Cornwall and Isles of Scilly Integrated Care System

North Kerrier

Neighbourhood engagement overview and feedback pack

March 2026

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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 team for ‘North Kerrier’ 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 North Kerrier Neighbourhood Health Area

This area covers patients:

- Carn to Coast
- Godolphin Health
- Harris Memorial Surgery
- Leatside Health Centre
- Veor Surgery



5

North Kerrier (INT)

Population Health Overview

Appointments delivered in Dec 2025

19,400 same day appointments

2,300 appointments within 1 day

6,100 appointments within 2-7 days

5% of people did not attend a booked appointment

54% of appointments were face to face

44% of appointments were by telephone or online

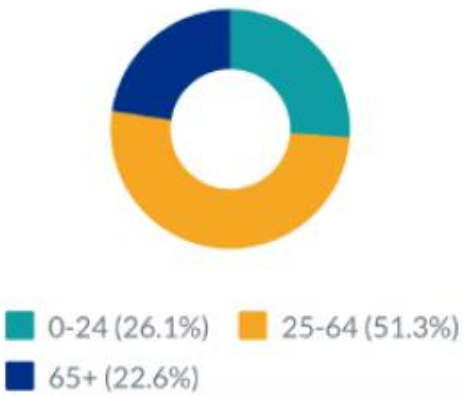
Population

Compared to Cornwall, the age profile of the INT is younger due to higher proportions of children aged under 15 and those in the 30-39 and 50-59 cohorts

70,160
registered patients, 7.5% of total Cornwall and IoS population.

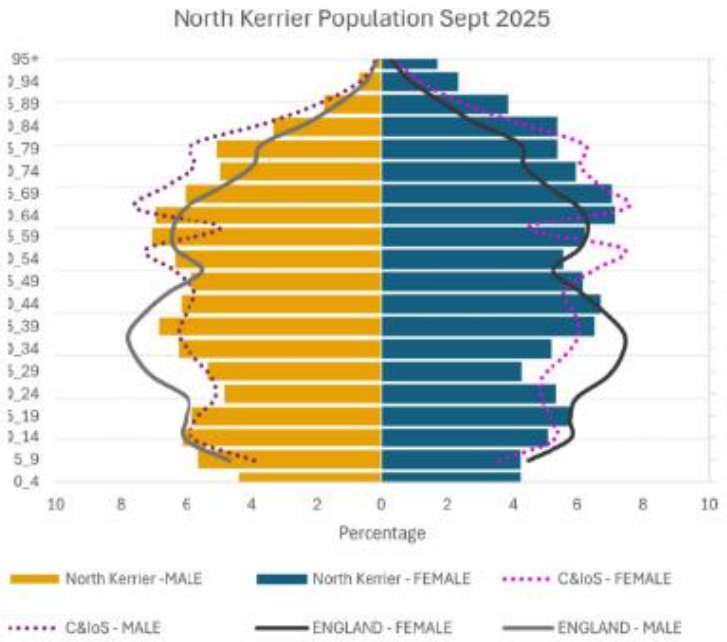
15.6%
registered patients are from ethnic minority groups

% of Pop. by age group



5 x Practices

- Carn to Coast
- Harris Memorial
- Godolphin Practice
- Leatside
- Veor



Deprivation and Poverty

29% of patients live within the most deprived 20% of areas nationally. Higher than Cornwall overall.

26.8% of children and young people live in relative low income households (poverty)

11.8% of households are living in fuel poverty

THERE ARE 5 MAIN HEALTH ISSUES IN YOUR AREA:

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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

NORTH KERRIER NEIGHBOURHOOD HEALTH AREA

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- North Kerrier has an established group of partners across North Kerrier working together to support Neighbourhood Development:
- All practices
- RCHT
- CFT
- Council and Parish Councillors
- Healthy Cornwall
- Public Health
- Care Homes
- Voluntary Sector partners

PROACTIVE CARE IN NORTH KERRIER

- The Proactive Care Team finds and support people living with moderate to severe ‘frailty’ earlier, before crises occur.
- The team work together to deliver joined-up, person-centred care in the community for those people. Includes clinical practitioners, care coordinators, pharmacists and therapists
- Move from reactive and fragmented support to coordinated support that focuses on what matters most to each individual, helping them remain independent for longer.
- It’s making a difference to local people, keeping them out of hospital and helping them to live happier and healthier lives
- We’re also working to reach people that find it hard to have health appointments or who use our services more frequently – to see what else we can do to help them



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.

