



## **Norfolk and Suffolk Health and Care Awards 2026**

### **Partnership with People and Communities Award**

## **Deben Health Group Care Coordinators**

### **Deben Health Group Primary Care Network**

The Care Coordinator team supports 38,329 patients across four GP practices in East Suffolk, serving a dispersed, ageing population where isolation and barriers to access are significant challenges. Their approach is rooted in listening first—building trusted, person-centred relationships and responding flexibly to what patients say they need. Rather than simply signposting, the team walks alongside individuals, providing sustained support and working closely with community and neighbourhood networks to deliver truly joined-up care.

Over the past year, the team has made a substantial impact, supporting more than 600 patients to access “Right to Choose” mental health and neurodevelopment referrals that they might otherwise have struggled to navigate. They have also delivered proactive outreach, including hypertension identification and cardiovascular disease prevention initiatives, as well as follow-up support after falls, connecting patients with occupational therapy, social prescribing and carer support services.

What sets the team apart is their versatility and responsiveness. They manage complex referrals, support vulnerable individuals, contribute to Integrated Neighbourhood Team (INT) work, and maintain high levels of patient contact. A standout achievement is the creation of a dedicated Older Persons Multidisciplinary Team (MDT), bringing together primary care and a secondary care psychologist to support patients with complex needs such as dementia and late-life depression.

With nearly 14,000 patient contacts annually and high engagement in key programmes, the team demonstrates measurable impact. Their persistence and personal approach have helped individuals re-engage with services and improve their health, showing how relational, community-driven care can transform outcomes and reduce inequalities.