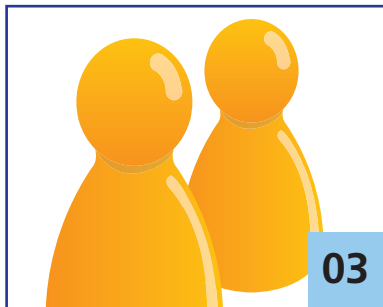


Ten minutes with the Trust



Patients and public elect representatives

A total of 18 Governors - four Staff and 14 Public - have now been elected by our Members as their representatives. They will join our six Partner Governors, including Dr Graham Clark, partner at Chet Valley Medical Practice, who will represent local CCGs, to form a shadow Council of Governors. The Council will represent people's and partners' views at the highest levels of our Trust and ensure we remain accountable to the public for our services.



We urge staff to Speak Out Safely

Our Trust has pledged its support to the Speak Out Safely campaign, which aims to help keep our patients safe. The initiative encourages colleagues to raise any concerns about patient care, without fear of repercussions. This will build on existing processes for raising concerns, while strengthening our culture of transparency and openness. This approach will help us to act quickly to address any issues, while improving our services.



Trust recommits to integration

Our Trust has pledged to continue working with our partners to integrate our services, despite narrowly missing out on being awarded official 'integration pioneer' status by the Department of Health. We have already made great progress in integrating our teams, who are, in some cases, now sharing bases and management with our partner teams. This is helping us to provide patients with a more seamless service.



More patients offered the FFT test

Even more of our patients are to be asked whether they would recommend our services to their loved ones. From November, four of our inpatient wards will make the switch from our Net Promoter Score patient experience tool to the new Friends and Family Test (FFT). The remaining eight will move to FFT from December. This will bring the number of teams using the FFT to 28, after 16 Community Nursing and Therapy Teams adopted the scheme in July.



Talk about making a difference

Our Talk About project, which launched last year following a grant from Norfolk County Council, is making a real difference to young people's lives. Our speech and language therapists offer a range of training courses to early years staff to ensure they can identify, care for, and refer children with communication difficulties as soon as possible. Data from the project has also shown that more than 1,100 children have already benefited.



A few words from our Medical Director



“ Welcome to the Autumn edition of GP Exchange. These are exciting times for our Trust and there are a number of important developments to report.

Firstly, we have been delighted by the response from our Members, which includes patients, members of the public, and our staff, who recently took part in our very first Governor Elections.

They have elected four Staff and 14 Public Governors to our shadow Council of Governors, alongside six Governors put forward by our partners. Among these Partner Governors is Dr Graham Clark, from Chet Valley Medical Practice, who will sit on the Council to represent the views of Norfolk's CCGs at the highest levels of our Trust. Read more about this on page 3.

I am also pleased to report that we have recently received positive feedback from the Care Quality Commission (CQC), whose inspectors have visited a number of our services over the previous few months.

The reports from the independent inspectors have shown that our staff are continuing to deliver high quality services to our patients, which are both safe and effective. Read more on page 4.



We continue to make progress towards foundation trust (FT) status and as part of this process we recently hosted assessors from Monitor. They have been meeting with our senior and frontline staff and scrutinising our governance and plans to ensure we are fit and ready to become an FT.

This status would afford us more freedom to work even more closely with our partners, to create and design services which meet the needs of localised populations. In this way, we can join up our care and meet our patients' needs better than ever. Read more on page 4.

One way we are all working together is in our efforts to protect our county's most vulnerable people. At our Grand Round event, in September, I was pleased to welcome a number of GP colleagues, as well as staff from our Trust, to debate some key issues relating to safeguarding and how we can continue to work together to keep people safe.

Our next Grand Round will be held in December and will focus on Learning Disabilities services. I hope to see you there. A full list of Grand Round events can be found on page 9.

There will also be an opportunity to get together at our upcoming 'The hospital is not a building' event, which will also be held in December.

I am delighted that Dr Patrick Cadigan, Royal College of Physicians (RCP) Registrar, will lead the discussion around how future services for acutely ill patients could be restructured to deliver safe, high-quality coordinated care, seven-days-a-week. Read more about how to book your place on page 8.

Best wishes,

Dr Rosalyn Proops

CCG representative takes his place on Trust's new Council of Governors

Local patients, members of the public, and our staff have elected the representatives who will act as their 'voice' at the highest levels of our Trust.

During our Governor Elections, which closed at the end of October, our Members cast their votes to elect 18 Governors - four Staff and 14 Public, who will now form a shadow Council of Governors.

