

NORFOLK Partners Update

Issue 3

July 2017

Annual Review

In the last update we shared the annual review video. Since April we have had over 200 combined views, which is not bad at all.

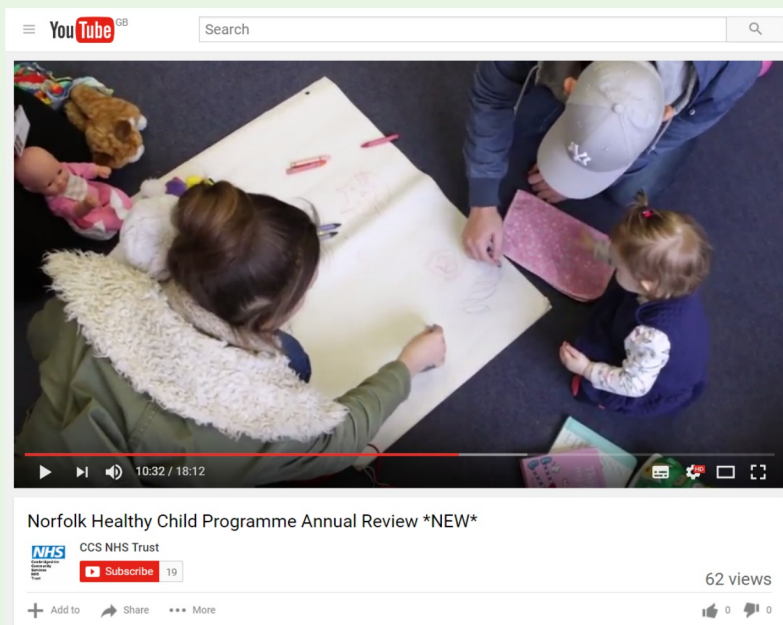
Recently we uploaded an updated version with some minor edits. It would be really great to get 200 more views before the next update, so please share the link with your colleagues if you haven't already.

To share or view the video use this link:

<https://youtu.be/c6I6PdgcS4o>

or use YouTube to search for:

Norfolk Healthy Child Programme Annual Review



NHS Cyber Attack

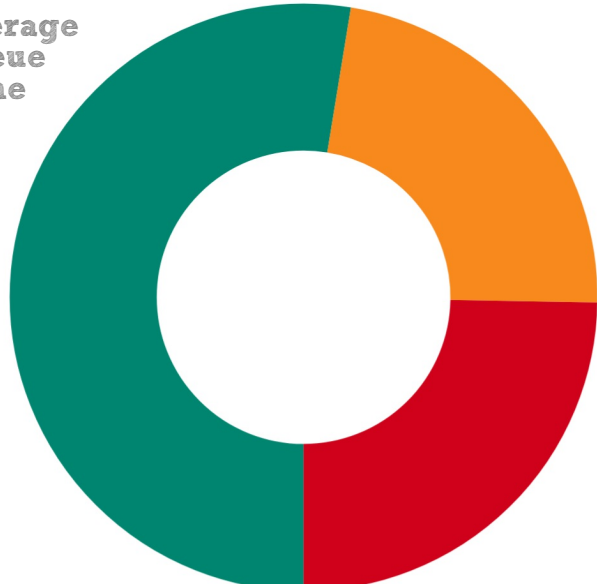
As you may remember a few weeks ago there was a cyber attack that affected many trusts within the NHS and for some it was quite serious.

Thankfully we were not affected, as a precaution we temporarily closed down our network whilst our IT team worked to provide updates keeping our service users data secure and safe.

Our service users did not experience problems accessing our services as result of the cyber attack.

Just One Number Impressive Statistics!!!

Average
Queue
Time
(Mins)



2:16 ● Just One Number

*To help gage how good or bad that queue time is, here are some queue times from some other general call centres...

