Cornwall and Isles of Scilly Integrated Care System

Caring where it matters survey

Survey findings

March 2026

OVERVIEW OF THE SURVEY

Cornwall and Isles of Scilly Integrated Care System

The *Caring Where It Matters* survey gathered **1,802 responses** between November 2025 and March 2026 through online and face-to-face engagement. Respondents were predominantly **local residents (98%)**, **aged over 50 (84%)**, with a high proportion identifying as **carers (45%)**, particularly women.

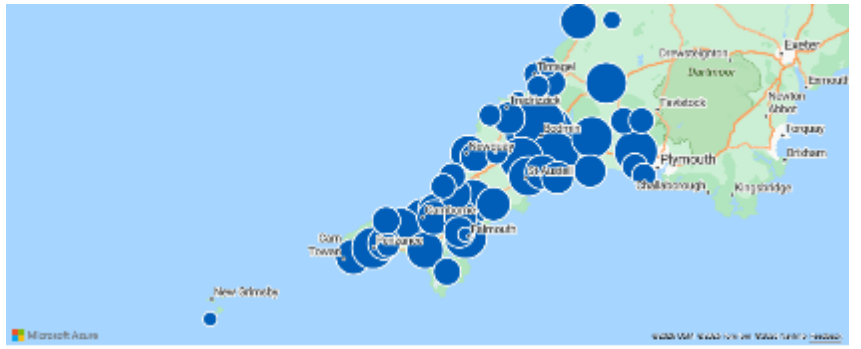
The survey explored experiences and priorities relating to **neighbourhood health, urgent care, prevention, access to services**, and views on shaping future services.

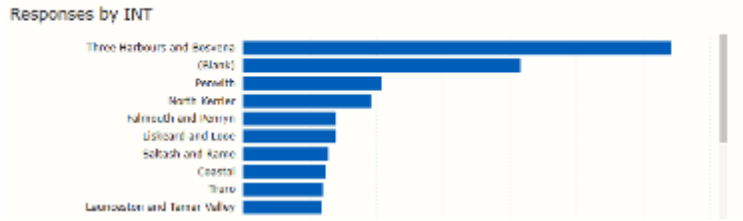
The survey was delivered online with additional completion face to face by the ICB engagement teams.

Full results are on ‘dashboard’ to show results by location and demographic.

A large qualitative dataset provided additional depth on lived experience.







What we heard: Headline insights from our survey findings



Neighbourhood health as key priority
Findings show strong desire for local, accessible, and coordinated care focused on primary care access (GP, Pharmacy and dental) and preventive/proactive care for long term condition support and self care.

Access challenges
Long travel distances, poor transport, and appointment shortages delay care, impacting those with long-term conditions and carers most.

Fragmented Care across services
Fragmented care causes patients and carers to coordinate services themselves due to poor information flow across providers – leading to duplication in patient comms (text/letter/App) and wastage (time and missed appts)

Proactive, preventataive and person-centred care
Strong support exists for preventative care models focusing on early needs identification and consistent support for carers, those with dementia and neurodiversity needs.

Turning feedback into action – you said: we will do

You said	We will do
It's too hard to get help locally and early.	• Expand **integrated neighbourhood teams** to coordinate proactive care for people with long-term conditions and carers. • Improve **Primary care access** through neighbourhood-based models.
I have to travel too far for tests and appointments.	• Commission **community services including diagnostic hubs** with direct GP referral and patient access • Commission access for extended hours • Increase **specialist outreach clinics** and follow-ups in community settings.
Services don't talk to each other	• Strengthen shared care pathways across NHS, social care and voluntary sectors through neighbourhood coordination. • Reduce duplication and lost referrals by improving information flow within neighbourhood teams • Utilise digital tools and shared access to patient information – promote this!
Support comes too late for carers and people with long term health conditions	• Invest in **early identification and proactive support for carers – aligned to newly approved Carers strategy** • Expand community-based long term conditions support (Dementia, mental health diabetes, heart and lung conditions), including post-diagnostic guidance and peer networks.
I want to help shape local services.	• Establish **neighbourhood health engagement groups**, focused on local priorities and older populations. • Feedback progress publicly through a **'You said, we did'** campaign that promotes progress and impact of neighbourhood health delivery.

Survey findings mapped to commissioning intentions & actions to take

Commissioning intention	What residents told us	What we are doing through our commission intentions
Integrated neighbourhood care as the core delivery unit	People want joined-up services locally and are frustrated by repeating their story and poor coordination between services	Establishing **integrated neighbourhood teams** with clearer coordination across primary, community, social care and voluntary sector partners
Proactive care	Support often comes too late; strong appetite for prevention, early help and better support for carers	Strengthening **proactive identification** of carers, frailty and long-term conditions and expanding **preventative and early intervention offers** at neighbourhood level
Shifting care from hospital to community	Clear preference for local clinics, community hospitals and follow-up closer to home	Increasing the use of **community settings for clinics and follow-ups** and supporting timely step-up and step-down care closer to home
Community-based diagnostics with direct GP access	Willing to travel for one-stop diagnostic hubs, particularly with extended opening hours	Developing **community diagnostic access** with direct GP referral to reduce travel and speed up diagnosis
Co-commissioning primary prevention and reducing inequalities with councils	Rural isolation, transport difficulties and caring responsibilities make it harder for some people to access care	Working with councils to **target prevention and access solutions** in areas of greatest need and reduce inequalities