The Council also includes six Partner Governors, who were put forward by organisations with which we work closely. Among these is a representative for all local CCGs.

The Council will exist in shadow form until we achieve foundation trust status and will be responsible for representing the views of local people and our partner organisations. This will ensure we remain fully accountable to the public for the services we provide.

Dr Clark to represent local CCGs

Among our 24 Governors is a local GP with a special interest in integrated and out-of-hospital care. Dr Graham Clark has been appointed to our Council of Governors to represent Norfolk's clinical commissioning groups (CCGs).

He is a partner at the Chet Valley Medical Practice, in Loddon, and will be responsible for feeding back the views of local CCGs and GPs to help inform the decisions we make about our services and our future strategy.

Dr Clark trained at Trinity Hall, in Cambridge, and has been a GP at Loddon since 1993. In addition to our Council he also serves on the Governing Body of South Norfolk CCG, where he holds the portfolio for integrated and out-of-hospital care.

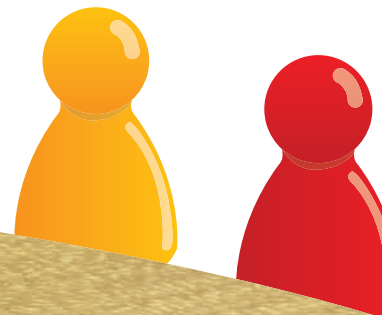
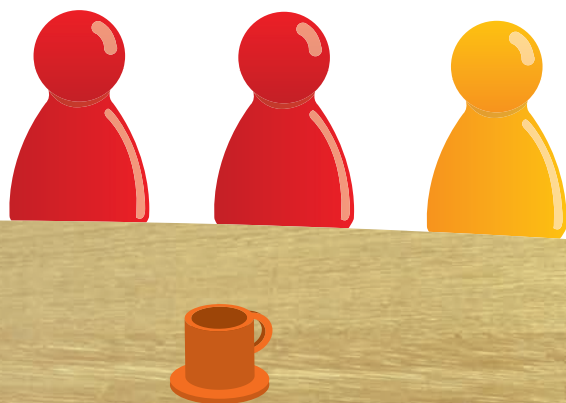
"I'm enjoying my work with the CCG, have learnt a great deal, and am pleased to have the chance to take part in a reasoned debate about where the NHS should be spending its money, or where we could be doing a better job," said Dr Clark.

"I hope to use my role on NCH&C's Council of Governors to promote the interests of all Norfolk's patients, while also representing the county's practices. I want to help NCH&C to develop and do what is right for local people while also seeing what we, as local CCGs, can do to support the Trust in return. I view it very much as a two-way process."

The Trust's five other Partner Governors include representatives from Norfolk County Council, Healthwatch, Voluntary Norfolk and the UEA.

Resource point:

- For more about the role of our Council of Governors and its membership: www.norfolkcommunityhealthandcare.nhs.uk/Get-involved/our-governors.htm



Our staff shine as the CQC inspectors come to call, while Trust recommits to integration

In this edition of the GP Exchange, NCH&C's Chief Executive, Michael Scott, looks back on the Trust's recent positive reports from the Care Quality Commission, and looks forward to a future of even more closely integrated services.



A number of our sites and services have recently been highly rated by independent inspectors from the Care Quality Commission (CQC).

Our West Norfolk Learning Disabilities Community Team was visited earlier this year, and again more recently, and received positive feedback during both visits. The latest report shows that the team is meeting all five areas assessed.

In September, Beech Ward, at Norwich Community Hospital, received an unannounced visit from the CQC too. The inspectors looked at the care and welfare

of patients, the support in place for staff, and processes in place to monitor service quality; they later confirmed that the team passed with flying colours

We have also received positive feedback following an inspection of Kelling Hospital and Dereham Hospital's Foxley Ward. I am delighted by these consistently positive results, which underline the excellent standard of care delivered by our staff, day in and day out.

Our Trust has also recently hosted an assessment team from Monitor as part of the final stage in our progress towards foundation trust (FT) status. The assessors have been meeting with Board members, senior managers, and frontline staff, to get a better picture of our Trust.

In December, the Board will undertake an executive challenge meeting with Monitor's directors. The next phase of the assessment will involve a CQC assessment, the date of which is yet to be confirmed. Following this, we hope to achieve FT status.

Trust pledges to forge ahead with integration

Our Trust has committed to push on with its plans to work even more closely with our partners, despite missing out on being awarded official 'pioneer' status at the last moment.

