Cornwall and Isles of Scilly Integrated Care System

Truro

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 ‘Truro’ neighbourhood 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

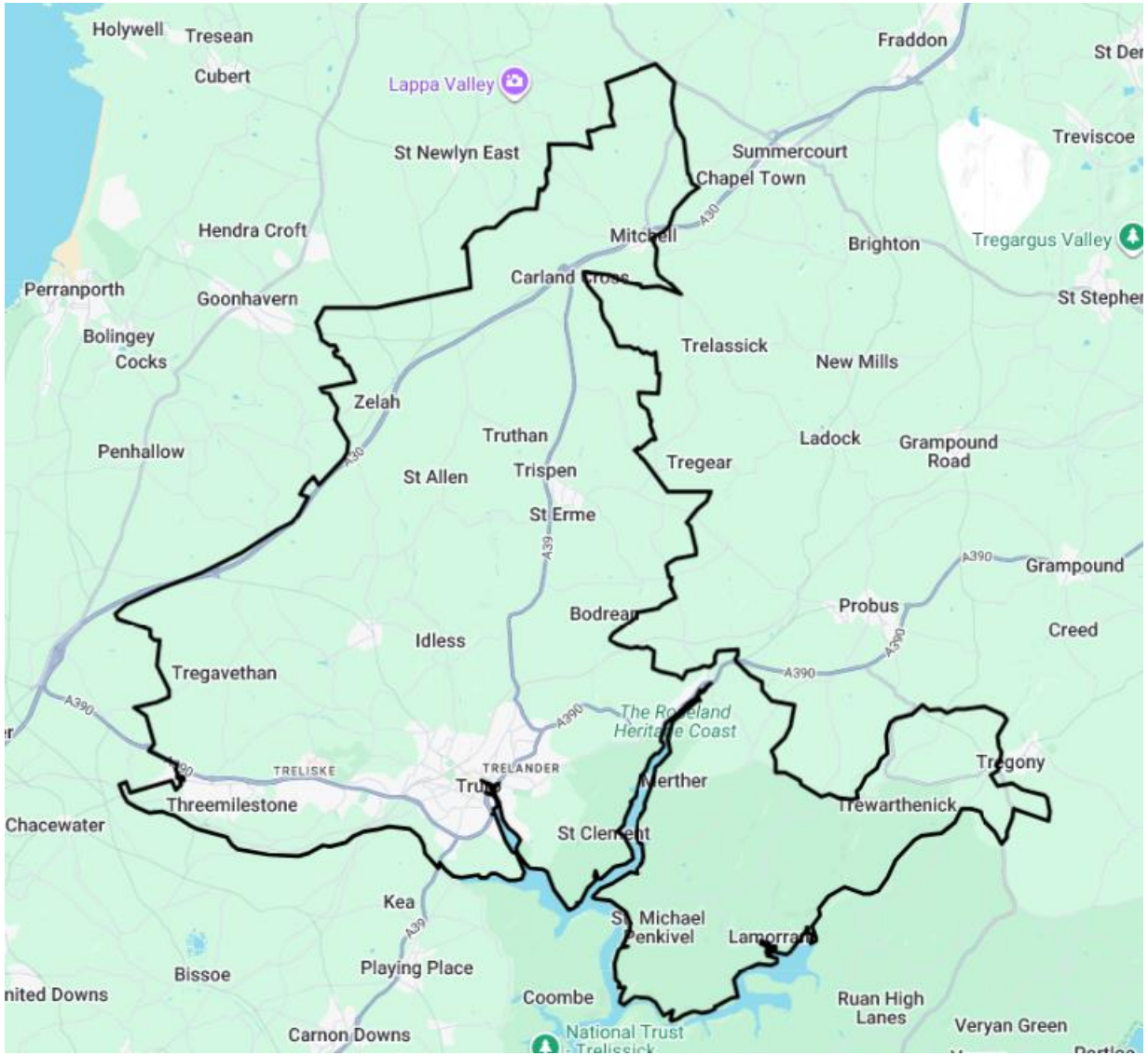
THIS NEIGHBOURHOOD HEALTH AREA

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- Today's event is for the Truro Neighbourhood Health Area.