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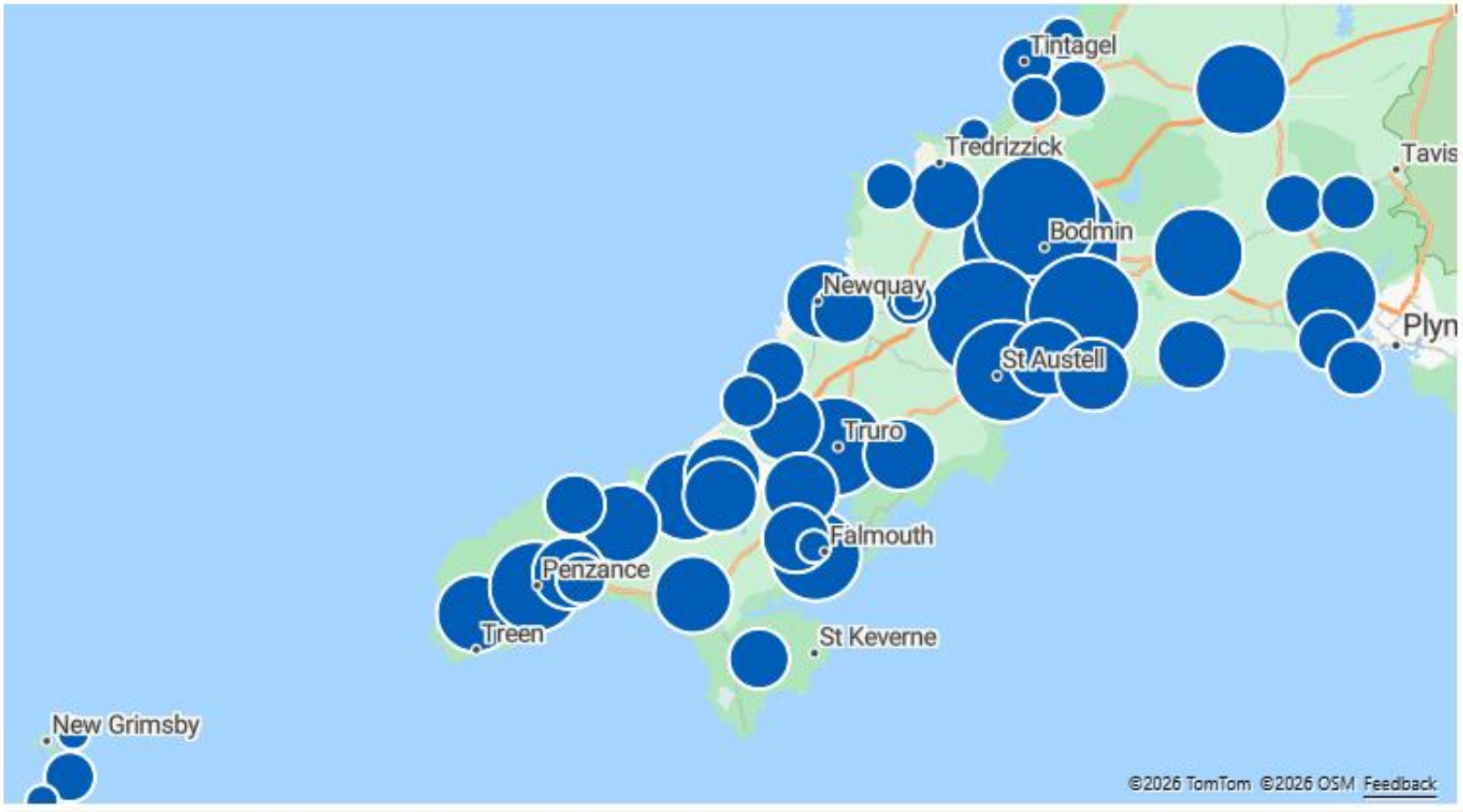
Caring where it matters survey

In more detail

WHO TOOK PART IN THE SURVEY

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Of the **1802** responses, **67%** were **Female**, with the majority of all responders **over 50 (84%)**.



Most Common Postcodes	Count
PL31	266
PL30	138
PL26	122
PL22	110
PL25	81
TR1	77
PL12	61
PL15	60
TR11	58
TR18	58

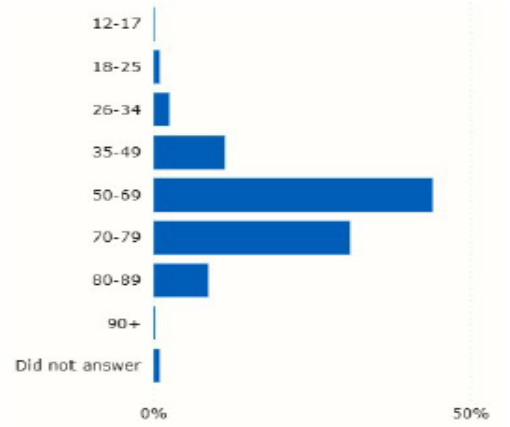
Carers: 45% of respondents look after or **give help or support** to others, **49% for women** and **37% for men.**

The most popular post code districts were **PL31, PL30 and PL26** responsible for **30%** of all responses.
98% of all respondents were **Local residents** (Cornwall), of which **5%** were **NHS Staff** and **3% Other healthcare.** Of all responses, only **25** had a **non-white ethnicity**.

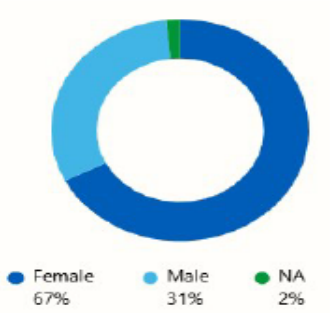
Caring where it matters 25/26

Survey Results

Age



Gender



1802

survey responses

98%

Cornish Residents

201

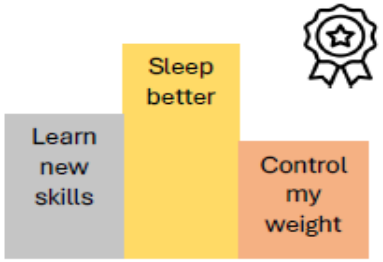
Highest number of responses on a single day Friday 7th of November 2025