Early this year, we submitted a joint bid as part of the West Norfolk Alliance, which includes the West Norfolk CCG, district and county councils, NHS trusts, and social and voluntary providers, to be named one of the Department of Health's (DH) new Integration Pioneer sites.

Our bid fell at the last hurdle after one of the partners, the Queen Elizabeth Hospital, in King's Lynn, was put into special measures following a CQC inspection.

"It is incredibly frustrating to have received this status, only to have it whipped away at the last moment.

"However, we cannot lose sight of the fact that our bid was originally selected as one of the top 15, out of almost 100 bids from across the country. That shows how well regarded our integration work is at a national level and we have to take the positives from that.

"We won't let this stop us pushing on with our plans to integrate our services, as we firmly believe that it is right for our patients, our staff and our partners."

A handwritten signature in black ink, appearing to read 'Michael Scott'.

Michael Scott
Chief Executive

Our community staff are getting warmed up for winter

Our community-based staff are preparing for another busy winter, which will see them working alongside our partners to ensure Norfolk's patients are able to continue to access the care they need.

With temperatures already plummeting, our staff are set to stand shoulder to shoulder with GPs out in the community, delivering care to Norfolk's most vulnerable people in their own homes and local clinics.

By providing people with regular care, we can help them to manage their conditions and to avoid an unnecessary visit to their GP or hospital, freeing up these important resources for patients who really need them.

This winter, we are looking at a number of new and exciting ways of supporting our partners. This includes working with Norwich CCG, the Norfolk and Norwich University Hospital, and other partners, to help divert pressure from emergency services by intercepting suitable patients at A&E and taking the lead on caring for them instead.

In the west of the county, we are also working on plans to care for patients who have recovered in hospital, but who still have greater healthcare needs than most community patients.

By putting in place a special team of nurses, physiotherapists, occupational therapists and healthcare assistants, we are aiming to free up the equivalent of an acute hospital ward by caring for these patients at home.

We are also aiming to help people who are admitted to Norfolk's acute hospitals this winter to be discharged as swiftly as is appropriate. They may receive care at home or within one of our



community hospitals, which are spread across the county and enable people to receive rehabilitative care closer to their homes and families.

A number of our existing initiatives may also help the winter to pass by as smoothly as possible. These include our IV Therapy, Case Manager Pull Out and Rapid Response pilots, which are part of our Commissioning for Quality and Innovation (CQUIN) commitments in central Norfolk.

By offering patients access to IV therapy in their own homes, we aim to reduce their need to undertake daily visits to hospital. This is currently aimed at patients with cellulitis, with a view to potentially widening this scope in the future.

Our Rapid Response pilot aims to help clinically stable patients to remain within the comfort of their own homes, rather than being admitted to hospital. For instance, people who have had a fall or suffered a minor wound could be cared for at home, with our staff ensuring that they remain safe, well, and reassured.

The Case Manager Pull Out initiative will see our staff working with the Norfolk and Norwich University Hospital to identify emergency admissions from central Norfolk who are known to the Trust's case managers. Liaising with acute and community staff, we will discuss whether patients could be cared for at home and facilitate their swift discharge, helping to reduce their length of stay in the acute hospital and returning suitable patients back to the care of their case managers.

We are once again encouraging people to be proactive in protecting themselves, for instance by taking up the offer of a flu vaccination, and are offering eligible housebound patients access to the free jab too.

Our staff are leading by example, with our staff Flu Campaign already seeing more than 600 of our doctors, nurses, therapists and health visitors vaccinated.

We are working closely with all our partners to get the right result for our patients and our teams are set to once again prove that they truly are 'snow angels'.

Resource point:

- Our Operations Report, presented at our November Board meeting, includes details of our winter plan: www.nchc.nhs.uk/Enclosure%20J%20Operations%20Board%20report.pdf

Trust placements offer experience of compassionate care

NCH&C is thought to be the first community NHS trust in the country to offer placements on the Pre-Nursing Experience Pilot. The initiative comes after the Francis Report and aims to provide people who are starting out in their career with a valuable insight into the world of nursing before applying for degree courses.

Three new recruits, Meg Simmons, Bethany Ainscombe, and Lucy Softly, all 18, have been gaining a valuable and practical insight into community-based care since joining us as part of the pilot in October. They say their first month as healthcare assistants has already offered some great experiences.

Lucy is working with our specialist teams at Colman Hospital, in Norwich, while Meg and Bethany are based on two of our community hospital inpatient units.



