

Blakeney Parish Annual Meeting 7th March 2024

Sadie Parker, Director of Primary Care, NHS Norfolk
and Waveney Integrated Care Board (ICB)

NHS Norfolk and Waveney

NHS Norfolk and Waveney Integrated Care Board (ICB) **plans and buys** healthcare services for our local population of **1.1 million people**.

Known as **NHS Norfolk and Waveney**, we work with local people, health and care professionals, and partner organisations to improve the health and wellbeing of **all** our population.

We are accountable for the **performance and finances** of the NHS across Norfolk and Waveney – a total budget of **£2 billion a year**.

This may sound a lot, but we have to make very **difficult decisions** to stay within our funding limit.

We are also part of the wider **Integrated Care System (ICS)** that works with partners in local government, the voluntary sector and others and helps the NHS to support broader social and economic development and to tackle inequalities in health outcomes.

<https://improvinglivesnw.org.uk/>

Norfolk and Waveney Integrated Care System

What is integrated care?



Integrated care involves partnerships between the NHS, local authority, and VCSE sector as they come together to plan and deliver joined up health and care services to improve the lives of people in their area.

Our mission

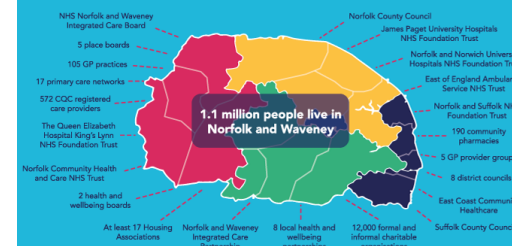


To help the people of Norfolk and Waveney live longer, healthier, and happier lives.




Our ICS includes:



Our geographical area:



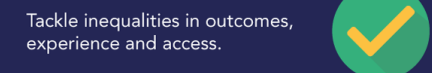
Our goals

-  To make sure that people can live as healthy a life as possible.
-  To make sure that you only have to tell your story once.
-  To make Norfolk and Waveney the best place to work in health and care.

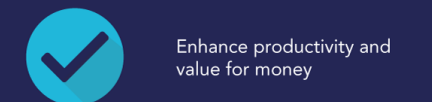
We will work to:



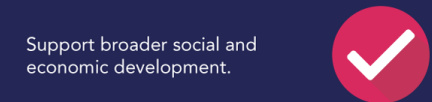
Improve outcomes in population health and healthcare.



Tackle inequalities in outcomes, experience and access.



Enhance productivity and value for money



Support broader social and economic development.

Our Population - diverse needs

➤ Population

- 1,032,500 residents in Norfolk and Waveney in 2021.
- 1 in 4 were over 65 in 2021.
- 1 in 20 were under 5 in 2021.
- The population in the Norfolk and Waveney area is expected to grow by about 117,000 people between 2020 and 2040; the largest growth is expected in the older age bands.
- In Norfolk and Waveney, about 10% are non-white-British compared to 26% in England.

➤ Deprivation

- Around 163,800 people in Norfolk and Waveney live in areas that are among the 20% most deprived in England.

➤ Births

- Births in Norfolk and Waveney have been declining over the last decade.
- In 2021 there were about 8,700 births.
- The rate of births to mothers aged 15-44 in Norfolk and Waveney was 51.9 births per 1,000 women, compared to a rate of 54.3 for England.

Challenges

Nationally, all primary care services are facing greater challenges than ever due to workforce shortages, funding challenges alongside an increasingly complex workload. Norfolk and Waveney have an ageing workforce within general practice with approximately 30% of staff being over the age of 55.

- Norfolk and Waveney GPs form about 15% of the total general practice workforce.
- Roughly 34% of GPs in Norfolk and Waveney are over the age of 50.
- The numbers of GPs no longer wanting to run practices (ie be GP partners) is increasing, leading to greater pressures on those remaining. 345FTE GP partners, 165FTE salaried GPs, 5FTE locum GPs
- General practice has received below inflationary funding rises for several years. The new national contract for 2024/25 has offered a 2% pay increase. This has led to increasing financial pressure for many of our practices, causing ongoing resilience issues for some.
- With the pressures being felt in community pharmacy and NHS dental services and long hospital waiting lists as well, general practice workload has been steadily increasing.
- Overall in Norfolk and Waveney, the equivalent of more than half of the population has an appointment every month, with just under 80% of those being face to face.

