

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.

GP Out of Hours Service



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.

B

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.

Norwich Walk-in Centre



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:



King's Lynn Town Hall

Monday 19 May

2pm - 4pm



The Forum, Norwich

Tuesday 20 May

5.30pm - 7pm



Blybergate Hall, Beccles

Wednesday 21 May

12noon - 2pm



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).	

GP Out of Hours Service

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

GP Out of Hours Service

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

GP Out of Hours Service

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

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

GP Out of Hours Service

5. 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:

Norwich Walk-in Centre

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

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

Norwich Walk-in Centre

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

Norwich Walk-in Centre

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 them in the box below:

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)



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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?



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.



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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 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.