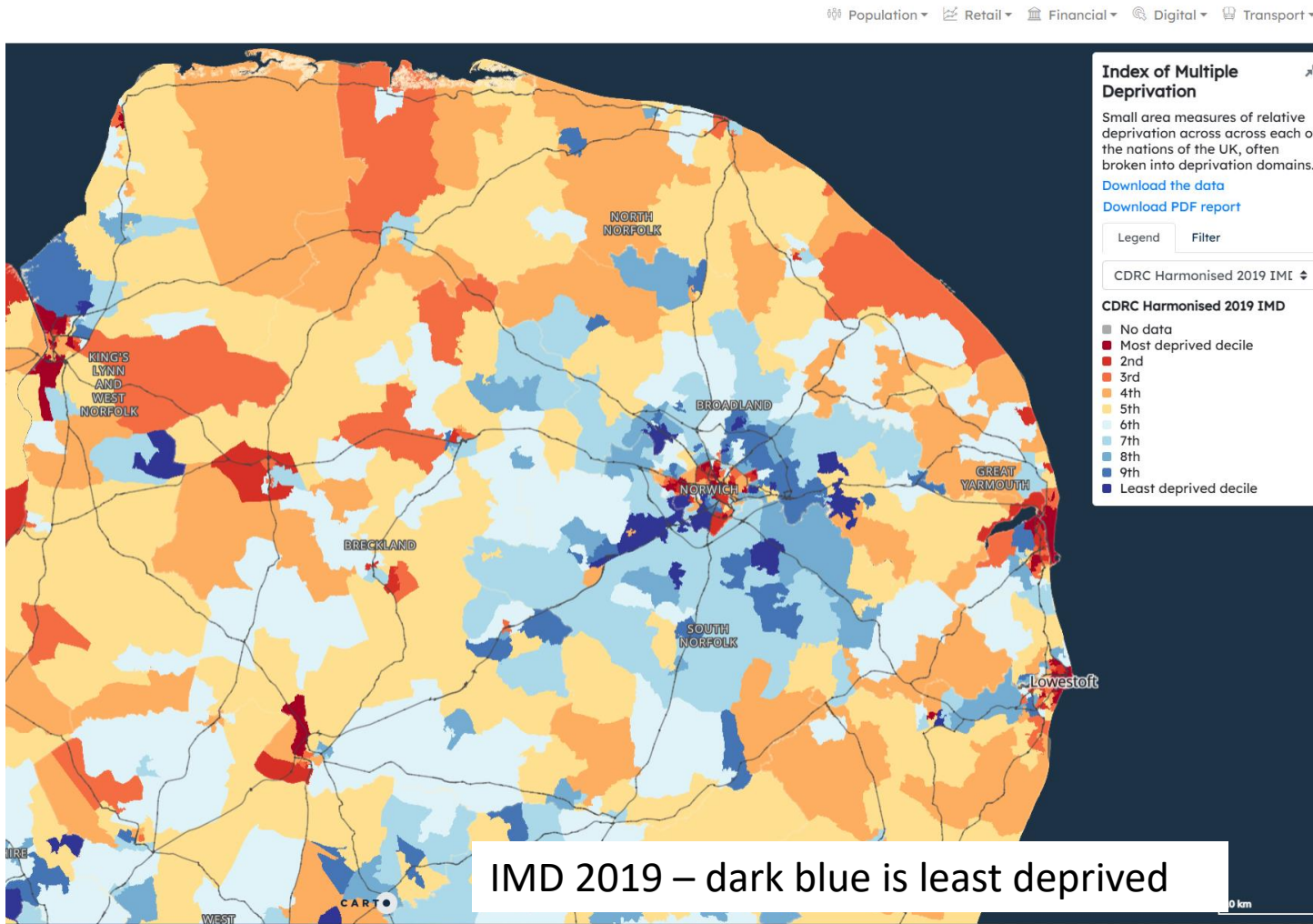


Most deprived



Least deprived

# User Deprivation



When we look at the distribution of deprivation across Norfolk and Waveney, we see that the least deprived generally live in or closer to Norwich. There are significant numbers of people experiencing deprivation in Norwich but also further away in GY, KLWN, Lowestoft and Thetford. We might expect that the rates of attendance at the Norwich Walk in Centre would be higher for the least deprived.

District	Most deprived decile 1 Core 20	Most deprived decile 2 Core 20	Other deciles	Core 20 Population
Breckland	2,500	12,300	126,500	14,700
Broadland	0	0	131,900	0
Great Yarmouth	26,900	12,800	59,500	39,700
KLWN	12,100	11,200	127,900	23,300
North Norfolk	0	2,800	102,400	2,800
Norwich	27,400	28,100	86,700	55,500
South Norfolk	0	0	143,100	0
Waveney	16,000	11,800	90,700	27,900
Norfolk and Waveney	84,900	78,900	868,800	163,800
England	5,603,900	5,697,200	45,249,000	11,301,100

[https://www.norfolkinsight.org.uk/wp-content/uploads/2022/02/Core20\\_populations.pptx](https://www.norfolkinsight.org.uk/wp-content/uploads/2022/02/Core20_populations.pptx)