



## Ready to join in?

How you can shape health and care in your local community



Norfolk Community Health and Care   
NHS Trust

**Norfolk Community Health and Care NHS Trust (NCH&C)** is part of the NHS. We look after lots of people across Norfolk.

Our staff make sure you get the right care when you need it, close to where you live and work.

This booklet is about our plans to become an **NHS Community Foundation Trust (CFT)**.



In this booklet, we will tell you about:

- our Trust and what we do
- our plans for the future
- how you can join us as a member

**Turn over to find out how you can play a part in our future!**



## Tell us what you think!

We are asking people to tell us what they think of our plans to become a CFT.

Fill in our **questionnaire** to tell us what you think.

We want to hear from you by **April 15 2011**.



## About our Trust

- Norfolk Community Health and Care NHS Trust (NCH&C) is an independent organisation.
- We are part of the **National Health Service (NHS)**.
- We look after 870,000 people around Norfolk.



## What we do

- We aim to give you the best care, close to where you live.
- Our teams provide personalised health and care services for everyone.
- Our Health Visitors provide support to babies and their parents.
- We help keep people healthy with our Stop Smoking service.
- We work with patients after a stroke or fall to become independent.
- We provide end of life care services to allow people to pass away comfortably and with dignity.





- We support people with learning disabilities to be healthy and independent.

## Community Care



- Community care works. It is better for patients to have care at home or near where they live or work.
- It saves money by helping people to stay well. It stops patients from staying in hospital when they do not need to.

## Our plans for the future



We want to become an **NHS Community Foundation Trust (CFT)**.

- This means that we will have more say on how we run our services.
- We can provide the services that our members ask for. We can spend money to make local services better.
- We can set up more partnerships with other NHS Trusts, local councils, companies or charities.



As a CFT, we are still part of the NHS and we can:

- Treat NHS patients free
- Employ NHS staff
- Get **checked** to make sure we are doing well.



People in Norfolk can join us as members and have their say about local health and care services.

We want lots of members. Local people, our patients and members of staff can all be members.

## Tell us what you think!



- We are asking people to tell us what they think of our plans to become a CFT.
- We will listen to your ideas and look again at our plans.
- Then an independent organisation called Monitor will look at our plans.
- We look forward to hearing your views.



**Sheila Adams-O'Shea**  
**Ken Applegate**

Chief Executive Officer  
Chair



## What we want to do

We have **4 big goals** to help our patients and our community.

### 1 We will give personalised care.

Personalised care means the care that's right for **you**.

We bring together different services provided by the NHS, social care and others. This will help you move easily between services.

We will also work more closely with charities.



## 2 We will give the right care close to where you live.



- More and more people are living with conditions like diabetes and heart disease.
- There are also more older people in Norfolk.
- We want to care for people as early as possible. So you shouldn't have to stay in an acute hospital after a heart attack or fall.
- If you do go to hospital, we will help you to go back home as quickly and safely as possible.
- We will help you get treatment and care in your home or close to where you live.
- You can have your check-ups at clinics at your local GP surgery or have physiotherapy at home.



## 3 We will set up new services.

There are more older people. There are also more people with illnesses caused by things like obesity, smoking, alcohol or drug problems.

We will set up **new services** in Norfolk to care for these people.





## 4 We will take down borders.

We will look after our patients right across Norfolk.

We want more people from **outside** of Norfolk to be able to use our community health and care services.

We will build services around the Norfolk border. This is so patients from nearby counties can use our services.



### Our name

If we become a Community Foundation Trust (CFT), we want to change our name to:

**A**

**Norfolk Community Health and Care NHS  
Community Foundation Trust**

**Or**

**B**

**Norfolk Health and Care NHS Community  
Foundation Trust**



We think these names make it clear who we are and what we do.

That is:

- We are part of the NHS
- We serve the community
- We deliver health and care services

## Our members

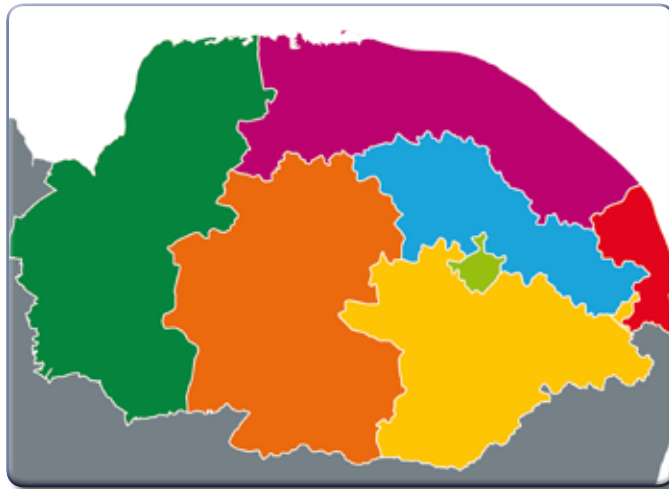
Our members will be our patients, our staff and the public.



- Being a member means you can shape the decisions we make. You will help make services better for local people.
- We will tell our members about our plans. You can tell us what you think about how we do things.
- We want **anyone over the age of 14** to be able to become a member. We provide lots of services to young adults, so we want them to have a say about our services.

