

# We engaged with people about their priorities and changes they'd like to see in health and care in Cornwall and the Isles of Scilly...

**450 people** participated in public events across nine locations

**2450 people** responded to our survey

## Good aspects to recognise...

Staff, support networks and **standards of care**



**Local provision** of some services i.e. GP surgeries



Good progress on **joining up services**



Honest and open **dialogue with public**



## ...issues that need attention



**Too much travel** for routine appointments and treatment – cost of time and travel plus support

Limited access to **mental health services** and support – long waiting lists



Lack of investment in **prevention and early intervention**



### Local facilities

including community hospitals and GP surgeries perceived as under-utilised



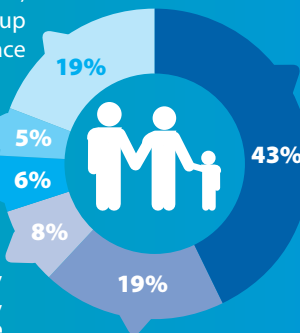
## Public priorities for health and care...

**Other** e.g. access to information, listened to, free or affordable, needs understood, joined up plan in place

Involvement in **planning own care**

**One contact** to coordinate care

The **right care**, in the **right place**, at the **right time**



**Access** is a top priority for people - of those, 23% want quick, prompt, convenient access

**Staff** that are professional, caring and competent

## Initiatives to improve wellbeing and meet needs at less cost

**help navigate the system**

"provide a liaison, one named contact"

"increase awareness about where to go for info"

**encourage personal responsibility and enable people to keep fit and healthy**

"tough love from the service"

"encourage healthy lifestyles and community responsibility"

"develop community hubs"

"encourage self-help"

"create champions for healthy communities"

**create connected communities**

**250 people** providing front line services and support joined an open provider forum event

## Provider priorities for delivering more joined up care and support...



**Navigators or coordinators** to support people in receiving the right care – one point of contact



**Better career pathway** for carer and health professional roles – skills and workforce development

**Single IT platform** and improved information sharing – use technology as an enabler



**Invest in and empower communities** for local teams to find local solutions – create stronger enabling communities

**Increased focus on prevention**, early intervention and self-help – empower people to manage their own health and wellbeing better



Using the views from the public and providers we have set out **our guiding principles** for future planning...

**Listening to people and care professionals** of Cornwall and the Isles of Scilly and being transparent and honest about the difficult choices we need to make

**Being bolder and braver** in focusing our resources on prevention

**Being accountable** to people for delivering on these commitments

**Empowering people** and asking them to take on more responsibility for their own health and wellbeing and for supporting others in their communities

**Setting aside all organisational and professional boundaries** and focus on the best use of the resources available