This area covers patients:

- Lander Medical Practice
- Three Spires Medical Practice



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Truro (INT)

Population Health Overview

2 x Practices

- Lander Medical Practice
- Three Spires Medical Practice

Appointments delivered in Dec 2025

7,717 same day appointments

970 appointments within 1 day

2,921 appointments within 2-7 days

7% of people did not attend a booked appointment

81% of appointments were face to face

17% of appointments were by telephone or online

Population

Compared to Cornwall, the age profile of the INT is younger due to higher proportions of working age adults and fewer older adults aged 60-79

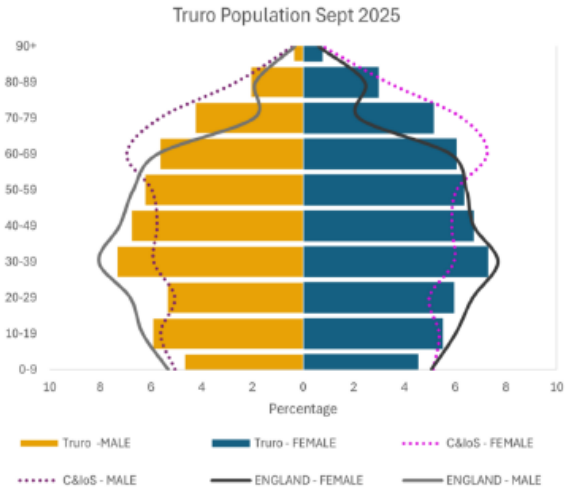
34,640 registered patients, 5.9% of total Cornwall and IoS population.

30.4% registered patients are from ethnic minority groups

% of Pop. by age group

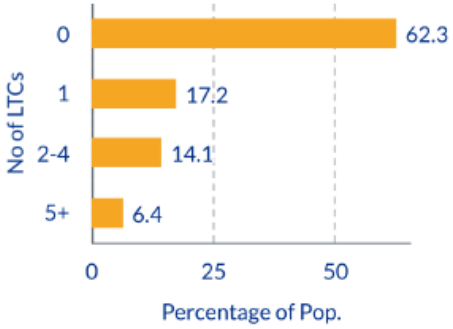


0-24 (27.1%) 25-64 (52.8%) 65+ (20.1%)



Health and Wellbeing

Number of Long Term Conditions



People are increasingly living with multiple conditions

- **nearly 1 in 5 smoke**
- **10% of patients are obese**
- **16% have high blood pressure**
- **10% of patients have an asthma diagnosis**
- **5% have low level depression**
- **1 in 10 (10.4%) have diabetes**

Life expectancy varies:

Chasewater		Truro West
82.2	Male LE	79.1
88.1	Female LE	81.0

Deprivation and Poverty

9% of pensioners claim pension credit due to incomes below the standard minimum

18% of children and young people live in relative low income households (poverty)

10.1% of households are living in fuel poverty

6

THERE ARE 5 MAIN HEALTH ISSUES IN YOUR AREA:

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Top health conditions

in Truro Neighbourhood health area



High blood pressure



Asthma



Diabetes



Overweight



Low-level depression

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Neighbourhood health in action

WHAT NEIGHBOURHOOD HEALTH TEAMS ARE DOING

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- Using data to spot risk early to help local people
- Making care in the last stages of life more personal
- Work with partners to reduce long hospital stays
- Providing ways and support for people to recover at home
- Improve community care for muscle and joint problems
- 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




NHS
Cornwall Partnership
NHS Foundation Trust
Virtual wards: Linda's story

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.

IT ISN'T ALWAYS A GP YOU NEED TO SEE

At your GP surgery 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

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.

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.

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:

"Now that the best health and wellbeing services are shaped with communities, not for. These neighbourhood events are about listening – to what's working well, what 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

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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]