CAMBORNE AND REDRUTH COMMUNITY DIAGNOSTIC CENTRE NOW OPEN

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Faster scans, shorter waits as new Community Diagnostic Centre delivers for local people across Cornwall



COMMUNITY HEALTH AND WELLBEING WORKERS IN CAMBORNE, REDRUTH AND POOL

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A collaboration between the NHS and the voluntary sector to support people who need to most help in our communities.

It's not just about healthcare – it's about building relationships, trust, and helping people navigate the complex web of health, housing, and social care services.

Around 60 community workers in 9 local areas supporting 600 people with more planned for 2026/27.

Many of the workers are recruited from the local communities they serve, offering personalised, one-on-one support to individuals and families who often face barriers in accessing traditional services.



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

- So it 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.

The 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.

People are encouraged to attend the event linked to their GP practice and to sign up for a 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:

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

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

Thomas, 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

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: CAMBORNE

Facebook post	Reach
Camborne residents - this is for YOU	9382
If you're a patient with Carn to coast	24.1
Calling patients from Carn to Coast (pre-event reel)	3.8k
Calling patients from Carn to Coast (on the day reel)	3208
We're in full swing at the Camborne Neighbourhood health event. Come along and have your say!	3740
What a fantastic day	4918
What a fantastic second Neighbourhood Health and Wellbeing event in Camborne today!	3028
TOTAL reach	52,176

Social media commentary

- Frustration about GP access
- Questions about what help is available, event purpose, and where health centres are based
- Some praise ('nice idea')

Link to event promotional film:
https://youtube.com/shorts/3YRoE6ANKFI

22:08

NHS Cornwal... 9+

All Photos Reels More

NHS Cornwall and Isles of Scilly
Posted by Matthew Fox
11 Feb ·

We're in full swing at the Camborne Neighbourhood health event. Come along and have your say!... more



See insights and ads

Godolphin Health + 22

Like Comment

22:11

NHS Cornwal... 9+

All Photos Reels More

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

Calling all patients from Carn to Coast, Godol Health, Harris Memorial Surgery, Leatside He... more



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NHS Cornwall and Isles of Scilly
Posted by Matthew Fox
11 Feb ·

Calling all patients from Carn to Coast, Godolp Health, Harris Memorial Surgery, Leatside He... m



See insights and ads Boost reel

CHBN + 7 2 comments 11 shares

Like Comment Share

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

Thank you to everyone who came along today to our first neighbourhood health event - wow o... more



See insights and ads Boost post

59 10 comments 3 shares

Like Comment Share

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

Are you deaf & want to come to our Ca... more



See insights and ads Boost post

disAbility Cornwall & IoS + 4 9 shares

Like Comment Share

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

What a fantastic second Neighbourhood Health and Wellbeing event in Camborne today!... more



ghts and ads Boost post

nwall Mobility + 30 3 comments 4 shares

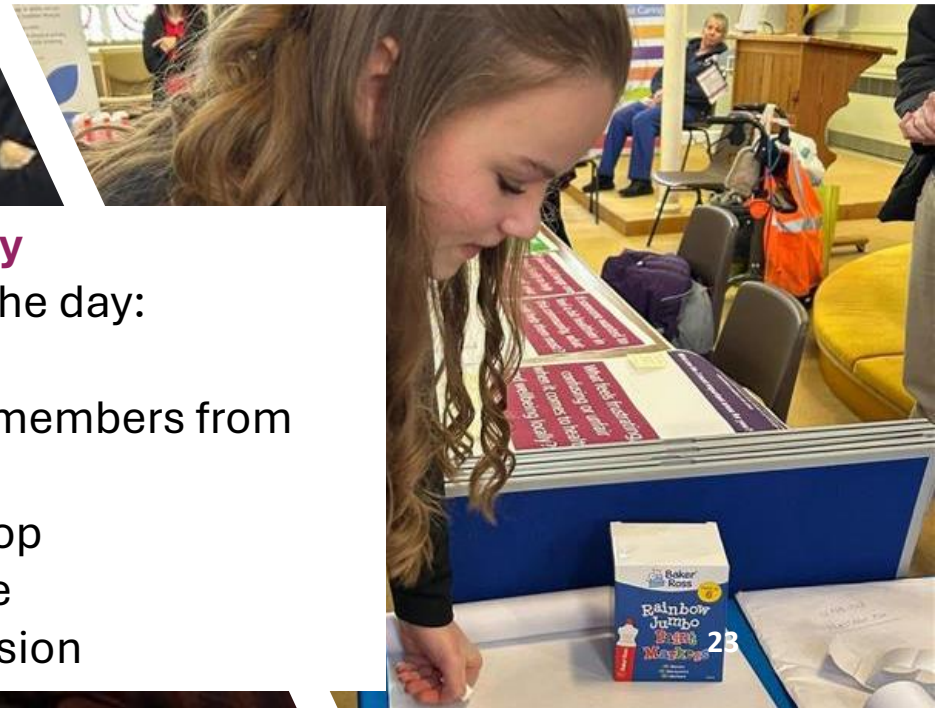
ike Comment Share

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Photos from the event







Camborne Wesley Chapel – Wednesday 11 February

Over 200 people attended the different sessions over the day:

- Secondary school session
- Patient participation group meeting – this includes members from the West ICA
- In person and online neighbourhood health workshop
- Dedicated event for deaf and hard of hearing people
- Health and wellbeing market place with drop in session

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Health and wellbeing market place

Over 20 health and wellbeing stalls promoting local organisations and community groups throughout the day.







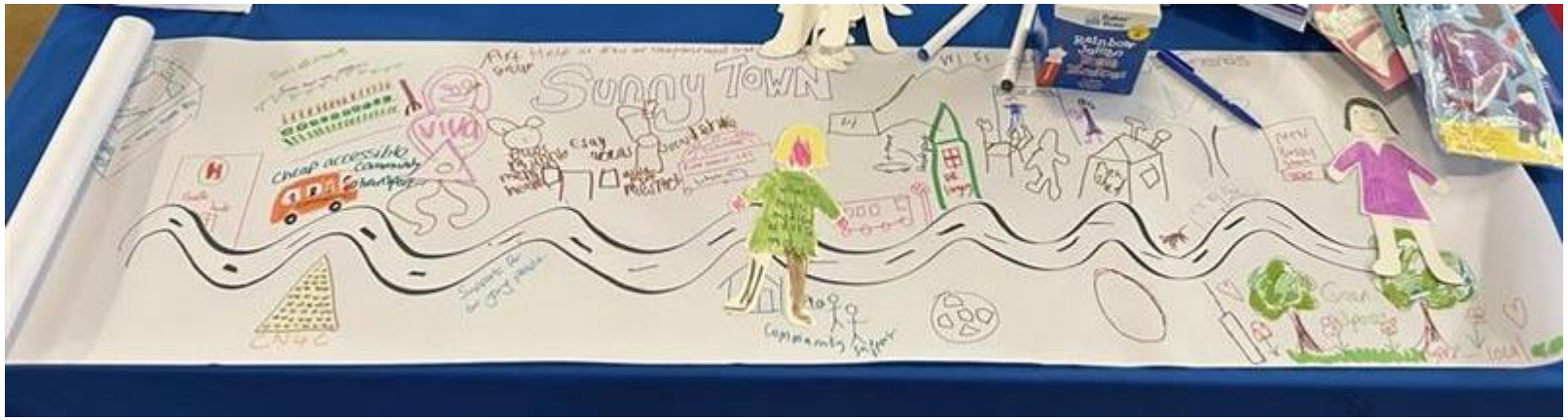












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Drop in sessions

- Neighbourhood health teams ran a drop in session to talk to people 121 and get feedback to our questions over the day using posters/post it notes
- People could also contribute to what a healthy neighbourhood looked like through drawing

CREATIVE ENGAGEMENT – SECONDARY SCHOOL SESSION

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Camborne Science Academy
Local students joined our neighbourhood health creative session with Dr Matt Whiteley which saw them debate, discuss and scenario plan neighbourhood health needs for the area.

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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 accessible, affordable local services, clearer information, smoother pathways, better transport, and more community-based support so they can stay well and connected.

KEY THEMES FROM DROP IN SESSION

🩺 Access to health services

- Difficulty getting GP appointments; repeated calls needed
- Requests for annual health MOTs for people 40+ and 60+
- Need for more local GPs and improved out-of-hours and urgent care
- Lack of NHS dental care and difficulty registering
- Desire for clearer communication and smoother referral pathways

💻 Digital barriers & opportunities

- Limited access to internet (cost and ability) and smart devices
- Low digital confidence affecting use of online systems
- Phone and digital communication issues causing frustration and being unable to book appointments

🤝 Community & connections

- Interest in free/low cost walking groups, social groups, and exercise activities
- Strong willingness to volunteer or join local patient/community groups
- Identified need for men's groups and local social support

📘 Health knowledge & self-care

- Need for clearer information about local services and support
- Interest in cooking classes, free/low-cost exercise, and wellbeing activities
- Desire for earlier intervention for conditions such as COPD and heart disease

