

Motion to: Council

28 November 2023

Subject: One Norwich Practices collapse

Proposer: Councillor Galvin

Seconded: Councillor Osborn

1) This council notes:

- a) OneNorwich Practices carry out a series of key functions within our city, including but not limited to: GP services for over 10,000 registered residents; the city's seven day a week 7am-9pm walk-in service (average 250 appointments a day); programs to help address health inequalities such as asthma in schools; lymphodema services; vulnerable adult services; and refugee, migrant and asylum seeker services.
- b) Altogether these provide an estimated minimum of 120,000 essential patient visits a year.
- c) A joint statement was issued on the 23rd of October by OneNorwich Practices and the NHS Norfolk and Waveney Integrated Care Board to transition staff and services to other providers in the system over the coming months, and then close down the organisation.
- d) This announcement came as a shock to hardworking staff, as well as the many patients who rely on the services.
- e) The service looks likely to close in January, potentially around one of the peaks of illness during the year.

2) This council **RESOLVES** to:

- a) Ask Norfolk County Council to present an urgent report assessing the impact the transition will have on the health landscape and risk to patients in Norwich, and setting out steps that the council will take to engage with partners to minimise risk to patients, including vulnerable service users.
- b) Write to local MPs, NHS England and the Secretary of State for Health and Social Care to:

- i. Register its concern over the closure, and manner in which the OneNorwich Practices closure has been announced and the impact on staff and patients, including some of the city's most vulnerable service users.
- ii. Request an urgent inquiry into the circumstances and causes of this sudden collapse, including governance, management and financial issues; an evaluation of the service and the management of any conflicts of interest in the reletting of the contracts to providers so that an understanding of what has gone so wrong within will enable a stable future for these vital services.
- iii. Ensure that scrutiny regarding transparency and conflict of interest take place to ensure bids for future delivery are fair and in the public interest.