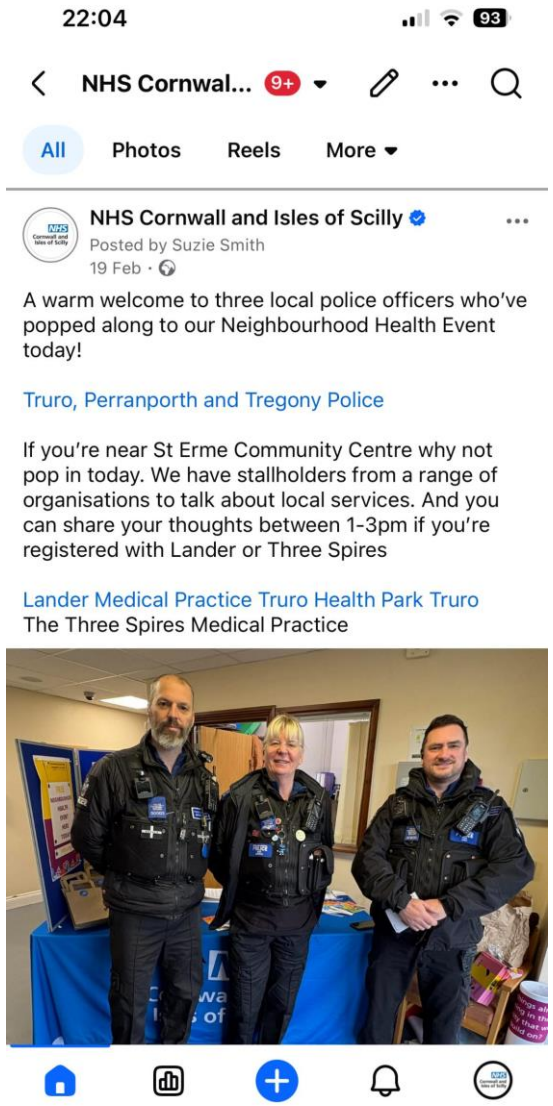
PROMOTING EVENTS: TRURO

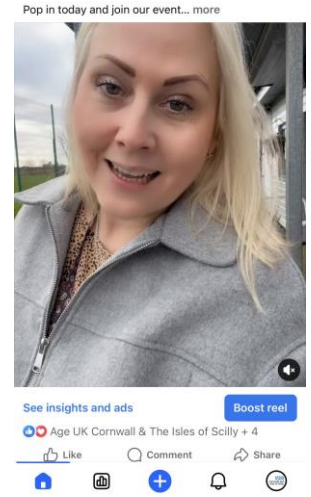
Facebook post	Reach
Are you a patient from Lander Medical Practice and Three Spires Medical Practice that form part of the Truro Neighbourhood Health Area?	18,229
We're looking forward to our Health & Wellbeing Event at St Erme Community Centre on Thursday 19 February	1048
A warm welcome to three local police officers who've popped along to our Neighbourhood Health Event today!	9357
Calling patients of Lander Medical Practice and Three Spires Medical Practice	7167
Come and say hi - Here's a few of our community smallholders, here until 4pm today at our Neighbourhood Health Event	6608
Lovely to see so many people come down today for our Truro Neighbourhood engagement event!	4053
TOTAL reach	46,464

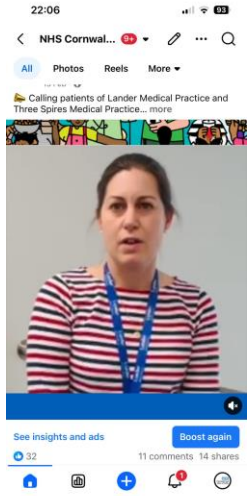
Social media commentary

- Repeated comment: 'Why isn't this in Truro?'
- Several comments about difficult transport or mobility barriers, especially for older people.
- Comments about GP access
- Some positive reactions ('Brilliant!').
- Venue suggestions provided by several users.
- Clarifications sought about timings, workshops, and transport.
- A few positive testimonials about local GP surgeries
- Commentary was reviewed and future comms updated to reflect the points/feedback


6 Feb ·
Are you a patient from Lander Medical Practice and Three Spires Medical Practice that form... more
HEALTH CHECK
FREE
Neighbourhood events
2026
Health and wellbeing event
• St Erme Community Centre
• Thursday, 19 February
• 11am to 4pm
SHAPE
DROP-IN
SHARE
HEAR
Cornwall and Isles of Scilly Integrated Care System
cios.icb.nhs.uk
St Erme Community Centre - NHS Cornwall and Isles of Scilly
Learn more
See insights and ads
Boost again
18
20 comments 9 shares


22:04
93
NHS Cornwal... 9+
All
Photos
Reels
More
NHS Cornwall and Isles of Scilly
Posted by Suzie Smith
19 Feb ·
A warm welcome to three local police officers who've popped along to our Neighbourhood Health Event today!
Truro, Perranporth and Tregony Police
If you're near St Erme Community Centre why not pop in today. We have stallholders from a range of organisations to talk about local services. And you can share your thoughts between 1-3pm if you're registered with Lander or Three Spires
Lander Medical Practice Truro Health Park Truro
The Three Spires Medical Practice


Pop in today and join our event... more
See insights and ads
Boost reel
Age UK Cornwall & The Isles of Scilly + 4
Like
Comment
Share


22:06
NHS Cornwal... 9+
All
Photos
Reels
More
Calling patients of Lander Medical Practice and Three Spires Medical Practice... more
See insights and ads
Boost again
32
11 comments 14 shares


NHS Cornwall and Isles of Scilly
Posted by Lucy Tuson
18 Feb ·
We're looking forward to our Health & Wellbei... more
HEALTH CHECK
FREE
Neighbourhood events
2026
Health and wellbeing event
• St Erme Community Centre
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• 11am to 4pm
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Cornwall and Isles of Scilly Integrated Care System
See insights and ads
Boost post
2
3 shares
Like
Comment
Share

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Photos from the event







St Erme Community Centre – Thursday 19 February

Over 200 people attended the different sessions over the day:

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











Health and wellbeing market place

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













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







Workshop sessions – in person & online

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

- Who the neighbourhood team are and the intention for neighbour health
- 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 clearer information, affordable local activities, and stronger community-based support to manage growing mental health and long-term condition needs, while overcoming transport, cost-of-living and access barriers.

KEY THEMES FROM DROP IN SESSION

🩺 Access to health services

- Difficulty getting GP appointments
- Long waits; delays with prescriptions
- Frustration with phone systems and communication
- Need for improvements to GP services
- Access to specialised care
- Poor access to preventative care
- Heavy delays for referrals
- Need more GP surgeries/local clinics
- GPs' drop-in service not suitable for disabled people
- Need more NHS dentists

💻 Digital barriers & opportunities

- People unsure what is available locally
- Desire for better joined-up digital healthcare
- Phone access issues linked to short staffing

🤝 Community & connections

- Loneliness
- Interest in volunteering, social prescribing, community groups
- Desire for creative groups (knitting, crafts, painting), tea & cake lunches
- Interest in youth clubs and clubs for all ages
- Desire to "share information" and reduce misinformation

📘 Health knowledge & self-care

- Interest in learning to cook and eating more healthily
- Requests for regular health checks and pre-diabetic support
- Need for simple, clear guidance on self-care and conditions
- Concerns about diet, processed foods, and obesity
- Interest in physical activity: green gym, aerobics, swimming, gentle exercise
- Requests for practical prevention support

KEY THEMES FROM DROP IN SESSION

🚙 Transport, infrastructure

- Transport issues widely reported
- Poor bus services; buses leaving people behind
- Need for better, more reliable local bus routes
- Transport costs and affordability
- Transport to GP and job clubs difficult
- Desire for marked walking routes and better footpaths
- Interest in using local environment for wellbeing
- Must drive but cannot afford insurance

👩‍⚕️ Workforce & capacity

- Concern about short staffing
- Perception that everything “takes too long”
- Cutbacks in social prescribing support
- Services feel stretched

⭐ Local priorities

- Affordable access to healthy food
- Access to sports, gym, swimming (including disabled access)
- Support for carers
- Better transport
- Tackling loneliness
- Improving mental health
- More community-focused health facilities
- More green spaces and investment in walking routes


wellbeing
services
environment
referrals
walking
groups
carers
cost
healthy
support
mental
food
volunteering
exercise
cooking
transport
gp
dentists
loneliness
prescriptions
bus
access
footpaths

IN PERSON WORKSHOP KEY THEMES

Residents highlighted difficulties accessing services, the need for clearer information, more local low-cost activities, and stronger support networks — especially around long-term conditions, mental health, menopause, autism support, and healthy lifestyle change.

