



NHS services in Norfolk and Waveney

An easy-read booklet



NHS Services locally

Integrated Care Boards



Integrated Care Boards get money from the government to buy & plan healthcare for their local area.



They buy and plan most of the hospital and community NHS services in their local area.



They are responsible for just over half of the NHS budget.



They also co-commission GP services with NHS England.

Integrated Care Boards

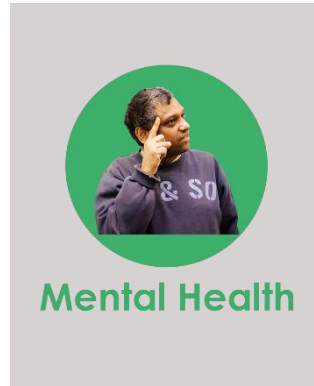
Services that Integrated Care Boards commission include:



Planned hospital care



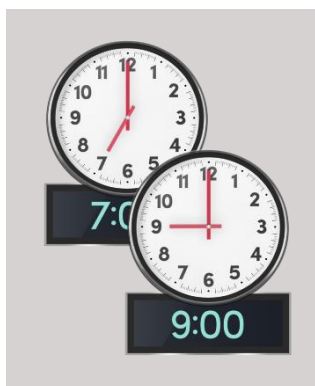
Ambulance & Emergency Department



Mental Health services



Some GP services



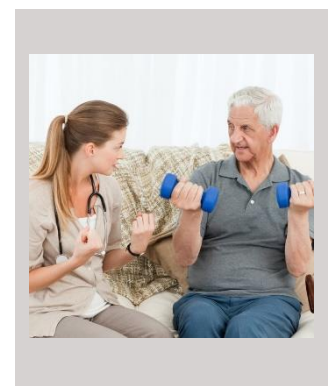
Out-of-hours services



NHS 111 Service



Learning Disability Services



Rehabilitative care



Integrated Care Boards have a duty to involve their patients, carers and the public in decisions about the services they commission.

Norfolk and Waveney Integrated Care Board



Hospitals in Suffolk



Although the James Paget Hospital is not in Suffolk, many people who live in North Suffolk use the Hospital.

NHS services nationally

NHS England



NHS England is an independent body. It sets the priorities and direction of the NHS and to improve health and care outcomes for people in England.



NHS England manages around £100 billion of the overall NHS budget and makes sure that organisations are spending the money well.



NHS England want everyone to have greater control of their health and their wellbeing, and to be supported to live longer, healthier lives.



NHS England have written a vision for the NHS, called the Five Year Forward View.

How this links to Primary Care services



Primary care is the first point of contact for most people and includes GPs, dentists, pharmacists and optometrists, as well as NHS walk-in centres and the NHS 111 telephone service.



NHS England is the commissioner for primary care services such as GPs, pharmacists and dentists, and some specialised services.



Commissioning is the process of planning, purchasing and checking of health services, to get the best health outcomes for people.



There are 5 regional teams responsible for the commissioning of services in their areas.

Norfolk & Suffolk NHS Foundation Trust



Norfolk and Suffolk NHS Foundation Trust provide mental health, dementia and learning disability services across Norfolk and Suffolk.



It has inpatient facilities across Norfolk and Suffolk with smaller bases in rural locations.



It provides a wide range of health and social care services specialising in mental health care, including:

Mental Health



Child and adolescent mental health



Community mental health



Inpatient care

Norfolk & Suffolk NHS Foundation Trust



**Older people
and dementia**



**Learning
disability**



**Improving Access
to Psychological
Therapies**



**Community eating
disorder**



Wellbeing

Wellbeing



For more information go to www.nsft.nhs.uk

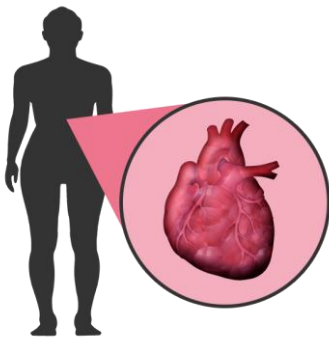
Who does what?

Audiologist



Audiologists

Help you with hearing problems.



Cardiologists

Help you with heart problems.

Chiropodist



Chiropodists and Podiatrist

Help you look after your feet.

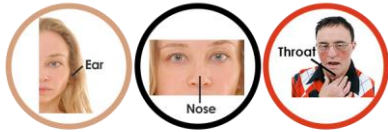


Dentists

Help you look after your teeth.

Who does what?

Ear, Nose & Throat



ENT specialists

Help you with Ear, Nose and or Throat problems.

Ophthalmologists



Ophthalmologists

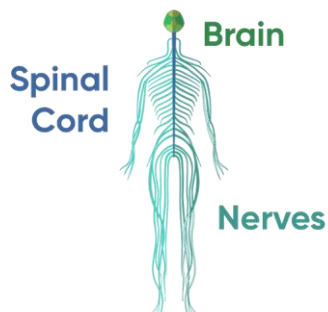
Help you with eye problems.

GP



GPs

Your GP is often the first doctor you go to see when you have a health problem.



Neurologist

A neurologist is a medical doctor who specialises in treating diseases of the nervous system.

Who does what?

Speech & Language Therapy



Speech and Language Therapist

Provides treatment, support and care for people who have difficulties with communication, or with eating, drinking and swallowing.



Physiotherapist

Helps to restore movement and function when someone is affected by injury, illness or disability.



Occupational therapist

Aims to improve your ability to do everyday tasks if they are having difficulties.

Specialists



If they cannot help, they will arrange for you to see a doctor who can. These doctors are often called specialists.

GP Surgeries



All GP Surgeries offer core Primary Care services. Some GP Practices will offer additional services.



Opening Hours

All GP Surgeries are open Monday to Friday 08:00am to 6:30pm, whilst some GP Practices will offer appointments late in the evenings and weekends.



Please go to your surgery's website or give them a call to find out what time your surgery is open.

Specialists



Some GP Practices have Advance Nurse Practitioners who you may see instead of a GP

Primary Care Improved Access Services



Norfolk and Waveney provides extra doctors appointments in the evenings, at weekends and Bank Holidays.



Improved Access appointments are available all across the Norfolk & Waveney area.



You can make an appointment by contacting your registered GP practice and asking your receptionist about Improved Access.

Primary Care Accessible Resources

Resource 7: NHS services in Norfolk and Waveney

Suffolk Learning
Disability Partnership



This booklet was co-produced by Ace Anglia and members of the 'Staying Healthy, Safe & Well' Workstream of the Joint Suffolk Learning Disability Strategy 2015-20.



The resources were originally funded by clinical commissioning groups in Suffolk. They have been amended for use across Norfolk and Waveney with the permission from Suffolk clinical commissioning groups.



This booklet forms part of a number of information packs on LD health checks that help to explain things about primary care. Other information leaflets that you may find useful are available at your local GP practice.



Designed by: **Ace Anglia: Accessible Information**

For more information, please e-mail:
info@aceanglia.com

Made using:

