Cornwall and Isles of Scilly Integrated Care System

Three Habours and Bosvenna

Neighbourhood engagement overview and feedback pack

March 2026

Cornwall and Isles of Scilly Integrated Care System

WHAT'S IN THE NEIGHBOURHOOD ENGAGEMENT EVALUATION PACK



- Introduction
- Neighbourhood area details
- Your neighbourhood health team in action
- Reaching our communities – comms actions
- Photos from neighbourhood health event
- Neighbourhood health event engagement findings



INTRODUCTION

Working in partnership with local neighbourhood health teams and system partners, we delivered four initial neighbourhood health engagement events and ran an online survey, to support the creation of local neighbourhood health plans and develop our neighbourhood engagement approach.

This pack provides an overview of the ‘test and learn’ neighbourhood engagement activity for the wave 1 ‘Three Habours and Bosvenna’ team that took place over November 2025 – March 2026.

Separate evaluation and information packs are available for the online survey, Patient Participation Group engagement and next steps for neighbourhood health engagement.

For any questions, please contact:
ciosicb.engagement@nhs.net

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Neighbourhood Health overview

THIS NEIGHBOURHOOD HEALTH AREA

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- This is the evaluation pack for the Three Harbours & Bosvena Neighbourhood Health Area.

This area covers patients:

- Bosvena Health
- Fowey River Practice
- Lostwithiel Medical Practice
- Middleway Surgery

Engagement activity took place over Jan-Feb 2026.



5

THREE HARBOURS & BOSVENA NEIGHBOURHOOD HEALTH AREA

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Your neighbourhood in numbers:

Population

Compared to England, the age profile of the INT is older but mainly inline with the demographic profile for Cornwall.

43,760
registered patients, 7.5% of total Cornwall and IoS population.

6.9%
registered patients are from ethnic minority groups

% of Pop. by age group



0-24 (24.1%) 25-64 (49.8%) 65+ (26.1%)

- 1,385 with COPD
- 3,415 with diabetes
- 2,180 with heart disease
- 9,460 with hypertension
- 9,275 overweight
- 10,630 smokers
- 8,635 at increased risk due to alcohol

Appointments delivered in Dec 2025

- 12,700 same day appointments
- 1,800 appointments within 1 day
- 3,700 appointments within 2-7 days
- 5% of people did not attend a booked appointment

62% of appointments were face to face

33% of appointments were by telephone

- 7 community pharmacies
- 681 pharmacy first appointments completed
- 1,216,390 prescriptions written across 4 practices

Ambulance service

3,966 Calls

873
Hear & Treat
22.0%

1,274
See & Treat
32.1%

of which 357 Falls

1,819
See & Convey
45.9%

* April 2025 > Oct 2025
* of which 67% from highest areas of deprivation

*

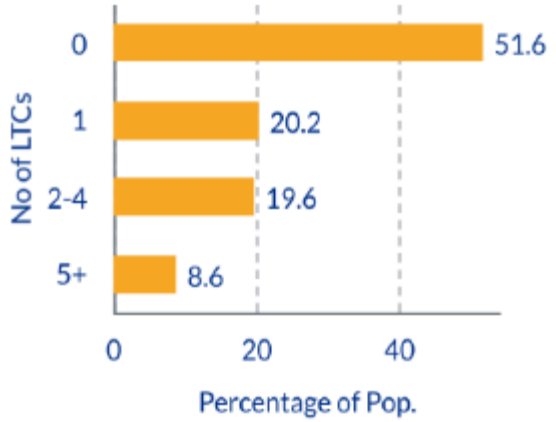
THREE HARBOURS & BOSVENA NEIGHBOURHOOD HEALTH AREA

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Your neighbourhood in numbers:

Health and Wellbeing

Number of Long Term Conditions



People are increasingly living with multiple conditions

- 1 in 4 smoke
- more than 1 in 5 (22%) have high blood pressure
- 6% have low level depression
- 21,2% of patients are obese
- 13% of patients have an asthma diagnosis
- more than 1 in 20 (7.8%) have diabetes

Life expectancy varies:

St. Breward		
Male LE	81.3	84.4 Female LE
Bodmin West	77.6	79.8

Deprivation and Poverty

16% of patients live within the most deprived 20% of areas nationally. Higher than Cornwall overall.