1 What do you think are the main health conditions?

- **Mental health**: significant concerns; limited availability of mental health services; autistic adults struggle to access appropriate help
- **Long-term conditions**: chronic conditions, pre-diabetes, frailty, falls risk
- **Menopause:** difficulty accessing female GPs; limited menopause support
- **Dental issues**: difficulty finding an NHS dentist; affordability concerns
- **Access issues**: struggling to get a GP appointment; health centres closing
- **Lifestyle-related issues**: unhealthy eating, need for support with activity and weight management

Key Takeaway: Residents face a mix of mental health, long-term conditions, and menopause-related needs, all made worse by limited service availability, dental access issues, and challenges getting timely GP support.

2 What would help people with these health conditions?

- **Clear, accessible information**: easy-read, disability-friendly guidance; advice lines
- **Support groups**: community groups, peer support, professionally led groups, condition-specific sessions
- **Lifestyle support**: walking groups, low-cost exercise, pre-diabetes courses, healthy eating/cooking groups, compassionate weight-management approaches
- **Better access to services**: quicker access to appropriate services; improved access to mental health care; ability to choose female GP for menopause support
- **Local activities**: nature-based activities, green social prescribing, outdoor/free gyms

Key Takeaway: People want clearer information, local low-cost activity options, and stronger peer and professional support, particularly for mental health, menopause, and long-term conditions.

IN PERSON WORKSHOP KEY THEMES

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

- More walking groups and low-intensity exercise options (including evenings for working people)
- Healthy eating and cooking groups to support lifestyle change
- Green, nature-based activities to build wellbeing
- Community gardens and community larders to support access to healthy food
- Compassionate, non-judgemental support for weight management and behaviour change

Key Takeaway: A healthier community requires accessible, local, social activities and non-judgemental support, especially around activity and healthy eating.

4 What feels frustrating, confusing or unfair locally?

- Difficulty getting GP appointments: long waits, variable online access across GP surgeries
- Inconsistent digital systems between the NHS App and GP systems, online booking restrictions
- Lack of mental health services, particularly in the Truro area, autistic people feeling unsupported
- Lack of dentistry access, affordability issues
- Health centres closing, reducing local access

- **Key Takeaway**: Residents are frustrated by poor access, inconsistent systems, and gaps in mental health and dental care, which make it harder to get timely support.

IN PERSON WORKSHOP KEY THEMES

5 What small changes could make a big difference?

- More local support groups and village-hall activities
- Outdoor/free gym spaces and low-cost exercise opportunities
- Clearer, simpler information about services and support options
- Consistent access across GP digital systems (e.g., booking, information sharing)
- Falls-prevention and low-level exercise classes to maintain independence

- **Key Takeaway**: Small improvements in communication, local activities, and digital consistency could significantly improve people's ability to stay well.

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

- Easy-read, disability-friendly advice
- Clear signposting to groups, courses, and services
- Local groups and events as key touchpoints for sharing information and gathering feedback

Key Takeaway: Residents prefer simple, accessible information and local community channels to stay involved.

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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

- Mental health and long-term conditions are the most significant concerns across all age groups, including children and young people.
- Transport and cost-of-living barriers limit people's ability to access healthy activities, food, and services.
- Prevention and proactive lifestyle support are strongly valued, including help with sleep, weight, activity and healthy eating.
- People want clearer, more consistent information as many do not know what support is available locally.
- Community members emphasised the need for connection, companionship and group-based activities to reduce loneliness.
- Residents are positive about neighbourhood health models and want care delivered closer to home.

🚧 Common Barriers

- Transport issues: unreliable buses, limited routes, difficulty reaching gyms, community groups and health services.
- High costs of leisure activities and healthy food, reducing ability to stay active or eat well.
- Poor visibility of community support — people mainly hear about activities through word-of-mouth.
- Pressure on mental health services: long waits, limited specialist support, gaps between primary and secondary care.
- Difficulty accessing specialist care locally, with some services only available outside Cornwall.
- Parking challenges and poor access for people with mobility issues and carers.
- Frustrations with digital systems, inconsistent booking processes and online tools.
- Lack of evening options for working-age residents (exercise, groups, appointments).

💡 What would help most

- Improved transport solutions: better routes, shuttle options, affordable travel and community transport.
- Affordable access to exercise: free or low-cost classes, taster sessions, walking groups, yoga/Pilates and outdoor gym spaces.
- Consistent signposting and improved awareness of services, activities and social prescribing offers.
- More community-based options using local spaces such as village halls, sports facilities and community centres.
- Practical lifestyle support: weight management, cooking skills, nutrition advice and condition-specific courses.
- Buddying and befriending systems to help people overcome confidence barriers and reduce loneliness.
- Enhanced mental health support: early help, community-based talking therapies, and better options for children and young people.
- Expanded neighbourhood teams providing proactive care at home, rapid response and virtual ward support.