45%

Look after or give help or support to others

8%

NHS Staff or other healthcare



Want to do in the future



Generally positive sentiment when discussing system improvements

31% Used either the NHS website or app to check wait times

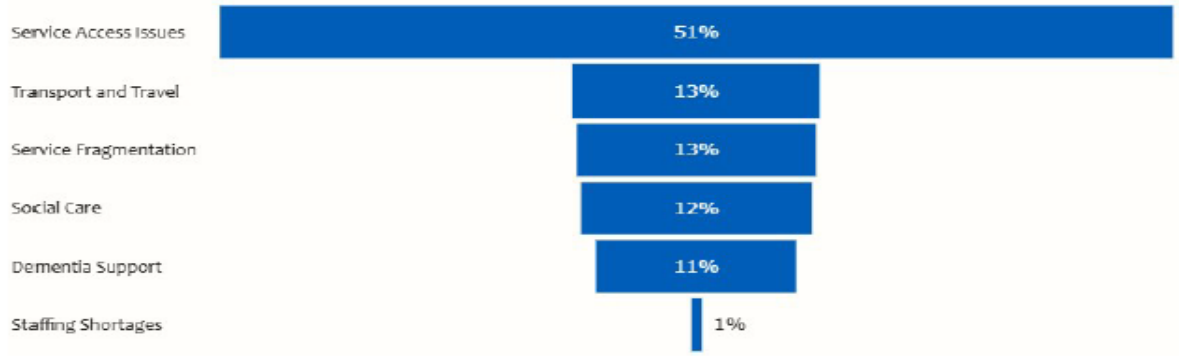
85% Drive themselves or get a lift

34% Men feel local health services meet their needs compared to **22%** of **Women**

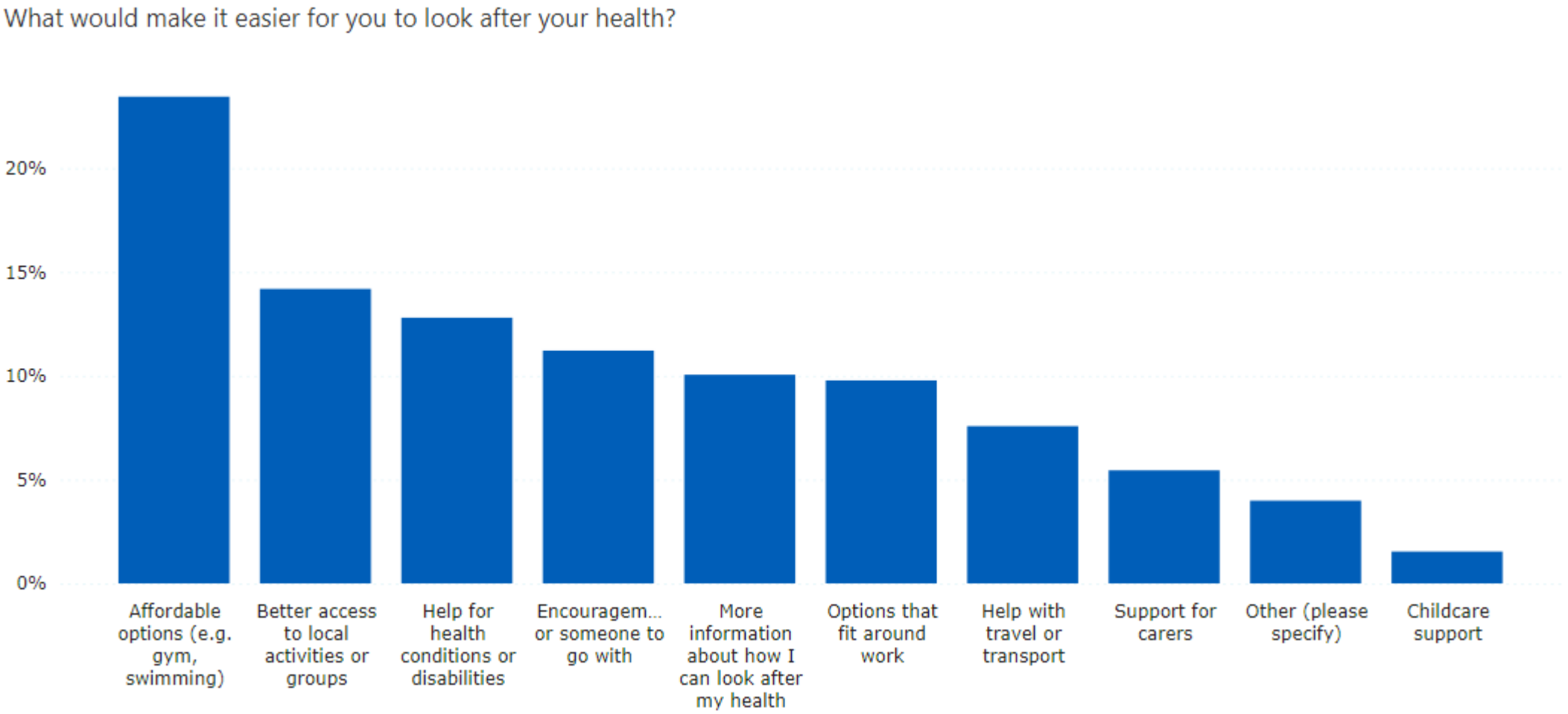
19% Those with health conditions that feel local health services meet their needs

36% Said that the most important factor when needing urgent or minor care is having services open during evenings and weekends

Top themes in free text responses



WHAT WOULD MAKE IT EASIER TO LOOK AFTER YOUR HEALTH?



TOP 5 WAYS PEOPLE WANT TO IMPROVE THEIR OWN HEALTH AND WELLBEING IN THE FUTURE?







Top 5 - Do in the Future	Count
Sleep better	892
Learn new skills	608
Control my weight	594
Volunteer	574
Look after my stress levels	553





HOW DO YOU FIND OUT ABOUT HEALTH NOW AND WOULD USE IN THE FUTURE?