27.2% of children and young people live in relative low income households (poverty)

12.4% of households are living in fuel poverty

THERE ARE 6 MAIN HEALTH ISSUES IN THIS AREA:

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Being Overweight



Lung Conditions



Heart Conditions



Diabetes



Mental Health



Smoking Illness

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Neighbourhood health in action

WHAT NEIGHBOURHOOD HEALTH TEAMS ARE DOING

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- ✓ **Using data to spot risk early – this can help s**upport older people to stay well and independent for longer.
- ✓ **Making care in the last stages of life more personal -** with round-the-clock support for people and their families, helping more people to be cared for — and die — in the place they choose, surrounded by those they love.
- ✓ Work with partners to reduce long hospital stays and support people to recover at home where possible.
- ✓ **Improve community care for muscle and joint problems -** to reduce the need for hospital referrals.
- ✓ **Reduce unnecessary hospital outpatient visits**



This will help us to:

- Reduce hospital admissions for older people
- Reduce overall hospital admissions, including mental health
- Pay particular attention to the needs of children and young people

THREE HARBOURS & BOSVENA NEIGHBOURHOOD HEALTH AREA

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Helping our older residents to live healthy and happier lives as they grow older.

This helps with supporting people to be independent and enjoy their later years in good health.

Some people may be at risk of illness or injury and can take longer to recover without appropriate care and support.

- Collaborating daily around our patients with the highest needs
- Engaging with partners (RCHT, CFT) to improve intelligence
- Working with voluntary sector organisations to improve access to community health and wellbeing initiatives
- Introduction of falls prevention technology "Gaitsmart"
- Working with colleagues in community nursing teams to better utilise resource.
- Using data and intelligence to identify and support people at increasing risk
- Supporting safe discharges to enable people to spend more time in their homes, and prevent readmission.

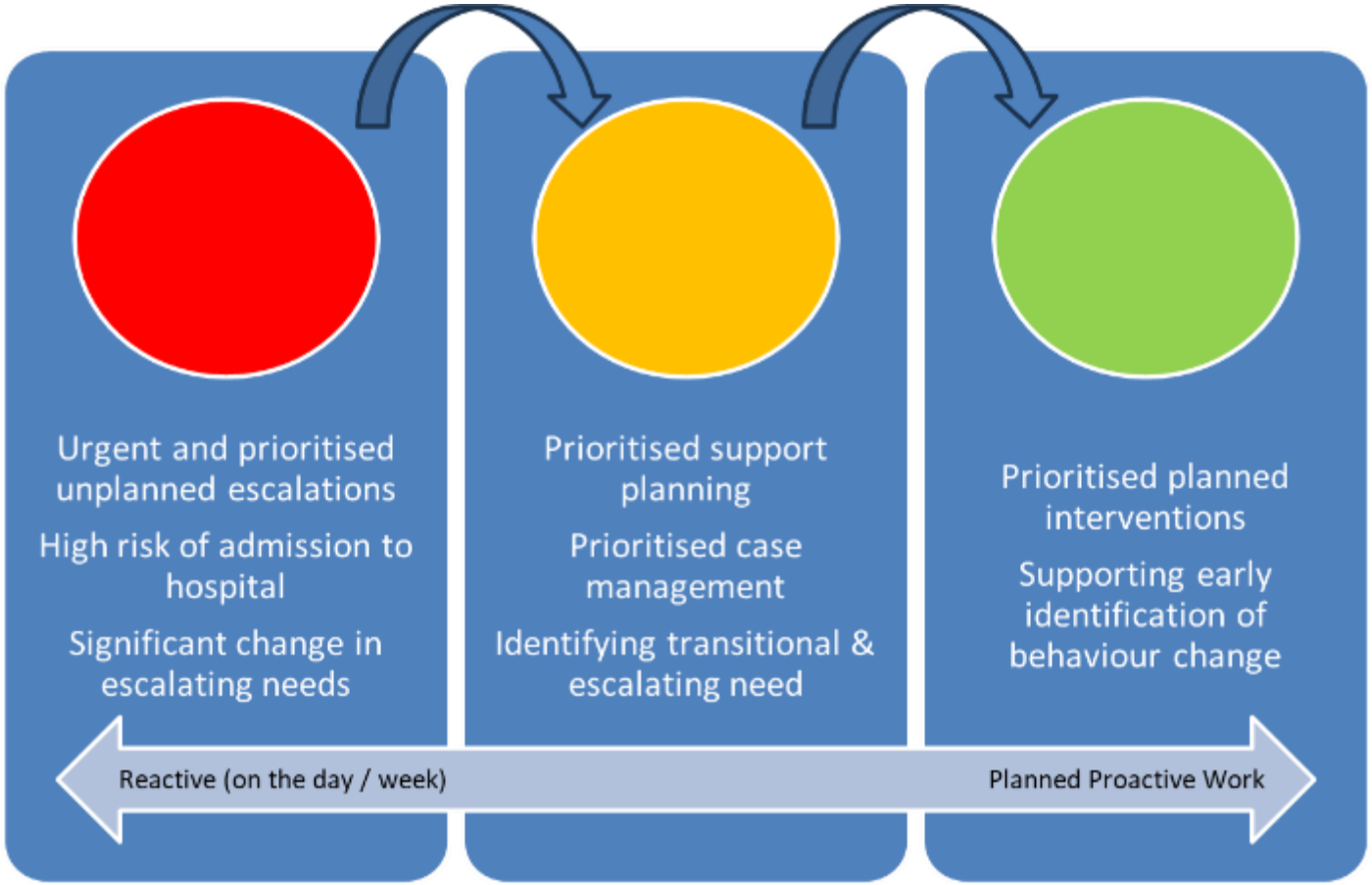
THREE HARBOURS & BOSVENA NEIGHBOURHOOD HEALTH AREA