2:35 ● Driving Standards Agency helpline

5:00 ● HM Revenue and Customs helpline

Article in Nursing Times

We have had an article published by Nursing Times featuring our Norfolk Clinical Lead Andrea Graves. The story focusses on how we are trying to deliver a better service and by developing our staff. It highlights how we are dual training our school nurses and health visitors so that we are able to deliver a robust service. Andrea Graves did a great job representing us.



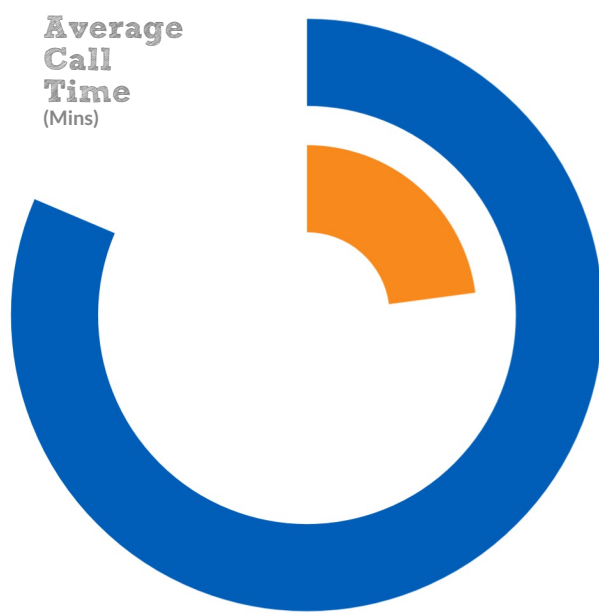
<https://goo.gl/Tf3jWs>

Just One Number Update

Since its launch in March 2017, Just One Number has been performing brilliantly, our queue times are consistent and the team in Cringleford has really found a rhythm for handling calls. Below are some more impressive statistics from our performance reports.



Average
Call
Time
(Mins)



Just One Number ● 4:56
NHS 111 ● 16:28

5-19 A New Model

Recently we have been working with our commissioners to review the healthy child programme for 5-19s. After much discussion about what the priorities should be for service, we have proposed a "re-imagining" for 5-19s. We want to deliver a programme that is tailored to our service users, is sustainable for many years and makes the most of our resources.

Over the next few months we will be making contact with specific partners to share parts of the model that will affect them directly and begin working together to implement improvements. Some of the points considered in the review are listed below...

- Targeting Interventions. Aligning resources, services and interventions to support greatest improvements in outcomes for those at greatest risk of health inequalities.
- Provision of School Health Profiles for all schools.
- Increased use of technology for young people to access universal services.
- Interventions and support for young people in line with identified service priorities; emotional wellbeing, sexual health and health literacy.
- Interventions and support aligned to key points of transition, transition to school (School Readiness), transition to high school, transition to adulthood.
- Safeguarding.
- Service aligned to Healthy Child Programme 4-5-6 approach health reviews:
 - Being 2 in Norfolk, the shared review
 - 3.5 year School Readiness Review
 - Year 6 health review
 - Health Passports (16-19 years)
- Developing a service offer to complex needs schools, short stay schools and virtual schools.
- Evaluating impact of interventions; utilising Goals Based Outcomes measures.
- Supporting schools with access to online medicines management and PSHE training.
- Development of HCP services for 16-19 year olds (Transition to adulthood).

Social Media Review

Over the next few weeks you may notice that some of our Facebook pages and Twitter accounts start to merge together. We are undergoing a social media review to improve our digital channels by consolidating some of our accounts.

As a result, we will be able to provide all regions of Norfolk a useful, regular and entertaining resource. In our next infographic we will be able to provide some analytics to show the improvements made.



Service User Quote Of The Quarter

"Staff were so friendly supportive and professional. We felt very cared for and safe"

#CCSfeedback
Ref: 52598

We have put a lot of focus on our service user feedback over the past couple of months and we would like to start sharing some of the comments. Every infographic will now have a quote from a service user that we are particularly pleased with. Above is an example.