Meg, who is working Norwich Community Hospital's Alder Ward, said: "I have always wanted a career in nursing so this is a perfect opportunity for me."



Bethany, based on Foxley Ward at Dereham Hospital, added: "I was worried that it may not be what I had in mind. But actually, it has helped me to realise how much I love caring for people."

Marcia Perry, NCH&C's Assistant Director of Nursing, Quality, and Operations, commented: "This new initiative came following the Francis Report and aims to instil the values of the NHS, such as compassionate care, from day one."

"I'm delighted that our Trust is a pioneer of this scheme, as we are helping to build a dedicated NHS workforce which is committed to high quality care."

As part of the pilot, the recruits will gain experience in their roles over the course of the coming year, while also spending time at City College, in Norwich, where they will undergo further training. This will put them in a strong position when they apply for a nursing degree next year.

More patients asked: 'Would you recommend our services?'

Even more of our patients are to be asked whether they would be an advocate of our services when speaking to their loved ones.

From this month (November), four of our inpatient wards will make the switch from our Net Promoter Score patient experience tool to the new Friends and Family Test (FFT). The remaining eight will move to FFT from December.

The test asks just one question about our services: 'How likely are you to recommend our ward, department or service to friends and family, if they needed similar care or treatment?'

By next month 28 of our teams will be using the FFT - 16 of our Community Nursing and Therapy teams adopted the scheme in July.

We are working towards a Commissioning for Quality and Innovation (CQUIN) target this year of asking at least 15% of all community discharges to share their views on the care they have received up to the end of September, our overall rate was 10.9%.

To help us achieve our target, we will soon be trialling the use of telephone and postal versions of the FFT, with an electronic tablet version to be tested at the end of the year.

Christine Little, NCH&C's Patient Experience Lead, said: "The FFT enables us to measure our patients' experience over time by calculating the proportion of respondents who would be 'extremely likely' to recommend the service, against those who are indifferent or unlikely to recommend our care."

"Expanding the same test to additional teams means we can compare services more easily and share successful approaches across the Trust."



New website picks up the PACE

Clinicians across the county can now find out more about our expert palliative care training via our new Palliative Care Education (PACE) website.



Our PACE courses aim to ensure Norfolk's health and care staff can provide the very best, joined up palliative care to local patients.

The prospectus includes a course which is specifically tailored to GPs. This interactive and case study based course offers delegates the opportunity to network and learn from best practice as delivered by Norfolk's wider palliative care team.

There is also a course to help care home leaders to develop end of life care policies and to compile a portfolio of evidence of their practices.

Another course aims to support clinicians to hold discussions with patients and their families about Advance Care Planning, to ensure that people are able to express their wishes, preferences, beliefs and values.

The new website not only offers information about these and other PACE courses, but also a calendar of upcoming training dates, online application forms, and a route finder to help attendees find their nearest venue.

Resource point:

- www.pacenorfolk.co.uk

We take a stand as 'Norfolk Says No'

Our Trust has signed a pledge this month (November), reiterating its commitment to eliminating domestic violence and offering support to victims.



NORFOLK SAYS NO

The Norfolk Says No campaign will run from November 25-29 and the annual campaign focuses this year on supporting children and young people.

At the event, Dr Rosalyn Proops, our Medical Director, signed a pledge on behalf of our Trust, committing us to helping people to enjoy healthy and respectful relationships. We will also ensure they are made aware of available support.

Dr Proops is well placed to sign the pledge, as she recently received an MBE from Prince William in recognition of her dedication to child protection.

Staff from our Safeguarding, Matrix and City Reach services were at The Forum, in Norwich, on November 25, to provide information about the support offered by our Trust.

Resource point:

- www.norfolk.gov.uk/Safety_emergencies_and_accidents/Domestic_abuse/Norfolk_says_No/index.htm

We urge staff to Speak Out Safely

We have pledged our support to a new campaign which aims to keep our patients safe.



By signing up to the Speak Out Safely campaign, we aim to further develop our culture of transparency and openness.

The national initiative is led by the Nursing Times and will help us to improve patient safety by encouraging colleagues to raise any concerns about patient care without fear of repercussions.

Anna Morgan, NCH&C's Director of Nursing, Quality and Operations, said: "It is important that our colleagues have confidence that any concerns raised, in good faith, will be investigated and that appropriate action will be taken.

"By making us aware of your concerns, we can act quickly and address any issues. In doing so, we can continue to learn and improve our services, bringing about even better care for our patients."

The SOS message applies to all staff, including permanent employees, agency or temporary staff, and volunteers.