Cornwall and Isles of Scilly Integrated Care System

Helping our older residents to live healthy and happier lives as they grow older.

How is our model shaping up

Supporting the improvement of outcomes by reducing risk and increasing targeted support



X-RAY CAR: WHAT PEOPLE ARE TELLING US



> Excellent service which minimised the anxiety for mum who has advanced dementia. The practitioners were incredibly understanding, professional and patient.

> Incredibly impressed with the efficiency and professionalism of the team.

> Better than winning the lottery.


NHS

IT ISN'T ALWAYS A GP YOU NEED TO SEE

At your GP surgery and in the neighbourhood team there are a range of health professionals who can help you this includes:

- Nurse practitioners
- Pharmacists
- mental health practitioners
- care coordinators
- social prescribing link workers
- community health and well-being workers
- Physiotherapists
- Adult social care workers

So it's isn't always a GP that you need to see...



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Reaching our communities

Communications to promoting the events and afterwards

NEIGHBOURHOOD COMMUNICATIONS

A communication plan supported the promotion of local events and engagement including:

- Text message invite through GP surgeries
- Social media adverts and posts across ICB, partner and channels
- Printed leaflets and posters displayed locally
- A series of newspaper articles over 4 weeks in local Cornish newspapers – The Voice newspapers and The Cornish Times, - as news items and advertorials.
- Invites sent from Chief Executives/leads in neighbourhood inviting stakeholders (MPs, Cllrs, lived experiences groups)
- Communications toolkits with print and social content, draft articles



CORNISH TIMES

HOME NEWS SPORT WHAT'S ON SEND YOUR STORY PUBLIC NOTICES

SERVICE \ AD FEATURE

Public invited to shape local neighbourhood health planning

What works, what doesn't, what's missing? Public invited to shape local neighbourhood health planning - Sponsored Article

17th Feb 2026 Leave a comment SPREAD THE NEWS



What works, what doesn't, what's missing? Public invited to shape local neighbourhood health planning

Local people are being invited to help shape the future of health and wellbeing services in their neighbourhoods, as we launch the first in a series of public engagement events taking place this February and March.

The neighbourhood health and wellbeing events will give residents, community groups, businesses and local stakeholders the chance to share what works well, what is difficult, and what could be better when it comes to health and support close to home. What people say will help shape neighbourhood services over the year ahead, with more events planned across Cornwall later this year.

This event is aimed at people who are registered with specific GP surgeries, helping neighbourhood health teams to listen and learn about the needs of each neighbourhood.

We are encouraged to attend the event linked to their GP practice and to sign up for workshop, where they can share views in more depth and help influence future plans.

Bracefield, Acting Chief Executive, NHS Cornwall and Isles of Scilly said:

"...ow that the best health and wellbeing services are shaped with communities, not ... These neighbourhood events are about listening – to what's working well, what ...d what's missing – so we can design support that truly reflects people's lives and ...rities.

"...ncourage people to come along, share their experiences and help us shape ...hood health services for the year ahead."

...mas, Place Director for Central Cornwall said:

"Every neighbourhood is different, and local people understand their communities better than anyone. By taking part – whether through a workshop, a drop-in visit or online – residents can help influence how services develop in their own area. This is a genuine opportunity to have your say and help shape health and wellbeing support closer to home."

Neighbourhood events locations and dates:

Lanivet Community Centre: Tuesday 10 February

This event is for patients from Bosvena Health, Fowey River Practice, Lostwithiel Medical Practice and Middleway Surgery, that form part of the Three Harbours & Bosvena Neighbourhood Health Area.

Chi Austel: Tuesday 3 March

This event is for patients from Mevagissey Surgery and St Austell Healthcare, that form part of the St Austell Healthcare Neighbourhood Health Area.

Why come along?

People attending can:

- Share their views and hear from others in their community
- Help shape local health and wellbeing services
- Meet neighbourhood health teams
- Take part in a way that suits them – by booking a workshop, dropping in, or joining online if they can't make the event

To make it easier to attend, a light lunch will be provided, and support with travel is available if needed.