🚙 Transport, infrastructure

- Poor transport links, high costs, and long distances to services
- Interest in community buses and safer walking routes
- Recognition of the importance of green spaces

💬 Frustrations with systems and communication

- Busy or cutting-off phone lines; complicated appointment systems
- Feeling not listened to or needing to be more unwell to be seen
- Poor coordination between NHS and social care

⭐ Local priorities

- Better access to GP, dental, and mental health services
- Improved communication about what's available locally
- Reduced waiting times and fewer appointment barriers
- More mental health and carer support
- Warm, safe indoor community spaces

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IN PERSON WORKSHOP KEY THEMES

Residents want accessible services, practical support to stay well, clear information, 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?

- **Mental health**: low mood, stress, depression, isolation
- **Poverty-related health impacts**: cost of living pressures affecting wellbeing
- **Poor housing conditions**: damp, cold, unsuitable homes impacting health
- **Long-term conditions**: diabetes, cardiovascular disease, COPD, respiratory illness
- **Dental health issues**: lack of access to dentists
- Nutrition-related issues: food poverty, poor diet, concerns about ultra-processed food
- **Childhood health challenges**: mental health, diet, eating difficulties
- **Age-related issues**: fragility, falls, mobility problems
- **Digital exclusion**: difficulty accessing services due to online systems

Key Takeaway: A combination of mental health challenges, long-term conditions, poor housing, poverty, and digital barriers shapes people's overall health.

2 What would help people with these health conditions?

- **Proactive, personalised prevention**: early support and a whole-person approach
- **Long-term funding for community offers**: stability for VCSE and local projects
- **Group consultations & easier navigation**: simpler pathways and clearer communication
- **Clear signposting**: information in one place, in plain language
- **Healthy living support**: affordable food options, access to exercise and wellbeing support
- **More community-based services**: care closer to home
- **Digital support**: help using NHS apps and alternatives for those unable to use digital tools
- **Joined-up care**: shared care plans and better coordination

Key Takeaway: People want practical, local, affordable support, with clear information and coordinated services to help them stay well.

IN PERSON WORKSHOP KEY THEMES

3 What makes communities healthier?

- **Accessible services**: including face-to-face options, BSL interpreting, Makaton
- **Quality housing**: safe, warm and suitable homes
- **Building on community assets**: local groups, skills and networks
- **Varied local activities**: opportunities to socialise and build confidence
- **Support for young people**: health, wellbeing and food education
- **Better nutrition & affordability**: improved access to healthy food
- **Accessible health education**: formats suitable for different communication needs

Key Takeaway: Healthy communities grow from accessible services, good housing, strong social networks, and safe places for people to connect.

4 What feels confusing or unfair locally?

- Limited resources in remote/rural areas
- Accessibility issues: difficult to reach the right services
- Complex conditions = delayed care: timely treatment stops once needs become more complex
- Transport barriers: not accessible, not affordable
- Lack of clear knowledge: people unsure where to get information
- Varied opportunities: inconsistent offers depending on area
- Waiting lists: long delays for treatment and appointments
- Inconsistent services across Cornwall
- Not being listened to or believed
- Lack of specialist support in some areas
- 5-day healthcare service: limited availability
- Digital systems not working well: using Klinik feels “clunky”

Key Takeaway: People feel the system is inconsistent, hard to navigate, and unfair — especially when complex needs, transport issues, or digital barriers are involved.

IN PERSON WORKSHOP KEY THEMES

5 What small changes could make a big difference?

- Explain benefits of seeing different health professionals
- Long-term funding for local projects
- Affordable, accessible transport to healthcare
- Bring services closer to home through local hubs
- Expand CHWW (community health & wellbeing workers) - they engage people who don't access services
- Shift responsibility away from individuals when wider factors affect health
- More cooking lessons in schools & community spaces
- Expand education initiatives for young people around health, wellbeing and social challenges
- Share partnership working more widely
- Promote kindness and community connection

- **Key Takeaway**: Small, practical improvements — transport, local hubs, consistent funding, community workers, and better youth education — would have a big impact.

6 How do people want to stay involved?

- Strong willingness to continue being involved
- Preference for mixed formats: WhatsApp, online, face-to-face, hybrid
- Word-of-mouth seen as highly effective
- Desire for clearer and more consistent communication
- Interest in yearly in-person events

Key Takeaway: People want flexible ways to stay connected and regular opportunities to shape local health services.


Affordabl
Waiting
support
mental
appointments
food
health
mental
access
care
service
support
transport
job
support
support
community
housing