Top 5 - Use Now	Count
Information sent to me by email	945
Local community or area social media – Facebook, Instagram	939
Information sent to me by NHS App	817
Local GP surgery - Facebook, Instagram	731
Information sent to my home	658

Top 5 - Use in the Future	Count
Information sent to me by WhatsApp	658
Information sent to me by NHS App	629
Information sent to my home	615
Information sent to me by email	575
Local NHS social media - Facebook, Instagram	533

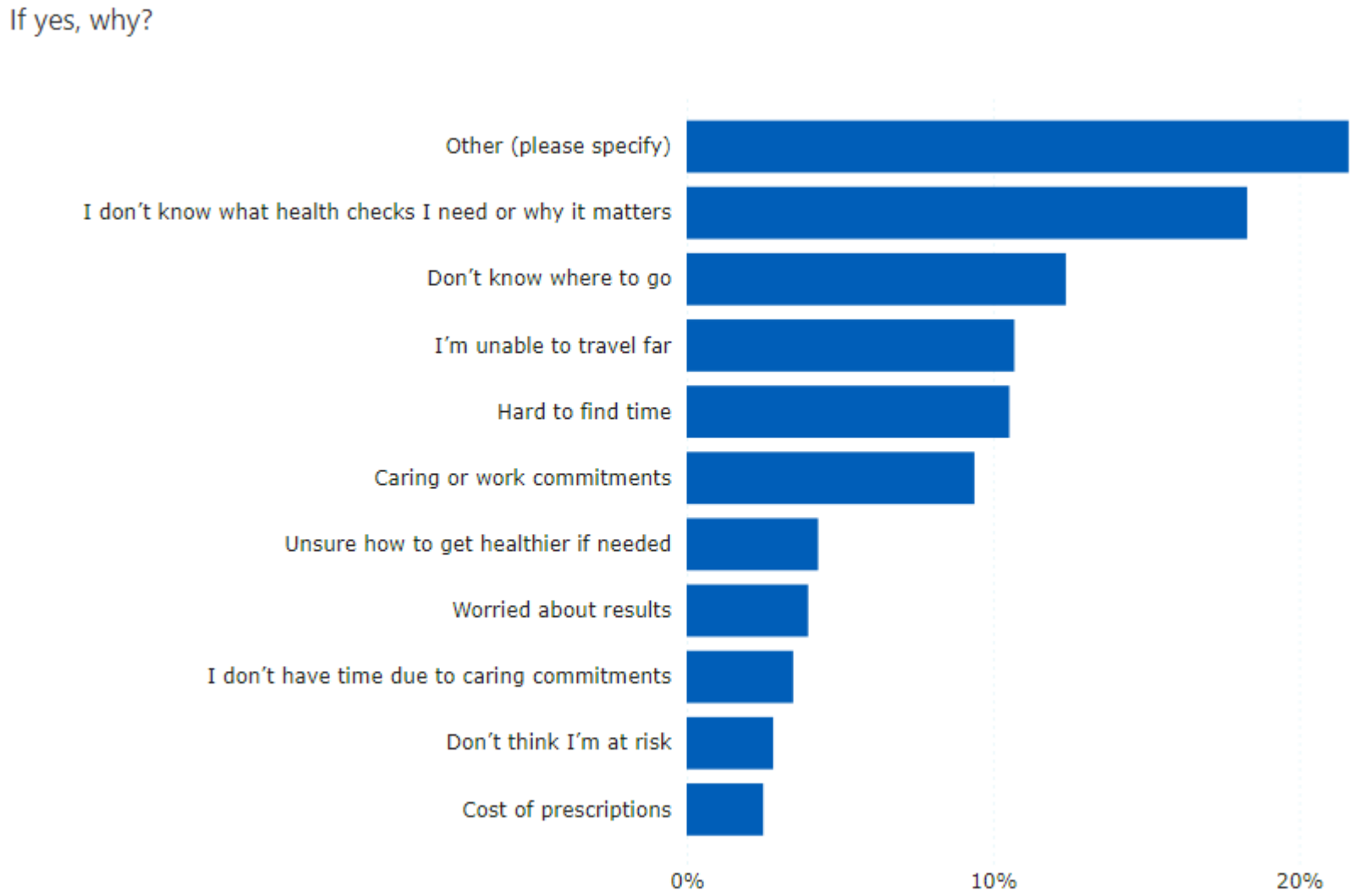
Top 5 - Wouldn't Use	Count
At work, college or school	1027
Information sent to me by WhatsApp	749
Local NHS social media - Facebook, Instagram	618
In local community areas – noticeboards, hubs, library, shops	529
Local community or area social media – Facebook, Instagram	517

WhatsApp was the most polarising source with **658** saying they **would use** in the future and **749** saying they **would not use** it in the future.

31% of people used either the **NHS website or app** to check wait times and opening hours before travelling. **39% did not know this was possible**.

For all age groups and genders, **GP Surgery** was the most common place respondents would go for help if they knew someone was **struggling at home**.

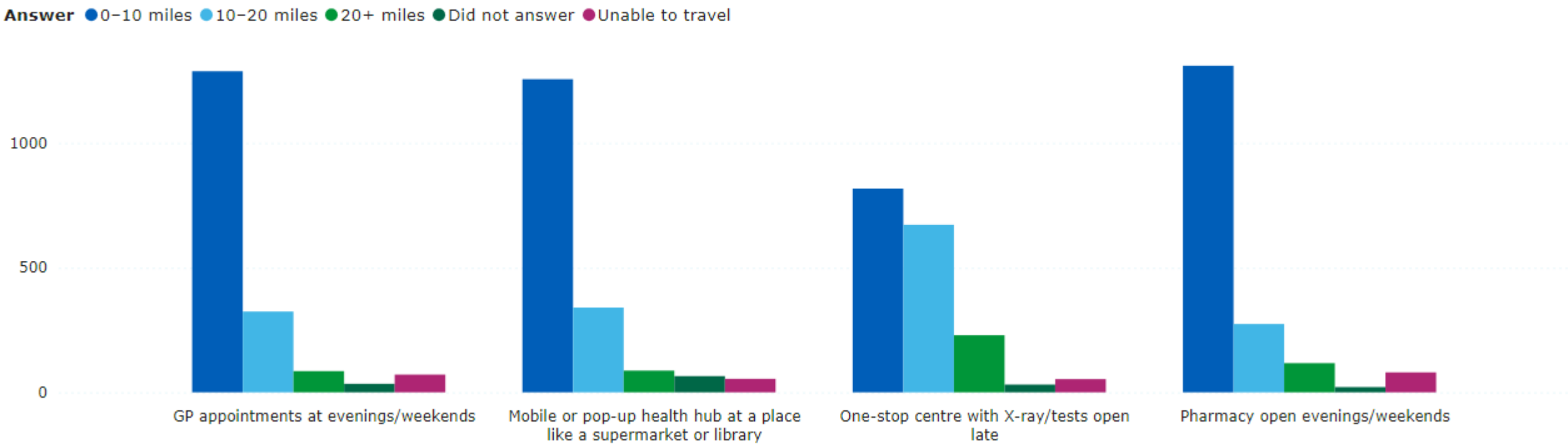
30% OF PEOPLE FIND IT HARD TO GET A HEALTH CHECK