How to take part

- Drop in: anytime from 10am to 4pm
- In-person workshops: from 1pm to 3pm
- Online workshops: from 6pm to 7.30pm

People are strongly encouraged to sign up for a workshop in advance, as this helps plan sessions and gives everyone time to share their views. Drop-ins are also welcome on the day.

https://cios.icb.nhs.uk/get-involved/caring-where-it-matters/







[St Austell residents invited to help shape future of health and wellbeing services | Cornish times]

[Cornwall residents invited to shape local health plans | Cornish times]

Communications toolkit for events

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Each event had its own local promotional materials – social media posts, poster, and wording to use to invite local stakeholders and people.

We also promoted all events together on ICB led comms.

Local event toolkits and comms materials here: Neighbourhood events - Google Drive







PROMOTING EVENTS: LANIVET

We ran a social media campaign to promote the event and highlight how local people were involved.

This includes a film featuring the neighbourhood team which proved the most popular and far reaching social post:

Social media commentary shows:

- Strongly positive reactions to the event
- Several organisations mentioning they attended
- A comment expressing concern about wanting to get a GP appointment instead of attending events
- Requests for slides or follow-up information about the presentation
- Overall sentiment positive, with one criticism relating to GP access.

Facebook post	Reach
STOP scrolling and SIGN UP for this	4112
STOP scrolling - this one's for YOU	9146
Are you a patient at Fowey River Practice (Reel) Are you a patient at Bosvena Health, Fowey River Practice, Lostwithiel Medical Practice or Middleway Surgery?	9,500
Are you a patient at Fowey River Practice (Reel) Looking forward to our first Neighbourhood health event tomorrow with Fowey River Practice Bosvena Health Lostwithiel Medical Practice Middleway Surgery - hope to see you there!?	4,600
We're at Lanivet Parish Community Centre today why not come along and meet your local neighbourhood team	2630
Are you in and around Bodmin today? Why not pop into Lanivet Parish Community Centre for our neighbourhood health event & meet your local neighbourhood team	1194
Thank you to everyone who came along today to our first neighbourhood health event - wow over 200 people braved the rain	9674
Imagine if our neighbourhood health decisions were made by 6 year olds?	969
TOTAL reach of social media	41,825

NHS Cornwall and Isles of Scilly
Posted by Louise Moore
10 Feb ·

We're at Lanivet Parish Community Centre today why not come along and meet your local neighbou... more



See insights and ads Bo

13 3 commen

Like Comment

22:07

NHS Cornwal... 9+

All Photos Reels More

NHS Cornwall and Isles of Scilly
Posted by Lucy Tuson
12 Feb ·

Imagine if our neighbourhood health decisions were made by 6 year olds? Where would t... more



See insights and ads Boost post

8

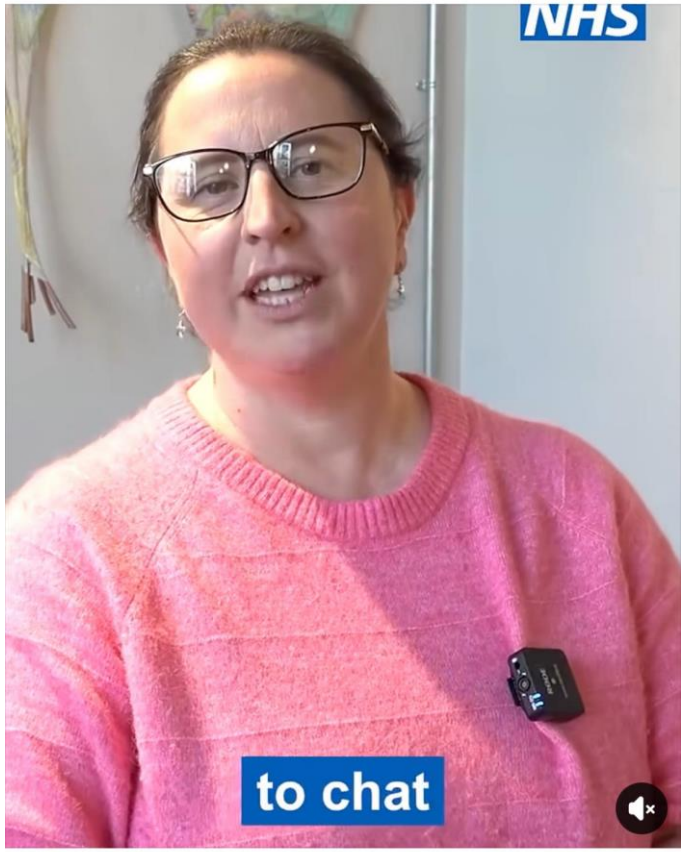
Like Comment Share

22:12

NHS Cornwal... 9+

All Photos Reels More

Fowey River Practice
Lostwithiel Medical Practice... more



See insights and ads Boost again

15 1 comment 14 shares

22:10

NHS Cornwal... 9+

All Photos Reels More

Like Comment Share

NHS Cornwall and Isles of Scilly
Posted by Lucy Tuson
10 Feb ·

Are you in and around Bodmin today? Why not pop into Lanivet Parish Community Centre for our... more



See insights and ads Boost post

9 1 comment 1 share

Like Comment Share

NHS Cornwall and Isles of Scilly

Cornwall and Isles of Scilly Integrated Care System

Photos from the event





Lanivet Community Centre – Tuesday 10 February

Over 200 people attended the different sessions over the day:

- Primary school session
- Patient participation group meeting – this includes members from the North and East ICA
- In person and online neighbourhood health workshop
- Health and wellbeing market place with drop in session









Drop in sessions and health and wellbeing market place

- Neighbourhood health teams ran a drop in session to talk to people and get feedback to our questions over the day using posters/post it notes, creative drawings and 121 conversations
- Over 20 health and wellbeing stalls promoting local organisations and community groups throughout the day.





CREATIVE ENGAGEMENT – PRIMARY SCHOOL SESSION

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Lanivet Primary School

Local students, aged 5-6 years joined our neighbourhood health creative session to discuss what is a neighbourhood, what does it need to be healthy and well, where should monies be spent and importantly they designed/draw the healthy neighbourhood they would like to live in the future.


Marker
60






AI-generated content







Workshop sessions – included in person and online options

Local people took part in a 2 hour workshop where the neighbourhood team explained:

- Who the neighbourhood team are and what the intention is for neighbour health
- The population health need – using local population health data and our online survey findings
- Specific examples of neighbourhood health in action – through films and case studies
- Neighbourhood health questions to help us shape local neighbourhood health plans





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Neighbourhood findings

Residents want easier access to care, clearer communication, support to manage their health, and stronger community connections to reduce loneliness and improve wellbeing.

KEY THEMES FROM DROP IN SESSION

🩺 Access to health services

- Difficulty getting GP, dental, midwifery and physio appointments
- Long waits; delays with prescriptions
- Loss of local services → more travel
- Frustration with phone systems and communication

💻 Digital barriers & opportunities

- Online tools appreciated once understood
- Need support to build digital confidence
- Free Wi-Fi / digital access needed for some
- Risk of people being “left behind”

🤝 Community & connections

- Loneliness significant, especially for older people
- Interest in social prescribing, buddy schemes, local activities

📘 Health knowledge & self-care

- High demand for clear info on long-term conditions
- Need for simple guidance and health literacy support
- Requests for prevention advice and practical help

🚙 Transport, infrastructure

- Rural isolation and poor transport
- Need better planning, parking and safe routes
- Interest in using local environment for wellbeing

👩‍⚕️ Workforce & capacity

- Perception of not enough GPs, dentists, nurses
- Services feel more limited evenings/weekends

🌱 Community strengths

- Local hubs and voluntary groups valued
- Appetite for health education sessions and peer groups

⭐ Local priorities

- Older people’s support
- Mental health
- Lifestyle and prevention
- Tackling isolation
- Access to NHS dentistry
- Faster referrals and clearer communication


facilities
dental
happening
care
access
notes
improving
controls
planners
build
long
online
late
severe
partially
accessibility
include
copd
bodmin
diet
economic
locally
make
community
isolation
speed
telephone
voluntary
repeat
unavailable
anything
early
doctors
needed
group
cancer
road
delays
pressures
issues
getting
appointment
detailed
healthy
week
person
check
booking
education
transport
trying
tests
walk
location
multiple
address
wanted
sentence
feedback
noted
work
improve
university
facility
opportunities
things
frustrating
social
changed
feedback
consultation
prescribing
diagnosis
wellbeing
general
tier
communication
concerns
lanivet
assets
looking
focus
place
working
example
poor
service
surroundings
impossible
first
provision
patient
physio
environmental
reduced
digital
people
local
dentist
reception
referrals
lack
good
mental
young
support
system
midwife
knowing
suitable
injury
rate
funding
hard
incomplete
lower
continuity
important
feel
hospitals
wait
gets
units
lacking
summary
efficiency
interested
health
blood
covered
unfair
borough
confusing
neighbour
keep
healthier
rural
already
lines
tongue
need
self
around
unclear
given
times
reported
able
triage
baby
choices
noted
elderly
lifestyles
travelling
waiting
housing
help
workforce
comes
walking
hurses
minor
level
parking
areas
sessions
never
think
longer
offered
prescriptions
loneliness

IN PERSON WORKSHOP KEY THEMES

Residents want accessible services, practical support to stay well, clear communication, and stronger community connections — delivered locally, affordably and in partnership with trusted NHS leads and VCSE groups.