Resource point:

- www.norfolkcommunityhealthandcare.nhs.uk/speak-out-safely.htm

Hospital in west Norfolk welcomes new equipment and a new face

Patients will soon be able to access modern clinics closer to home thanks to joint investment by our Trust, our charitable funds, and a hospital's League of Friends.

A refurbishment project, costing just under £40k, has seen the X-ray clinic at Swaffham Community Hospital renovated and the construction of patient changing cubicles, with new computerised image processing equipment due to be installed in the New Year.

This will see the return of the X-ray service, which previously ran at the hospital for around 15 years up until early 2012. The wet film processing equipment had become increasingly outdated and difficult to repair, bringing the clinics to a temporary close.

The new computerised processor means the equipment will be quicker and the images will be of a higher quality than ever before.

The hospital has also recently taken receipt of new ultrasound equipment. This means patients at this clinic, run by staff from the Queen Elizabeth Hospital, can now benefit from access to modern equipment.

The improvements to the clinics comes after the hospital received a generous donation from its League of Friends, while investment has also been made by our Trust and our Charitable Funds.

New role for Roy



Swaffham Community Hospital has recently welcomed its new modern matron, Roy Crane.

In his new role, Roy is part of the management team for the area's community teams, and those at the hospital, and is keen to help the teams develop further.

"I feel strongly that we need to keep learning, not just as individuals but as an organisation, so will work to further embed that culture within the teams so we can keep up momentum and continue to improve," he said.

As a falls and dementia expert, Roy will continue to champion these issues for the Trust and will work towards further improving the dementia care available to patients. His central focuses will be around how we can continue to reduce falls, both at inpatient units and within the community.

His appointment comes during a landmark year for the Sporle Road hospital, which is celebrating its 125th anniversary and has recently undergone an extensive £1.9m refurbishment to equip it for the coming years.

Referral point:

- www.norfolkcommunityhealthandcare.nhs.uk/swaffham-community-hospital/

Clinicians to discuss the future of care



GPs and other local clinicians are being encouraged not to miss out on the chance to hear from a nationally recognised speaker, who will discuss the future of patient care at an event being organised by our Trust.

Dr Patrick Cadigan, Royal College of Physicians (RCP) Registrar, was a member of the RCP's Future Hospital Commission, which recently released its *'Future Hospital: Caring for Medical Patients'* report.

One of the report's recommendations is for patients to no longer be 'discharged', as planning for their future care needs - including transfers into the community - should begin on admission.

At our 'Hospital is not a building' event, to be held on December 6 (12-2pm), at The Forum, in Norwich, Dr Cadigan will tell attendees how this, and the report's other 49 recommendations, aim to ensure services for acutely ill patients are restructured to deliver safe, high-quality coordinated care, seven-days-a-week.

The event aims to bring together representatives from CCGs, acute hospitals, social care, academia, patient and older peoples' groups and senior managers from our Trust.

Contact point:

- For more information and to book your place: debbie.blundell@nchc.nhs.uk

Health experts debate best approach to safeguarding

At our latest Grand Round event, held in September, local GPs, staff from our Trust, and other clinicians discussed key issues around safeguarding adults and children. This included a case study from our Starfish Plus Team, which covered the level of uncertainty in a young person with disabilities.

The case study was presented by Dr Melanie Bruce, Clinical Psychologist at Starfish Plus, and Anita Bagge, our Named Nurse for Safeguarding Children.

Starfish Plus launched in September and provides intensive support to children and their families who may be experiencing a crisis and need further support than they would already receive from the Starfish service.

NCH&C's Starfish service is for children and adolescents who have a learning disability. The team supports young people with complex developmental needs and offers advice about health issues, growing up, sexual health, healthy eating, confidence building, and behaviours.

People also heard about the complexities of safeguarding, as Kate Brolly, a Speech and Language Therapist with our Learning Disabilities Team, and Alison Clark, a dietician, presented a case study describing a safeguarding situation concerning a young adult.

Dr Rosalyn Proops, NCH&C's Medical Director, chaired the meeting and commented: "Both cases demonstrated the high level of professional skill required in managing long-term, complex problems involving young people with learning disabilities.

"The skills of the teams were evident and the questions from the audience provoked considerable discussion, which was very encouraging."

A third presentation, entitled 'Child Protection: What's New?' saw Jane Black, our Designated Nurse for Safeguarding, bring the group up-to-date with the strategic direction of child protection, reminding clinicians of the important role we all play in protecting vulnerable children and adults.