TRAVEL TO RECEIVE CARE

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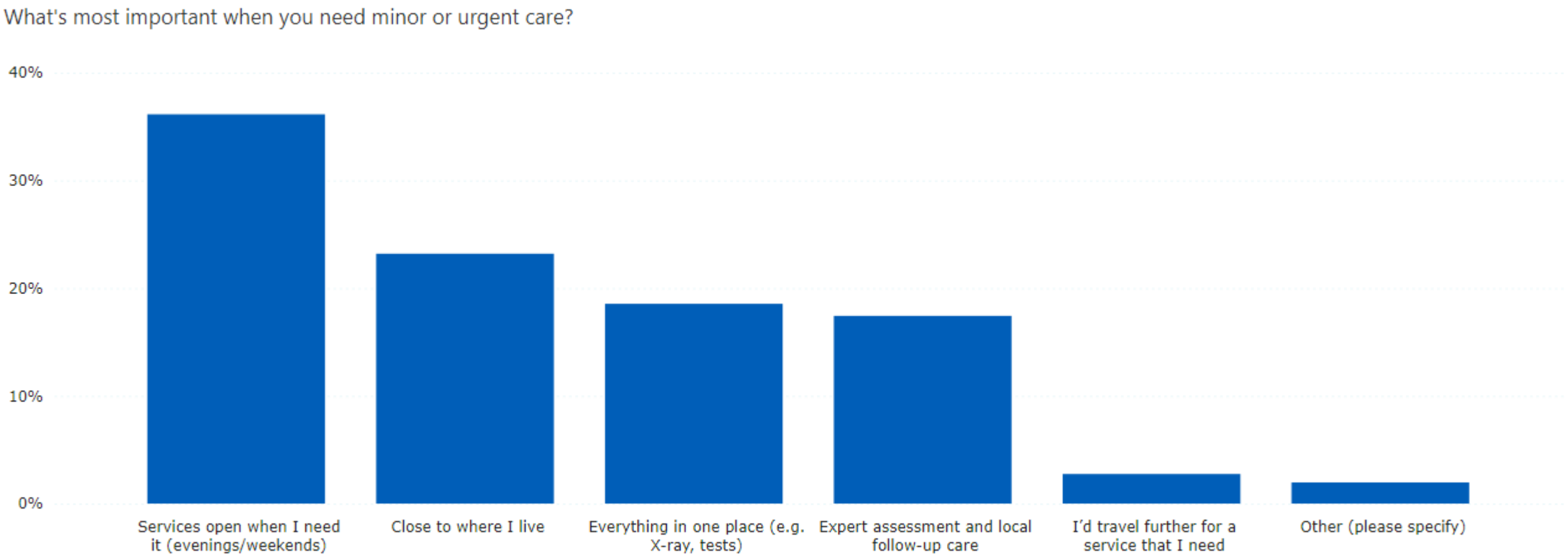
How far would you travel for the following if you needed to?



Responders would travel further for **one-stop testing centres open late** compared to the other out-of-hours services, with **672** responding that they would travel **10-20 miles**. For all other services, **less than 500** would travel **more than 10 miles**. **85%** of respondents either **drive** themselves of get a lift from a family or friend to get to minor or urgent care services, dropping to **80%** if the respondent has a **health condition.** The most important factor when respondents needed minor or urgent care was having services open during **evenings and weekends (36%)**

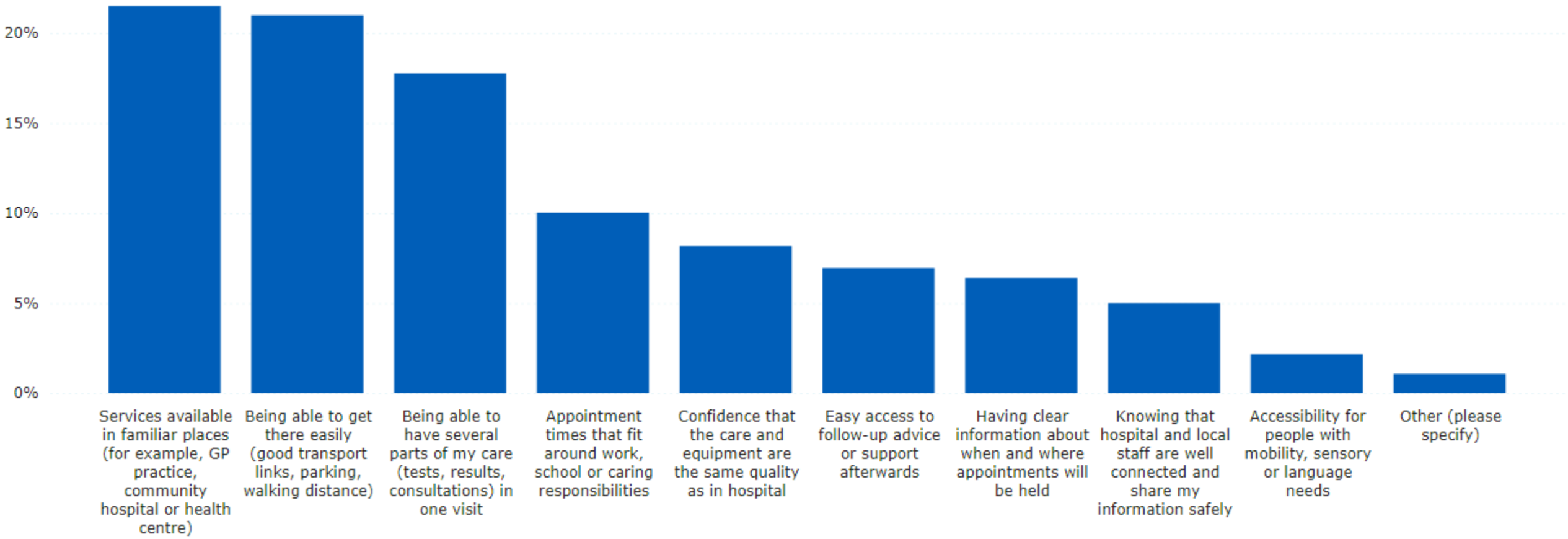
WHAT'S MOST IMPORTANT - ACCESS MINOR/URGENT CARE