1 What do you think are the main health conditions?

- **Long-term conditions:** obesity, hypertension, diabetes, COPD, heart disease, arthritis, chronic pain
- **Mental health:** widespread concerns, especially among men; stress, depression, isolation
- **Age-related conditions:** dementia, frailty
- **Lifestyle-related issues:** smoking-related illness, low physical activity, unhealthy eating
- **Access issues:** difficulty getting GP appointments linked to worsening conditions
- **Importance of prevention:** interest in working with VCSE partners on early support

Key Takeaway: Residents see a mix of long-term physical conditions and significant mental health needs — strongly influenced by lifestyle factors and access challenges.

2 What would help people with these health conditions?

- **Education & clear information:** practical health education, prevention advice, simple communication
- **Support groups:** peer support, community groups, condition-specific sessions
- **Lifestyle support:** free or low-cost exercise, healthy eating classes, smoking cessation
- **Addressing wider determinants:** support with poverty, jobs, financial issues
- **Improved access & signposting:** better awareness of services, clear communication
- **Closer-to-home support:** community delivery, trusted VCSE involvement

Key Takeaway: People want practical, local, affordable support — combined with better information and stronger peer networks to help manage long-term conditions.

IN PERSON WORKSHOP KEY THEMES

3️⃣ How do we create communities where it's easier to be healthy?

High-Level Themes

- **Affordable, local activities:** friendly exercise classes, subsidised swimming, free/low-cost wellbeing options
- **Use existing spaces:** village halls, community kitchens, community hubs, "one-stop shops"
- **Better transport:** community transport, rural bus solutions, reducing parking barriers
- **Healthy environments:** safer walking routes, access to green and blue spaces, healthier takeaway options
- **VCSE partnerships:** activity groups, social prescribing, tailored support for people with LTCs
- **Social connection:** peer groups, taster days, buddy systems
- **Clear information:** accessible list of services, community-wide signposting

Key Takeaway: Communities want practical, local, people-centred solutions that make healthy behaviours easy, social, affordable and accessible.

🌩️ What feels frustrating, confusing or unfair locally?

High-Level Themes

- **Access to GP services:** long waits, repeat attempts for appointments, unresponsive systems
- **Digital exclusion:** long online forms, not suitable for older people or people without tech
- **Inequalities:** cost of living, transport, digital access, impacting ability to stay healthy
- **Communication gaps:** unclear appointment information, poor follow-up, mixed messages
- **Mental health barriers:** long waits, limited emergency support, poor access for children
- **Fragmentation:** lack of joined-up systems, people repeating their story
- **Environment & experience:** unwelcoming surgery environments, feeling "not listened to"

Key Takeaway: People experience major barriers accessing care — digital, financial, communication-related — leaving many feeling excluded, frustrated, or unheard.

IN PERSON WORKSHOP KEY THEMES

Residents want accessible services, practical support to stay well, clear communication, and stronger community connections — delivered locally, affordably and in partnership with trusted NHS leads and VCSE groups.

5 What small changes could make a big difference?

High-level themes

- **Better signposting:** simple directory of services, maps, "what's on" guides
- **Peer support:** cafés, condition-specific groups, IT volunteers
- **Community spaces:** kitchens, gardens, hubs, evening/weekend services
- **Community transport:** practical solutions for rurally isolated residents
- **More local health support:** one-stop clinics, screening, vaccination in community spaces
- **Strengthening existing groups:** VCSE organisations, grassroots support networks
- **Environmental improvements:** benches, walking routes, safe green spaces

Key Takeaway: Small, low-cost community solutions — especially better information, peer support, and accessible spaces — would significantly improve people's ability to stay healthy.

6 What's the best way to keep people informed and involved?

High-level themes

- **Online + in-person mix preferred:** clear preference for hybrid options
- **Multiple channels:** email, Facebook groups, text, printed updates – using existing and connecting to GP bulletins/well used local FB groups
- **Local groups:** interest in joining feedback groups if inclusive and accessible
- **Accessibility:** ensure older people and those offline are not excluded
- **Love / hate for WhatsApp:** strong preference against it as a communications tool for some, others keen

Key Takeaway: Use a hybrid, multi-channel approach — online, email, community groups and in-person options — ensuring inclusivity across ages and digital abilities.

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HOW DO WE CREATE COMMUNITIES WHERE IT'S EASIER TO BE HEALTHY RATHER THAN SICK?



