

Changes to general practice services in Norfolk and Waveney

Consultation summary and survey





The NHS in Norfolk and Waveney has a set amount of money to spend on **health** services.



Running health services is getting more expensive. People are living longer and need more health support, so we are spending more money.



We need to save money and have some ideas about how to run the GP Out of Hours
Service and Norwich Walk-in Centre.



We want to know what you think about our ideas for the GP Out of Hours Service and Norwich Walk-in Centre.



The **GP Out of Hours service** helps people when doctors' surgeries are closed. This is for **evenings and weekends.**



You can call NHS 111 if you need urgent help and get advice over the phone.



You might also get an appointment with a nurse or doctor. Sometimes, a nurse or doctor can visit you at home.



We are thinking about changing the **GP Out of Hours service.**We have **three options** and want to know **what you think**.



The options below are all about having **fewer bases** to carry out **GP Out of Hours** appointments.

A

Option A is to reduce the number of bases from nine to five during the week and six at the weekend.

В

Option B is to reduce the number of bases from nine to three during the week and six at the weekend.

C

Option C is to reduce the number of bases from nine to three at all times, during both the week and the weekend.



The Walk-In Centre is on Rouen Road in Norwich.

Anyone can go there for help with minor illnesses and injuries.



We are thinking about **two options** for the Norwich Walk-In
Centre. Your thoughts will help
us decide what to do next.



Option A is to close the Norwich Walk-in Centre and spend
£1.5m more on GP practices across Norfolk and Waveney.



Option B is to keep the Norwich Walk-in Centre open but reduce the opening hours and spend £750,000 more on GP practices across Norfolk and Waveney.



You can **tell us what you think** to these options by completing our short **survey**.



You can fill in the answers **online** by using this link:

https://improvinglivesnw.org.uk/changes-to-services-in-norfolk-and-waveney



Or you can use the **QR code** to open the survey.



The survey will ask you to **tick boxes.** It will also ask you to **write** what you think in words.



The survey will close at 11.59pm on 25 May 2025.



We will also be holding **drop-in sessions** where you can tell us what you think and ask questions.

These will take place as below:

May

19

King's Lynn Town Hall

Monday 19 May 2pm - 4pm

May

20

The Forum, Norwich

Tuesday 20 May 5.30pm - 7pm

May

21

Blybergate Hall, Beccles

Wednesday 21 May 12noon - 2pm

May

22

Lowestoft Community Hub

Thursday 22 May 5.30pm - 7pm

Please complete the survey below

1. 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.	
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.	
I work at the Walk-In Centre.	
I am responding on behalf of a local organisation (please state).	
Other (please state).	

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

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

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

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

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

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

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

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

6. Option A – Close the Norwich Walk-in Centre and spend £1.5m more on GP practices across Norfolk and Waveney.

If we you?	decided	to do	this,	what	impact	would	it	have c	n

7. 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.

If we dec	ided to	do this,	what	impact	would	it have on

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

If yes, please tell us about these by writing th box below:	em in the

Tell us about you

You **do not** have to answer these questions but if you do it helps us make sure we are hearing from a lot of different people.

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)



Male	
Female	
I'd prefer not to say	
I'd prefer to self describe, please say:	

3. What is your first language?



English	
Other, please say:	

4. What is your ethnic group?



White



White - English, Welsh, Scottish, Northern Irish, British	
White Irish	
Gypsy or Irish Traveller	
White Roma	
Other White background, please say:	



Black, Black British, Caribbean or African



Caribbean	
African	
Other Black background, please say:	

4. What is your ethnic group?



Asian or Asian British

Indian	
Pakistani	
Bangladeshi	
Chinese	
Other Asian background, please say:	

Mixed or multiple ethnic groups



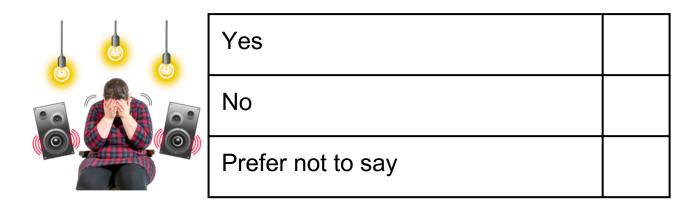
	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Other Mixed or multiple ethnic background, please say:	

Other ethnic group



Arab	
Other ethnic group, please say:	

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

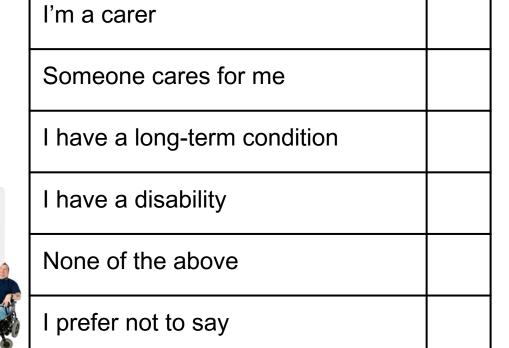


6. Where do you live? Please provide the first part of your postcode (e.g. NR4) or leave this blank if you have no fixed abode.



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





8. Where did you hear about this survey?

GP website	
Healthwatch Norfolk event	
Healthwatch Norfolk newsletter or website	
News (website, radio, local newspaper)	
Search engine (e.g. Google)	
Social media (Facebook, Instagram, X)	
Through a friend of co-worker	
Other, please say:	



Please send your completed survey to:

FAO Communications Team NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.



If you would like this information in large print or in an alternative version, please contact us by:



Emailing nwicb.contactus@nhs.net



Or calling 01603 595857.



Thank you for taking the time to share your views with NHS Norfolk and Waveney Integrated Care Board.