## Public constituencies (areas)

- Breckland
- Broadland
- Great Yarmouth
- King's Lynn & West Norfolk
- North Norfolk
- Norwich
- South Norfolk
- Outside Norfolk



- We want to split Norfolk into **8 public areas** - just like the district council areas.
- This helps members have a say about our services across the **whole** county. It also gives them a say in what happens in **their own** area.

- We want to allow people who live **outside Norfolk** to become members too. Many people who live close to Norfolk use our services.

## Our Board of Governors



Our members will be able to choose a person to represent their area called a **governor**.

The group of governors will be called our **Board of Governors**. The Board will make sure that Norfolk Community Health and Care NHS Trust is doing the right things.

## Governor elections



We will hold **elections** for the Board of Governors.

Elections are when each person chooses who they would like on the board. Each choice is called a **vote**.

The people who get the **most votes** become governors.

We think that:

- Governors will be able to be part of the Board of Governors for one term which lasts 3 years.
- Governors can take part in the **next** election too, but they can't be a governor for more than 6 years.
- If a governor **leaves** the board, we will ask the **runner-up** (the person who came second) to join the board or we will have **another election** in the area.

## About Governors



- Any member aged **16 or over** can be chosen to be a governor.
- We would like to have **16 governors from our group of members**. These will be people just like you. They will be chosen by members votes.
- We would like to have **5 staff governors**. These will be people who work for our Trust.
- Some governors will come from other groups that we work with, like our local NHS Primary Care Trust and Norfolk County Council. We call these groups our **partners**. We would like to have **10 governors from our partner groups**.



We think that having **31 governors** will be the right number.



## Our Partner Governors

We would also like to ask people from **other groups** to be governors.

We already work with these groups to deliver good services.

They are:

- **NHS Norfolk**  
This is our local Primary Care Trust (PCT). They decide what services are needed in Norfolk and pay for them.
- **Norfolk County Council**  
They provide social care in Norfolk. We work with them to look after people.

### ■ **NHS Great Yarmouth and Waveney**

This is the PCT in Great Yarmouth and Waveney.

### ■ **Norfolk LINK**

This is a group of local people who tell us if our services are doing the right things.

### ■ **University of East Anglia**

We work with the university to help find new ways to care for people.

### ■ **Voluntary Norfolk**

This is a group who help **volunteers** in Norfolk. **Volunteers give up their time for free to help other people.** Lots of local people volunteer at Norfolk Community Health and Care NHS Trust.

## **Our Board of Directors**



We will have a **Board of Directors**. Directors are people who help make important choices about how Norfolk Community Health and Care NHS Trust is run.

We have **2 types of Directors**.



### **Non-Executive Directors**

These people are from **outside** of our Trust. They give advice and check on the work of our Directors.



### **Executive Directors**

These are **staff members** who run our Trust.



## The Chair

The Chair of our Trust will also be Chair of our Board of Governors. This person will link up our directors and governors.

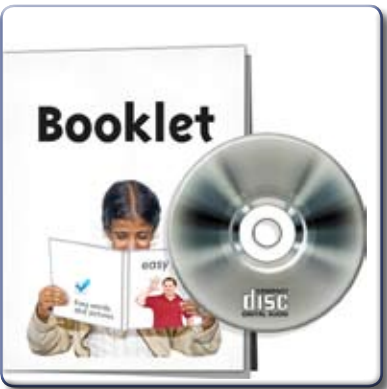
## You can be a member



Becoming a member means you can help us become a CFT. You can also have your say on health and care in your community.

More members means our local community has a stronger say.

As a member, you can:



- Get **information** about the Trust
- Come to **events or open days**
- Fill in **questionnaires and surveys**
- Help us **raise money**
- Be asked about **local services**
- Take part in **focus groups**
- Stand for election as a **Governor**
- **Vote** to elect the Board of Governors.



You can tell us that you would like to become a member when you fill in your questionnaire.

## Have your say!

Tell us what you think of our plans in one of these ways:



Fill in the **questionnaire** and send it in the freepost envelope or post it to:

**FREEPOST MEMBERSHIP ENGAGEMENT SERVICES**

(You don't need to put anything else on the envelope)



Fill in our questionnaire by going to:

[www.norfolkcommunityhealthandcare.nhs.uk/consultation](http://www.norfolkcommunityhealthandcare.nhs.uk/consultation)

Please get your questionnaire to us by **15 April 2011**.

## What happens next?

We will look at your questionnaires to find out if you want us to change any of our plans.



We want to tell you the things people said in their questionnaires. **Tick the box** on the questionnaire if you want us to do this.

To hear about what Norfolk Community Health and Care NHS Trust is up to, become a member!

If you have any questions, get in touch:



Online: [www.norfolkcommunityhealthandcare.nhs.uk](http://www.norfolkcommunityhealthandcare.nhs.uk)

Email: [nchandcmembership@nhs.net](mailto:nchandcmembership@nhs.net)

Freephone: **0800 731 0319**

**We look forward to hearing from you!**