ONLINE WORKSHOP (EVENING) KEY THEMES

⭐ Headline takeaways

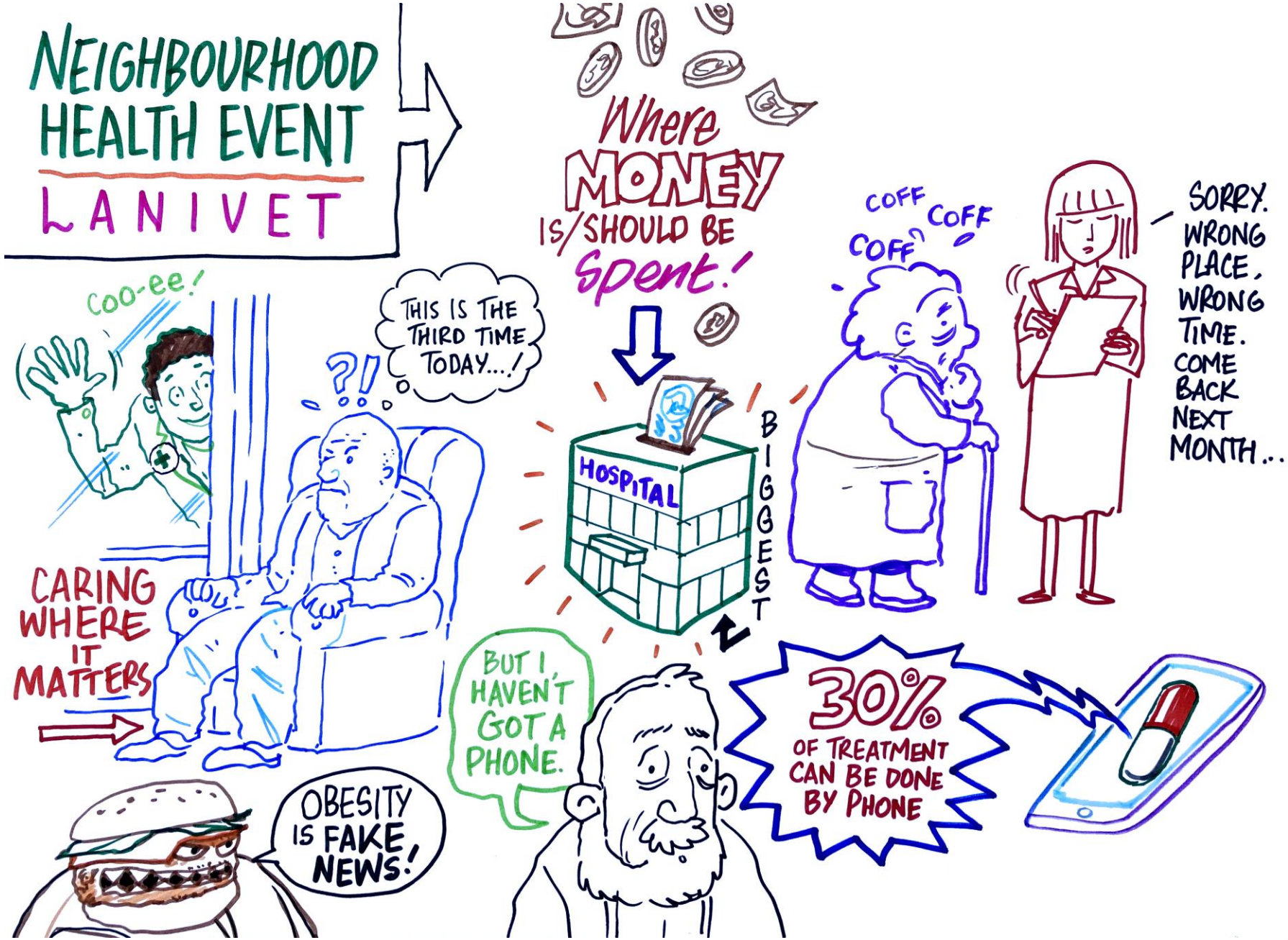
- People want local services, clearer communication and prevention
- People also want and need education, information and connection to manage their health confidently
- Concerns over poverty and fuel poverty strongly shape health outcomes
- Nutrition and practical support would make a real difference - healthy weight, nutrition understanding and affordability of healthy food
- Transport and digital exclusion limit access to care

🚧 Common Barriers

- Rural transport challenges; difficulty reaching services
- Lack of clear, accessible and reliable information
- Digital navigation difficulties; need for improved health literacy
- Cost barriers: food, travel, activities, services
- Long waits for mental health support and difficult transitions to adult services
- Privacy issues at reception desks; appointment confusion
- Pharmacies overstretched; delays collecting medication
- Multiple contact routes causing confusion

