



We held a six-week programme of public engagement to seek people's views on our new health and care model. Our aims:

- Raise awareness of the health and care model
- Listen to people's views on the model, particularly those impacted by health inequalities
- Provide details about how to be involved in the future

From 2 November to 14 December 2021:

1,441 people participated in our engagement events

65 events were held, in person and virtually



21 interviews were held with people from seldom-heard groups

918 people completed our online survey



15,000 leaflets and printed copies of the survey were distributed to GP practices, community centres and housing associations



We asked people if they agreed with our proposed health and care model priorities:

96% agreed it is important that there are coordinators who make sure the support people need is joined up and works for them

90% agreed personalised care is important



93% agreed it is important that NHS, local authority and third sector organisations should work together to provide health and care support to people

91% agreed it is important more specialist services should be available closer to where people live

80% agreed building communities up by working with their strengths is important

74% agreed it is important that digital technology enables more services to be delivered remotely



We asked people what support they would most need for themselves or their clients in order to stay as well as possible for as long as possible:

38% said support with mental health services

34% said support with long term conditions

33% said exercise advice



We asked people what services they or their clients would be most happy to access nearer to where they live:

76% said medical scans and tests

54% said appointments

40% said mental health services



We asked people about their preferred methods of communication with health and care professionals:

68% are comfortable with face-to-face



30% are comfortable with video appointments



29% are comfortable with phone calls



21% are comfortable with health and care apps on their phone