Grand Round events are open to local GPs and our Trust's medical staff and provide an opportunity to join up our approach, share 'best practice' and further improve care. Details of upcoming events are on page 15.

Learning disabilities respite moves to state of the art unit

Our Adult Learning Disability Respite Unit, has now moved to new premises in Taverham. As well as making the service more accessible to patients and their families, the new unit offers superior facilities and improved provision for privacy and dignity. The service was formerly at 3 Mill Close, in Aysham.

Our staff had input into the refurbishment of Mill Lodge, ensuring it is able to cater to the complex physical and health needs of our patients. It has intelligent locking systems, ceiling tracking from bedroom to bathroom, specialist equipment and a hydro bath which incorporates lights and music.

There are also height adjustable sinks in bathrooms and the kitchen, which will promote better patient involvement. To help navigation around the unit, a way-finding system has been introduced, which incorporates touch, colour strategies, pictures and visual prompts.

For patients who require more specialised support, a self-contained suite has been designed to meet the specific needs of patients. This will also help to reduce any patient compatibility issues.

Assistive technology will be introduced into the unit with the aim that, in time, this can also be used in patients' own homes to assist families in their caring role.

To make the most of the space, the outside areas have been utilised to best effect with two separate garden areas, including grassed areas, a 'bouncy patio', and sensory planting. There are also plans to develop a sensory room.

Sarah Watling, Adult Learning Disabilities Respite Services Manager, said: "The new facilities will enhance the service we offer to our patients who will benefit hugely from a more comfortable and stimulating environment."

Referral point:

- www.norfolkcommunityhealthandcare.nhs.uk/adult-respite-care.htm

Talk about making a difference



Families, stakeholders, and staff from our Trust attended a celebration event at the end of October to reflect on the difference that our Talk About project is making to young people's lives.

The initiative, launched last year following a grant from Norfolk County Council, sees our speech and language therapists working closely with early years staff and local families to offer local children the communication support that they need.

Data from settings signed up to Talk About has already identified 1,185 children with communication needs. A quarter of these are known to have reduced listening and attention skills and almost a third have delayed social interaction skills.

To help meet these needs, Talk About offers early years settings access to 17 different training courses, which focus on a different aspect of speech, language or communication difficulties. These ensure children's needs are identified early and staff are able to provide necessary support or referrals.

Additional materials, including short instructional films, have also been produced and are available on the project's new Online Resource Centre.

Resource point:

- www.talkaboutnorfolk.co.uk

More help for families as services expand

We are now offering even more care to families across Norfolk thanks to expansions to our Health Visiting and Family Nurse Partnership services.

An additional 36 newly qualified health visitors are now caring for children and families, after they completed their extensive training.

And there is more to come, as we have recruited 25 new student health visitors to our one-year training course, and four for the part-time, two-year course.

As a DH 'early implementer site', our Health Visitors are delivering a new-look service, which is more closely joined up with GPs, Sure Start Children's Centres, early years settings, social care, midwives, and the NCH&C Family Nurse Partnership (FNP) service.

Our FNP team, which supports mums under the age of 19 and their children, is also expanding. Two additional Family Nurses are joining the team, bringing the total number within the service to eight.

The planned expansion has been brought forward following a successful independent review, which found that the FNP service continues to improve pregnancy outcomes, boost children's development, and increase parents' economic self-sufficiency.

Referral point:

- www.norfolkcommunityhealthandcare.nhs.uk/health-visiting.htm
- www.norfolkcommunityhealthandcare.nhs.uk/family-nurse-partnership.htm

UNICEF rates our 'baby friendly' efforts

Our Trust is now officially more 'baby friendly' than ever before, having achieved a prestigious status.

We have been awarded Stage 2 Baby Friendly status by UNICEF, which recognises our efforts to ensure parents have access to the very best information and support about breastfeeding.

The achievement comes after we rolled out targeted education and training to our clinical staff. UNICEF assessors visited in July to speak to our staff about their knowledge and their skills.

Our focus now turns to the next step - achieving Stage 3 status. This aims to ensure Baby Friendly standards are implemented for all pregnant women and new mothers. We hope to achieve Stage 3 status next year.

Maria Richardson, NCH&C's Healthy Child Programme Clinical Lead, said: "We are dedicated to supporting parents to make informed decisions about feeding their children and this status shows we are working in the right direction."



Crowds meet staff at fair and AGM

Hundreds of people recently turned out to meet our frontline staff and took the chance to hear more about the services they provide to local patients day-in-day-out.