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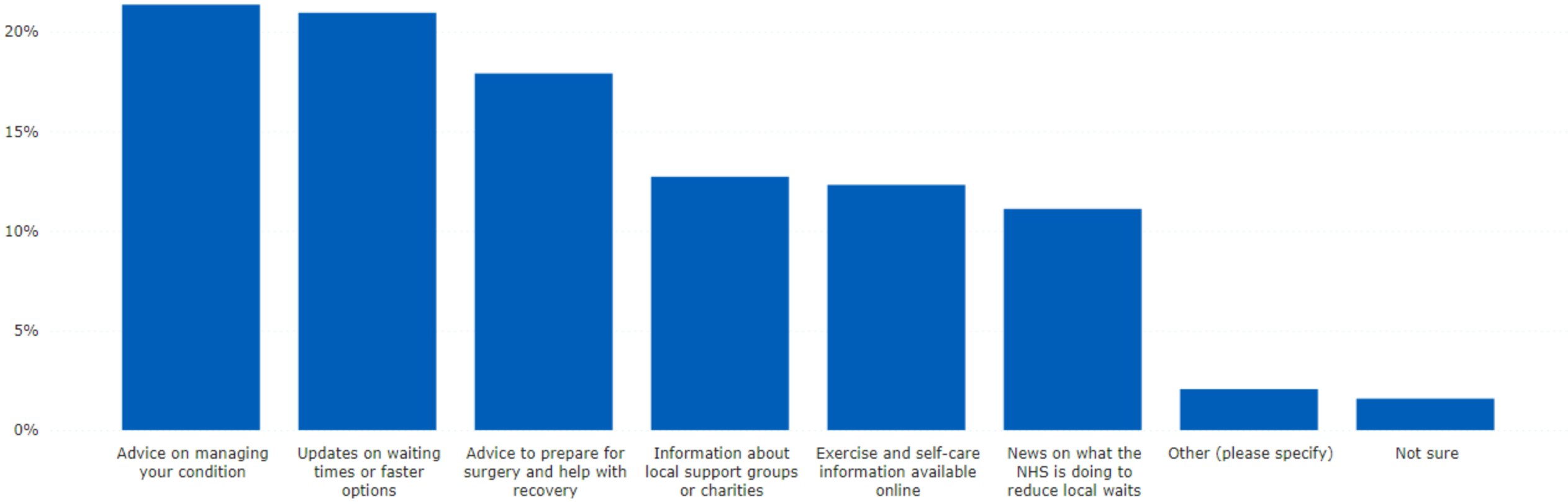
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What would help make care closer to home convenient and easy for you to use?



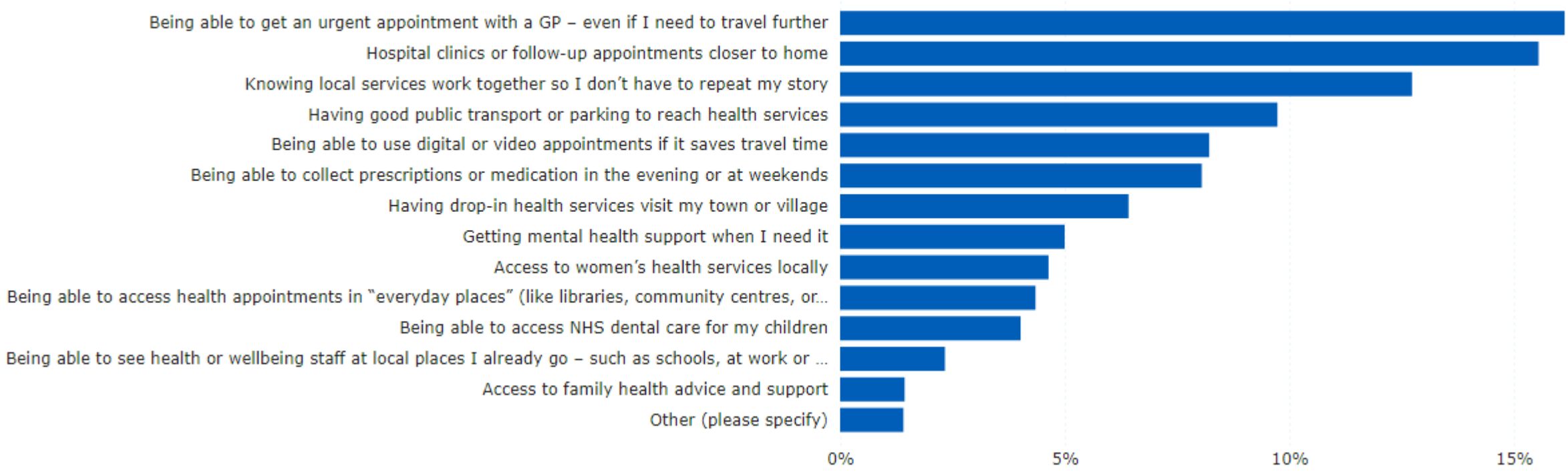
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If people are waiting for treatment, what support do you think could help the most?