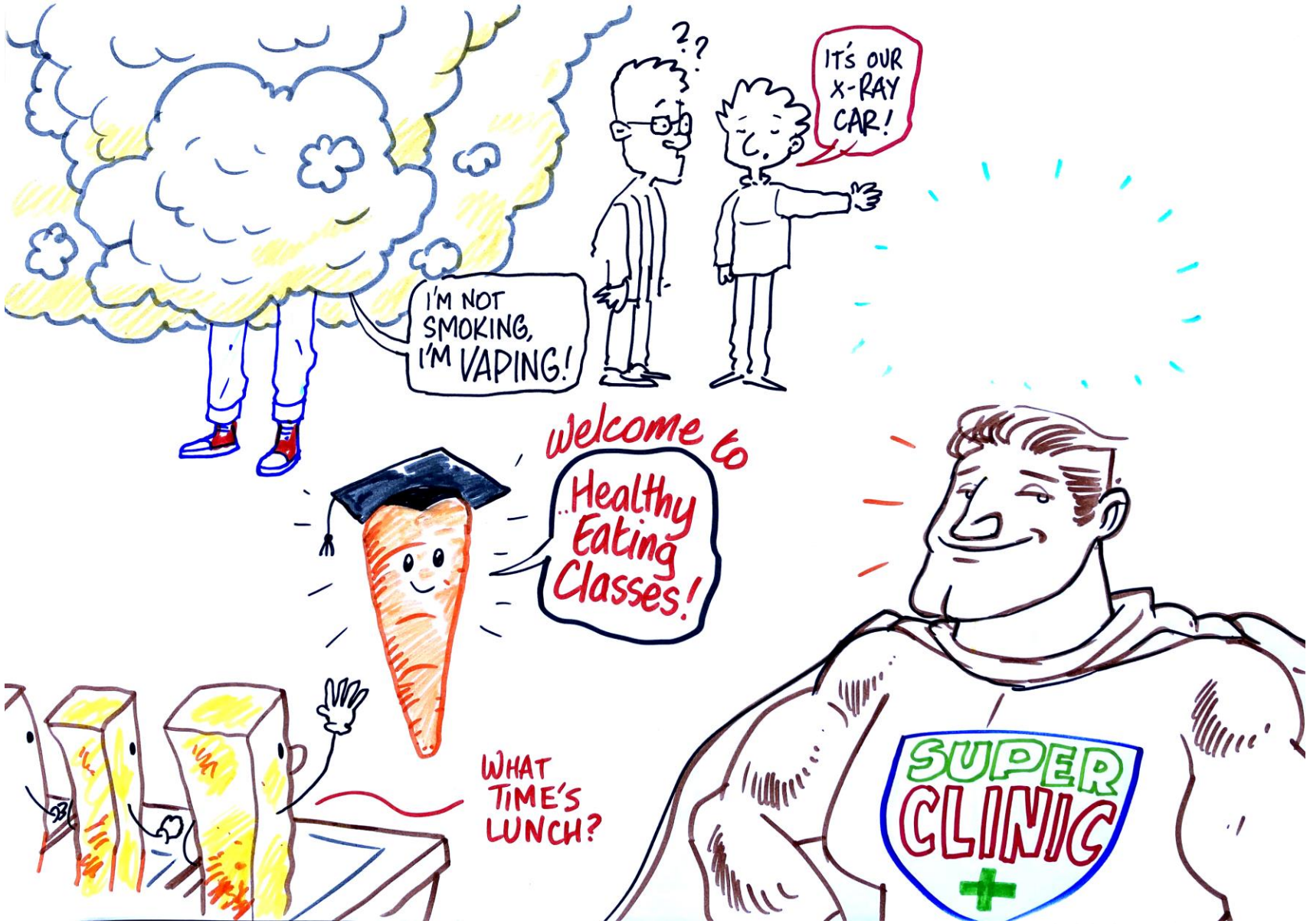
💡 What would help most

- Proactive, personalised care closer to home — neighbourhood teams reaching more locally
- Practical nutrition support (cook-and-eat sessions, skills development, borrow equipment)
- Better education for families on managing health conditions, neurodiversity, mental health, diet
- Local, affordable exercise and wellbeing opportunities
- Reliable transport options and/or mobile services
- Clear, consistent communication from practices
- Help building digital confidence and navigating systems
- More screening, checks and prevention services
- Opportunities to meet others and reduce loneliness


NEIGHBOURHOOD HEALTH EVENT
LANIVET
Where MONEY IS/SHOULD BE Spent!
COFF COFF COFF
SORRY. WRONG PLACE. WRONG TIME. COME BACK NEXT MONTH...
coo-ee!
?!
THIS IS THE THIRD TIME TODAY...!
CARING WHERE IT MATTERS
HOSPITAL
BIGGEST
BUT I HAVEN'T GOT A PHONE.
30% OF TREATMENT CAN BE DONE BY PHONE
OBESITY IS FAKE NEWS!

CREATIVE ENGAGEMENT

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