Our processes and duties – 1/3

- The ICB's primary care committee has the authority to decide on the application. When the committee makes the decision, it does so following the NHSE Policy Guidance Manual, the ICB's Advice Note 3: Branch Closures, and with the ICB's statutory duties in mind.
- S.14Z35 – Duties as to reducing inequalities in access and outcomes.
- S.14Z43 – Duty to have regard to the wider effect of decisions (the triple aim)
- S.14Z44 – Duty to have regard to the need to comply with climate legislation. Consideration should be given to the guidance from NHS England.
- S.14Z45 – Duty of public involvement and consultation
- S.149 - Equality Act – Public sector equality duty

Our processes and duties – 2/3

- Clauses 8.15.13 and 8.15.14 of the NHSE Policy Guidance Manual set out the considerations in assessing applications from practices to close a branch surgery. These include:
 - financial viability;
 - registered list size and patient demographics;
 - condition, accessibility and compliance to required standards of the premises;
 - accessibility of the main surgery premises including transport implications;
 - rurality issues;
 - patient feedback;
 - any impact on groups protected by the Equality Act 2010 (for further detail see chapter 4 (General duties of NHS England));
 - the impact on health and health inequalities; and
 - any other relevant duties under Part 2 of the NHS Act (for further detail see chapter 4 (General duties of NHS England)).

Our processes and duties – 3/3

➤ Equalities

We have duties under the Equality Act to have due regard to people with protected characteristics, and the Health and Care Act 2022 regarding reducing inequalities in access and outcomes.

➤ Equality Impact Assessment (EIA)

We monitor impacts using EIA forms for any changes, new services and policies/strategies in the context of the needs of the **whole population** of Norfolk and Waveney.

They help us look in detail at possible effects and form part of our governance processes

The form asks for positive and negative impacts, plus any mitigations for the following:

Protected characteristics in law:

- ✓ Race and Culture
- ✓ Age
- ✓ Disability
- ✓ Marriage and Civil Partnership
- ✓ Pregnancy and Maternity
- ✓ Sexual Orientation
- ✓ Gender/Sex
- ✓ Gender Reassignment

Characteristics added by the ICB:

- ✓ Carers (family and parent)
- ✓ Health Inequalities – including socio-economic factors, rurality

- ✓ Due regard for our Armed Forces Community is also being added soon

What have we heard so far from local people?

We are grateful to local people for their feedback and participation in engagement activities over the last year.

The top three factors for people who responded to the practice's survey were:

- Having a face-to-face appointment – 68.4%
- Being able to collect repeat medicines close to where they live – 52.9%
- Having healthcare services close to where you live – 50.6%

The key themes collected from the practice's engagement were:

- | | |
|---|---|
| <ul style="list-style-type: none">• Keep Blakeney Surgery open.• Valued community asset.• Wanting a return to pre-Covid services in Blakeney.• Local medication collection.• Concerns about transport for those that can't drive, and about carbon footprint.• Concerns about vulnerable patients. | <ul style="list-style-type: none">• Suggestions to crowd fund for the investment required.• Concerns about Melton Constable Surgery being next.• Wanting more engagement.• Being positive about better understanding the proposals and rationale and about the quality of care provided by the practice. |
|---|---|

What more do we want to know?

We want to focus on the issue of medicines collection:

- 85% of people supported collecting medicines from a different Blakeney-based site – **tell us more** e.g.
 - What will the building need to offer? Accessibility? Parking? Opening hours?
 - What about access issues such as pavement? Location?
- Delivery was a popular suggestion and whilst the practice can deliver some prescriptions, online pharmacies were also suggested – **tell us more** e.g.
 - What support and information would people need to access online pharmacies or deliveries from high street pharmacies?
- There was very limited support (5.8%) for the vending machine idea – **tell us why** e.g.
 - Is there anything that would help or encourage people to use them?
- Comments were made that many people, especially older people were not confident with using mobile phones and the internet – **tell us more** e.g.
 - Is there anything that could be done to help people learn new skills?
- Many comments raised concerns about what would happen if the prescription was wrong, or the patient had questions – **tell us more** e.g.
 - What support and information would people need to contact the pharmacy or dispensary?
- Is there anything else about medicines collection that concerns you? Are there any other ideas?

Next steps

- No decision has yet been made following the application to close Blakeney branch surgery
- We need more information to help us complete our thinking about how the most vulnerable people might be affected and how they could be supported if the decision is taken to close
- We want to hear from people in Blakeney and surrounding villages – we have asked the parish councils for help – please let us know if there are other opportunities
- The final decision will be taken by the Primary Care Commissioning Committee **after 2nd May**
- We need to have held any meetings by **Monday 25th March**
- Written feedback will be accepted up to **Tuesday 2nd April**
- **These dates have been adapted in line with the Pre-election guidance for NHS organisations Spring 2024**

Please send feedback to:

- **Email:** nwicb.contactus@nhs.net - please put '**Blakeney**' in the subject line of the email
- **Post:** NHS Norfolk and Waveney ICB, County Hall, Martineau Ln, Norwich, NR1 2DH

Thank you