NEIGHBOURHOOD HEALTH

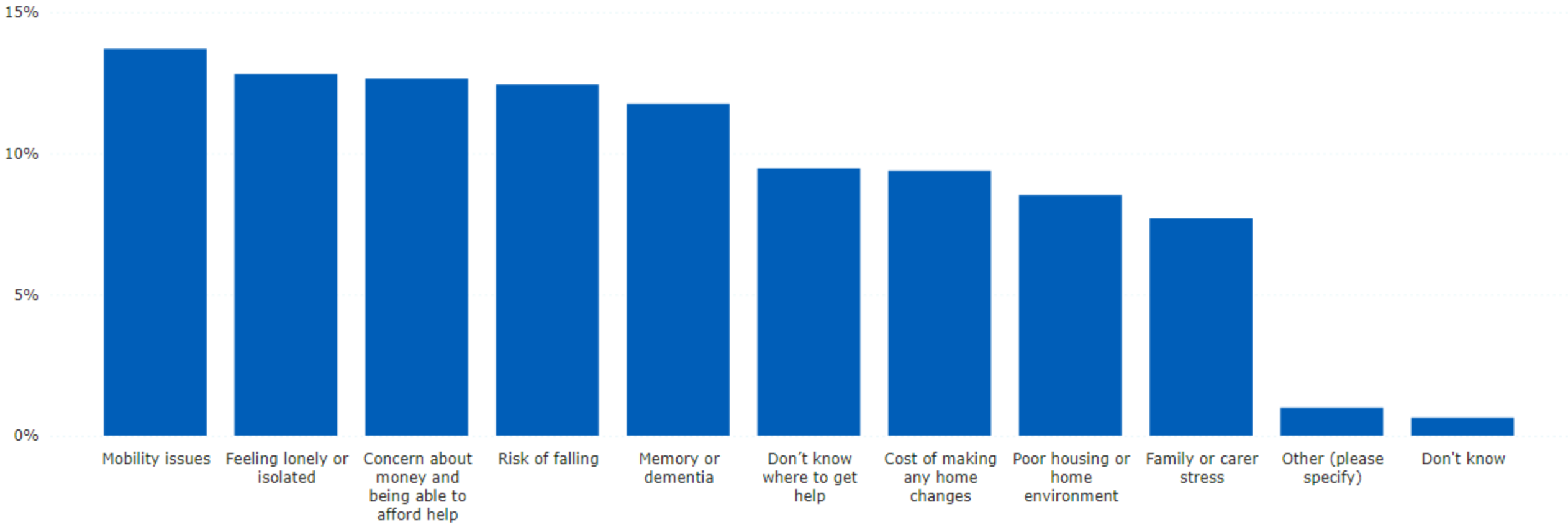
What matters most?



Being able to get an **urgent GP appointment** and **appointments closer to home** were the most important factors for all respondents, independent of gender or pre-existing health condition.

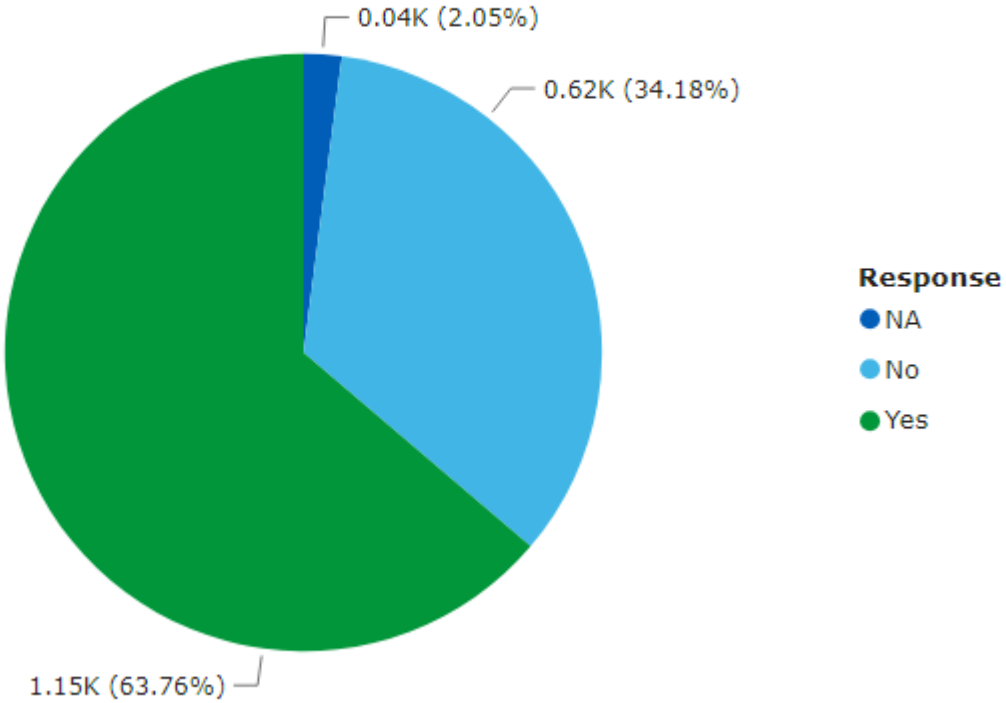
A higher percentage of **Men** feel local health services meet their needs compared to **Women** (**34%** vs **22%**). A higher percentage of those with **no Health Conditions** feel local health services meet their needs compared to those **with Health** Conditions (**33%** vs **19%**)

What do you think makes it harder for people to stay safe and well at home?

