

## Out-Of-Hours Service and the Ambulance Service



**when it's less  
urgent than 999**

### Norfolk's Out-Of-Hours Service

has been praised by users. A survey carried out in December 2014 showed ;

1) 92.1% of patients said they were either very satisfied, satisfied or fairly satisfied with the EEAST operated GP out-of-hours service.

2) about the same number said that the length of time they had to wait for follow-up appointments with their GP was either very acceptable, acceptable or fairly acceptable.

3) 90% of patients said that they would recommend the Norfolk out-of-hours GP service to friends and relatives.

**The Region's Ambulance Service** has announced that its aim to improve standards in patient care is on course to reach its target.

A massive vehicle replacement programme, which started in early 2014, will see 267 emergency ambulances replaced across all the six counties covered by the East Of England Ambulance Service Trust (EEAST).

The Trust says that there will be no emergency ambulance older than 5 years in use by the end of 2015.

The new ambulances come fitted with a full kit of brand new medical devices which will mean a much better and more reliable transport service for both staff and patients.





# What The New Care Act Will Mean For YOU.

The Care Act, which starts to come into force from April 2015, is the biggest shake-up in the social care system since the founding of the NHS. It is founded on the principle of 'wellbeing' and should consider people more holistically and fairly than the current system. It considers whether someone's illness or disability prevents them from maintaining family or personal relationships, taking part in work, education or volunteering, or accessing leisure and other facilities without assistance or considerable pain and distress. It considers people's personal dignity and whether they are treated with respect, and it considers how much control they have over their day-to-day lives. The Care Act gives more rights to carers, and it also provides recourse to challenge poor care (as long as this is arranged via the Local Authority rather than privately) under the Human Rights Act.



## Care Act 2014

From April 2015, if you care for a husband, wife, partner or anyone else, you are legally entitled to a Carers' Assessment from the Local Authority. This could entitle you to practical, respite, financial or other support, depending upon your circumstances.

The eligibility criteria state that you must not be able to carry out 'some or all' of six basic activities: eating/drinking/preparing meals, washing, going to the toilet, getting up and dressed, getting around the home, or cleaning and maintaining the home. Being unable to do just one, or even two, of these things may not be enough to qualify you for care under the Care Act, however disabling this may be in reality. If you have someone else at home who can help you do these things, for example a husband, wife, or partner, then your needs are unlikely to be eligible under the Care Act and you will probably be responsible for paying for care, or relying on friends and family to help. In a few parts of the country, these new national eligibility criteria will mean that social care is less available through the Local Authority than it has been previously.

Local Authorities will be required to offer everyone accessible information and advice that is 'proportionate to their needs' to help them navigate the new system and know what they may or may not be entitled to. This should include signposting people to independent financial advice, to help them make important decisions about paying for their care.

Whether you are someone in need of help, or someone providing help to others, it's important to know your eligibility criteria and be clear where you stand with this new legislation. Further information on the Care Act is online, directly from Norfolk County Council or see leaflets available in the surgery.



The NHS friends and family test (FFT) is an important opportunity for you to give feedback on the services that provide your care and treatment. Your feedback will help NHS England to improve services for everyone. The test is very simple and asks you one question: whether or not you would recommend the service. PPG members began to help carry out this test in December. In the first four months, of the 151 people surveyed, 130 (86%) said they were extremely likely or likely to recommend Oak Street. 13 (8.6%) said they were neither likely nor unlikely to recommend, while only 8 (5.3%) answered unlikely (7) or extremely unlikely (1).

## Services Available at Oak Street



Besides GP consultations and nursing services, the following are also available at Oak Street.

Ask at reception for more information.

Midwife sessions

NRP – (alcohol and drugs)

Wellbeing – (Psychological therapies)

Diabetes (nurse from Elsie Bertram centre)

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If you would like to become a member of the Oak Street PPG or simply give us your views, please contact Martin Stephens, the practice manager on 01603 613431 or For further information email the ppg: [oakstreet.ppg@nhs.net](mailto:oakstreet.ppg@nhs.net)