At our Healthier Fair, which was held at The Forum, in Norwich, in September, members of the public visited 30 stalls hosted by our staff.

The annual fair is a chance for people to find out more about our Trust, our range of services, and the health and care support available to people in and around Norfolk.

It was a great success, with more than 1,000 contacts made between our staff and members of the public over the course of the day.

Prior to the Healthier Fair, we held our Annual General Meeting, which gave people the chance to hear about our achievements and challenges during 2012/13.



You can read about some of these in our summary of the year, which is available online.

Download 'A Year of Looking After You Locally 2012/13' from our website.

Resource point:

- www.norfolkcommunityhealthandcare.nhs.uk/About-us/our-documents.htm

Kevin is our region's top practice manager



Our City Reach Health Services lead, Kevin Hanner, was recently named the 'Practice Manager of the Year for the East of England' by the Royal College of General Practitioners.

Kevin picked up the award after being nominated by the team of GPs, nurses, health visitors and support workers at City Reach.

He was put forward for his role in reducing health inequalities in vulnerable and marginalised groups in Norwich, including people who are homeless, asylum seekers, sex workers, ex-offenders and gypsies and travellers.

"To have that acknowledgement of my work from my colleagues was absolutely fantastic," said Kevin.

The team sees around 40-50 new patients each month and provides regular outreach sessions at venues across the city, including on the streets, and within refuges and hostels.

Its sister service, the Matrix Project, recently relocated to share the Under 1 Roof unit, in Westwick Street, in Norwich, strengthening their partnership work.

Jo shortlisted for prestigious award



A senior manager from our Trust has received 'runner up' status at a regional awards event.

Jo Fisher, Assistant Director of Integrated Services in West Norfolk, was shortlisted in the East of England Leadership Recognition Awards 2013, which were organised by the NHS Leadership Academy.

Unfortunately she just missed out on the award, but was named a runner up at the awards evening, held in Duxford, on November 20.

The award aimed to find 'an outstanding leader who puts the community at the heart of everything they do, with strong relationships with local people, organisations and staff, and with the integrity to listen, understand and act on what they are told to make real patient improvements'.

Jo said: "To have been in the running for an award is such a surprise and an honour and I'm really pleased that people feel I'm making a difference to local people."

Quarterly performance: Quarter Two

The following tables detail NCH&C's performance during Quarter Two of 2013/14 against a number of key indicators. As well as showing those that meet the expectations of our customers and stakeholders, including CCG commissioners, they also highlight areas where we are currently behind target.

July - September 2013

Indicator	Target or upper ceiling	Quarterly performance	Recent trend
MRSA bacteraemia	No more than one case during 2012/13	0 cases	Stable
MRSA Screening - elective patients	100% of patients having planned surgery screened for MRSA	100%	Stable
Clostridium difficile*	No more than five cases	1 case *	Stable
Injurious falls	Number of falls resulting in harm per 1,000 Occupied Bed Days below 4.0	3.89	Stable
Smoking cessation	On or above cumulative trajectory against annual target of 2,000 quits	633	Decreasing
Venous Thromboembolism (VTE) assessments	95% or more admissions having a VTE assessment	98.4%	Stable
Delayed transfers of care	No more than 5.4% of beds occupied by patients whose discharge is delayed for non-medical reasons	6.6%	Decreasing
18 week wait referral to treatment	95% patients receiving definitive treatment within 18 weeks of referral (non-admitted patients)	99.9%	Stable
Health visiting	95% or more of mothers receiving a New Birth Visit within 28 days of birth	97.9%	Stable

* Case currently subject to appeal process

Commentary

Smoking cessation - To the end of September, we were 24.2% below target. We have now modelled the necessary increase in referrals by referral source and the conversion rate required in order to help us meet this year's target. While we are currently behind our trajectory, we expect to see that our recent local Stoptober campaign will help to raise awareness of the service and boost quits.

Delayed transfers of care - The total number of delayed bed days occupied during Quarter Two was 1,320. These have been caused due to social care, health, and other delays. A workshop involving our Trust, commissioners, and Norfolk County Council Adult Services has been held to identify opportunities to review management of delayed transfers of care.

