

People strongly support building on the strengths of our staff and existing services, working more closely with communities and local partners, and providing care that is better joined up and tailored to people's needs. However, they raised concerns about how easy it is to access services, whether information is clear and accessible, how well services work together, and the risk of people being left behind by digital services.

They also identified opportunities to make services easier to find and access, build on the strengths of local communities, do more to prevent ill health and support people earlier, give people more choice and flexibility, and involve people in shaping and improving future services.

Cross-cutting themes:

1. People want services to be easier to navigate

People told us that it can be difficult to get appointments, contact services and know where to go for the right support.

- They want clearer information about what services are available.
- They want simpler ways to get the right support, including better signposting to community services.
- They want more choice about how, where and when they access care.

What's needed:

Clearer information, simpler routes into care and more flexible ways to access services.

2. People want care to be more joined up

People told us that different services and professionals do not always work well together.

- They want better communication and information sharing between services.
- They want smoother transfers between different parts of the health and care system.
- They do not want to have to explain their circumstances again and again.

What's needed:

Better communication, information sharing and continuity of care.

3. Communication needs to work for everyone

People told us that information needs to be clear, easy to understand and accessible to everyone.

- Information should be available in the right formats and languages.
- Services need to consider the needs of people who are deaf, visually impaired or have other communication needs.
- Digital communication can help, but it should be a choice and not a barrier to care.

What's needed:

Clear and accessible information, with choice in how people communicate with services.

4. Local communities are an important part of the solution

People told us that local communities already have many strengths that can support better health and wellbeing.

- Voluntary, community and faith organisations already provide valuable support.
- Trusted local places can help people access information, support and opportunities to stay well.
- Future services should build on these existing relationships and local knowledge.

What's needed:

Work more closely with trusted local organisations and build on what is already working in our communities.

5. Prevention and early support matter

People told us that more should be done to help people stay well and get support earlier.

- Community organisations, education, screening and peer support can all help.
- People need clear information to understand and manage their health.
- Supporting people earlier could reduce the need for more intensive care later.

What's needed:

Do more to prevent ill health and support people before their needs become more serious.

6. People want to be listened to and involved

People told us that listening should continue beyond individual engagement events.

- They want their experiences and ideas to help shape future services.
- They want opportunities to help shape, test and review changes.
- They want regular updates and to see what has changed as a result of their feedback.

What's needed:

Keep people involved, be open about progress and show how their feedback has influenced change.

What we need to explore next

Communication that works for everyone

What does clear, accessible communication look like for different communities and how can digital and non-digital options work together so everyone can access support?

Care closer to home and stronger communities

What should care closer to home look like, and how can we build on the strengths of local communities.