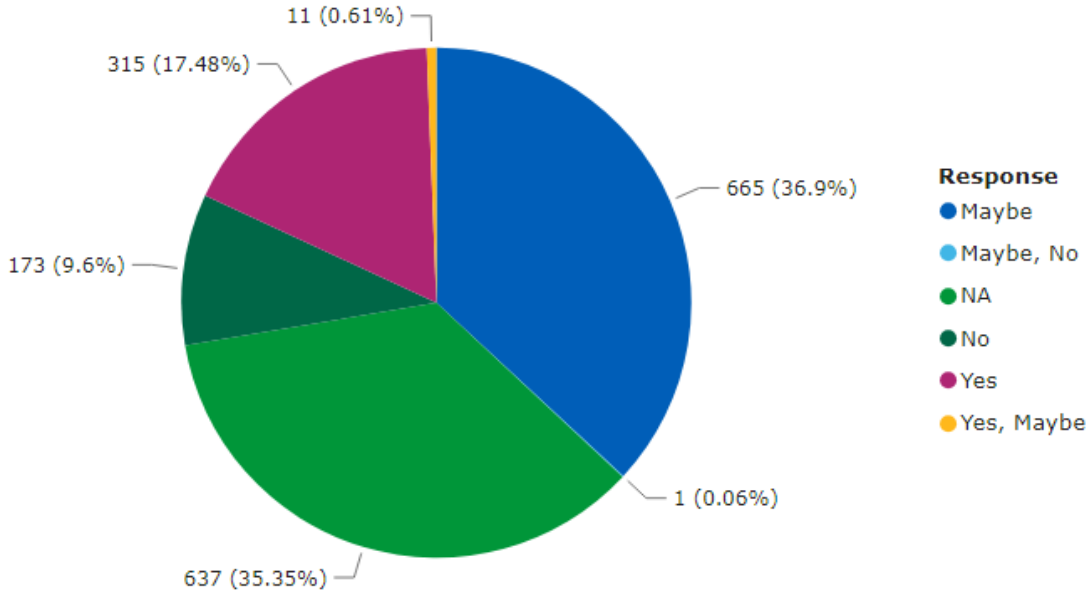


GETTING INVOLVED IN THE FUTURE

Would you like to help shape services in the future?



Would you be interested in joining a local neighbourhood health feedbac...



The **health topics** that interest respondents most are **what is happening in their local area** and **health services for people aged 60+** both at **24%** of responses.

Women were more interested in shaping health services with **71%** of those responding positively to joining a **local neighbourhood group** (Yes or Maybe) being female.

OVERVIEW OF FREE TEXT SURVEY DATA

The dataset contains a very large volume of patient and carer comments (thousands of rows), offering deep insights into public experiences of healthcare and support services in Cornwall & Isles of Scilly. Major themes are highly consistent and reveal systemic pressures affecting access, integration, communication, staffing and local service provision.

⭐ **Headline themes**

- GP and NHS dental access
- Joined-up care and shared records
- Need for more local and community-based services
- Stronger social care capacity and integration
- Improved mental health support (incl. CAMHS & neurodiversity)
- Enhanced support for carers, older people & dementia care
- Transport and accessibility improvements
- Workforce investment & reducing administrative burden

OVERVIEW OF FREE TEXT SURVEY DATA

1. Access to Healthcare Services

- **Key points:**
- Significant difficulty accessing GP appointments (especially face-to-face).
- Online triage (e.g. Klinik) seen as a barrier.
- Long waits for GP callbacks, routine appointments, referrals and therapies.
- NHS dental access described as “almost non-existent.”
- MIU hours limited or sites frequently closed.

Impact: delays, A&E substitution, people presenting in crisis.

2. Workforce Shortages & Capacity

- **Key points:**
- Insufficient GPs, nurses, dentists, MH practitioners, care workers.
- Staff perceived as overstretched and burnt out.
- Poor continuity of care; too few frontline staff.

Impact: shorter consultations, people feeling dismissed, low confidence in services, morale concerns.

3. Communication & system fragmentation

Key points:

- Poor information-sharing between GPs, hospitals, social care, pharmacies.
- Incompatible IT systems.
- Patients repeatedly recounting their story.
- Regular reports of lost referrals and unclear follow-up.

Impact: unsafe episodes, patient burden, organisational confusion.

4. Travel, Distance & Rural Isolation

- **Key points:**
- Long travel times for tests, clinics and surgery (30–80+ miles).
- Poor or absent public transport.
- Parking difficulties and costs.

- **Impact:** missed appointments, people avoiding care, increased strain on carers/families.

5. Insufficient Local Provision

- **Key points:**
- Strong desire for care closer to home.
- Specific requests: local diagnostics, expanded community hospitals, specialist outreach, cottage hospital use, more urgent/minor injury capacity.

OVERVIEW OF FREE TEXT SURVEY DATA CONTINUED...

6. Social Care Quality & Discharge Support
Key points:
- Social care described as overstretched or unavailable.
- Delays in care packages cause discharge delays.
- Poor NHS–social care coordination.
- Carers feel unsupported and uninformed.
- Concerns around safeguarding and dementia complexity management.

7. Dementia Support Needs
Key points:
- Need for earlier diagnosis and clearer information.
- Call for continuity and regular follow-up.
- Practical advice for carers, legal planning, home safety.
- More memory cafés, peer support, dementia nurses.
- Need for greater public awareness to reduce stigma.

8. Mental Health Services
Key points:
- Major issues for CYP, neurodiverse people and those with complex needs.
- Extremely long waits; people “bounced between services.”
- Lack of crisis provision.
- Poor integration with education, GPs, social care.

9. Administration & Gatekeeping Barriers
Key points:
- Difficulties with receptionist triage and rigid pathways.
- Online forms inaccessible for some users.
- Inconsistencies, record errors, and admin mistakes.
  Impact: frustration, loss of trust, disengagement from services.

10. Desire for Holistic, Person-Centred & Preventative Care
Key points:
- Preference for human-led, compassionate care.
- Want services to focus on prevention and early intervention.
- Interest in carers’ support, wellbeing checks and staying well at home.