Diary Dates

November

NCH&C Public Board Meeting

November 27, 9.30am-12pm
Elliot House, 130 Ber Street,
Norwich, NR1 3FR

NCH&C Diabetes Day

November 27, 9.30am-4.00pm
(Registration from 9am)
Barnham Broom Hotel, Norwich, NR9 4DD
Booking: michelle.turpin@nchc.nhs.uk

December

NCH&C Public Board Meeting

December 18, 9.30am-12pm
Elliot House, 130 Ber Street,
Norwich, NR1 3FR

January

Clinical Workshops in Palliative Care

Urgent and Relaxed: Palliative care emergencies, relaxation and distraction

January 22, 2-4pm
Rowan Day Centre, Colman Hospital,
Norwich, NR2 2PJ
Booking: pace@nchc.nhs.uk or 01603 255738

February

Clinical Workshops in Palliative Care

End of Life: Advance care planning, diagnosing dying, LCP, DNACPR decisions

February 19, 2-4pm
Rowan Day Centre, Colman Hospital,
Norwich, NR2 2PJ
Booking: pace@nchc.nhs.uk or 01603 255738

Grand Round events

A Focus on Learning Disabilities

11 December

Academic Liaison & Research

19 March, 2014

Mortality Governance in the Community

11 June, 2014

Safeguarding (Adults and Children)

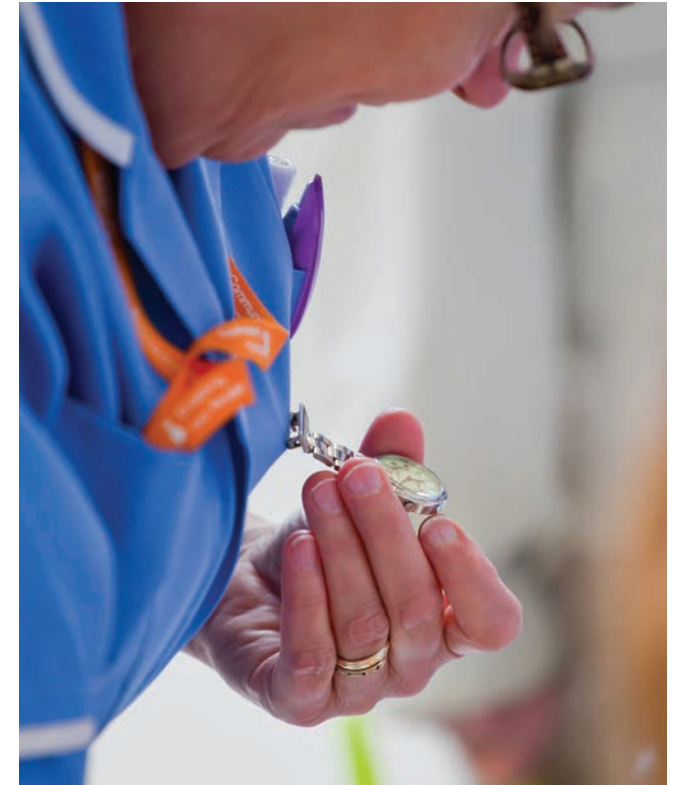
17 September, 2014

Health Services for Marginalised People

10 December, 2014

Contact point:

- All Grand Round events 12-2pm, in the Pelican Room, Fledglings, at Norwich Community Hospital
- For more information and to book your place: debbie.blundell@nchc.nhs.uk



Resource point:

- Board papers can be accessed on our Trust website one week before each Board meeting at:
www.norfolkcommunityhealthandcare.nhs.uk/About-us/Who-we-are/Meet-the-board/about-our-board

Locality leads for your area

If you have any questions or comments about NCH&C's services delivered in your area, or would like to know more about services you have heard are benefiting patients in other localities, please contact the leads below.

North



Assistant Director
Becky Cooper
rebecca.cooper@nchc.nhs.uk
07990 595193

Modern Matron
Belinda Williamson
belinda.williamson@nchc.nhs.uk
07979 986704

Modern Matron
Karen Wilson
karen.wilson@nchc.nhs.uk
07775 118080

South



Assistant Director (Interim)
Lisa Edwards
lisa.edwards@nchc.nhs.uk
07734 703344

Locality Manager (Interim)
Judy Lester
judy.lester@nchc.nhs.uk
07771 872960

West



Assistant Director for Integrated Services
Jo Fisher
jo.fisher@nchc.nhs.uk
01553 668579

Head of Operations for Integrated Services
Sarah Ellis
sarah.ellis@norfolk.gov.uk
01553 669629

Norwich

Assistant Director (Interim)
Mark Walker
NorwichLocality@nhs.net
01603 776765

Specialist Services



Assistant Director
Jane Webster
jane.webster@nchc.nhs.uk
07827 283452

Children's Services



Assistant Director (Interim)
Jenny Fryer
Jenny.fryer@nchc.nhs.uk
07887 894897