



Norfolk and Suffolk Health and Care Awards 2026

Treatment to Prevention Award

Woodbridge Holistic Assessment Team

Suffolk County Council, East Suffolk and North Essex NHS Foundation Trust, Norfolk and Suffolk NHS Foundation Trust, Shaw Trust, Deben Health Group Primary Care Network

The Woodbridge Holistic Assessment Team (W.H.A.T) is recognised for delivering an innovative, community-based early intervention service that focuses on preventing falls and supporting independence. Operating as a monthly “one-stop” clinic for over two years, the service enables people who have experienced a first fall or noticed changes in balance to access timely, joined-up care without the need for multiple appointments. On the same day, individuals can see a multidisciplinary team including a pharmacist, nurse, mental health practitioner, foot health professional, occupational therapist and social prescriber. Together, they assess risks and develop a personalised plan addressing medication, mobility, home safety, wellbeing and social factors.

W.H.A.T stands out for transforming falls prevention into a coordinated, person-centred pathway rather than a series of fragmented referrals. By bringing together multiple professionals in one setting, the team reduces delays, avoids duplication, and ensures consistent, clear advice—particularly important for older or frail individuals. The service proactively targets people at the earliest stage of need, helping to prevent loss of confidence, reduced mobility and escalation to urgent care. Despite limited funding, the team has sustained this accessible and efficient model through strong collaboration and a focus on practical, achievable interventions.

The impact has been significant and sustained. Most patients report improved confidence and reassurance from receiving coordinated care. Outcomes show 69% of patients experienced no further falls after attending, including many with previous fall history, while only a small proportion experienced recurrent incidents. Practical interventions such as medication reviews, strength and balance support, home adaptations and social prescribing contribute to these outcomes. Overall, W.H.A.T demonstrates a scalable, prevention-focused model that reduces risk, delays deterioration and supports people to remain safe and independent in their communities.