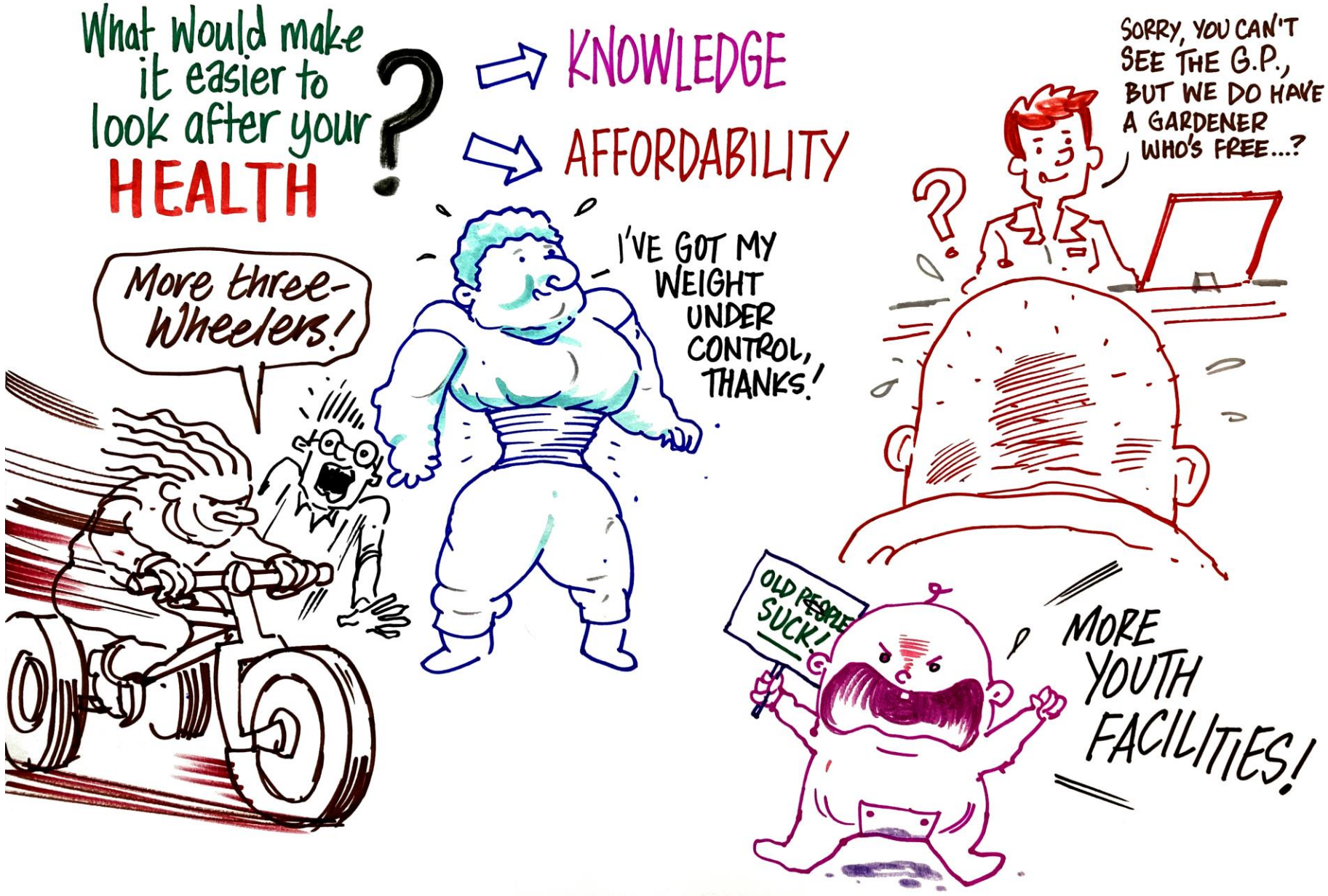
CREATIVE ENGAGEMENT

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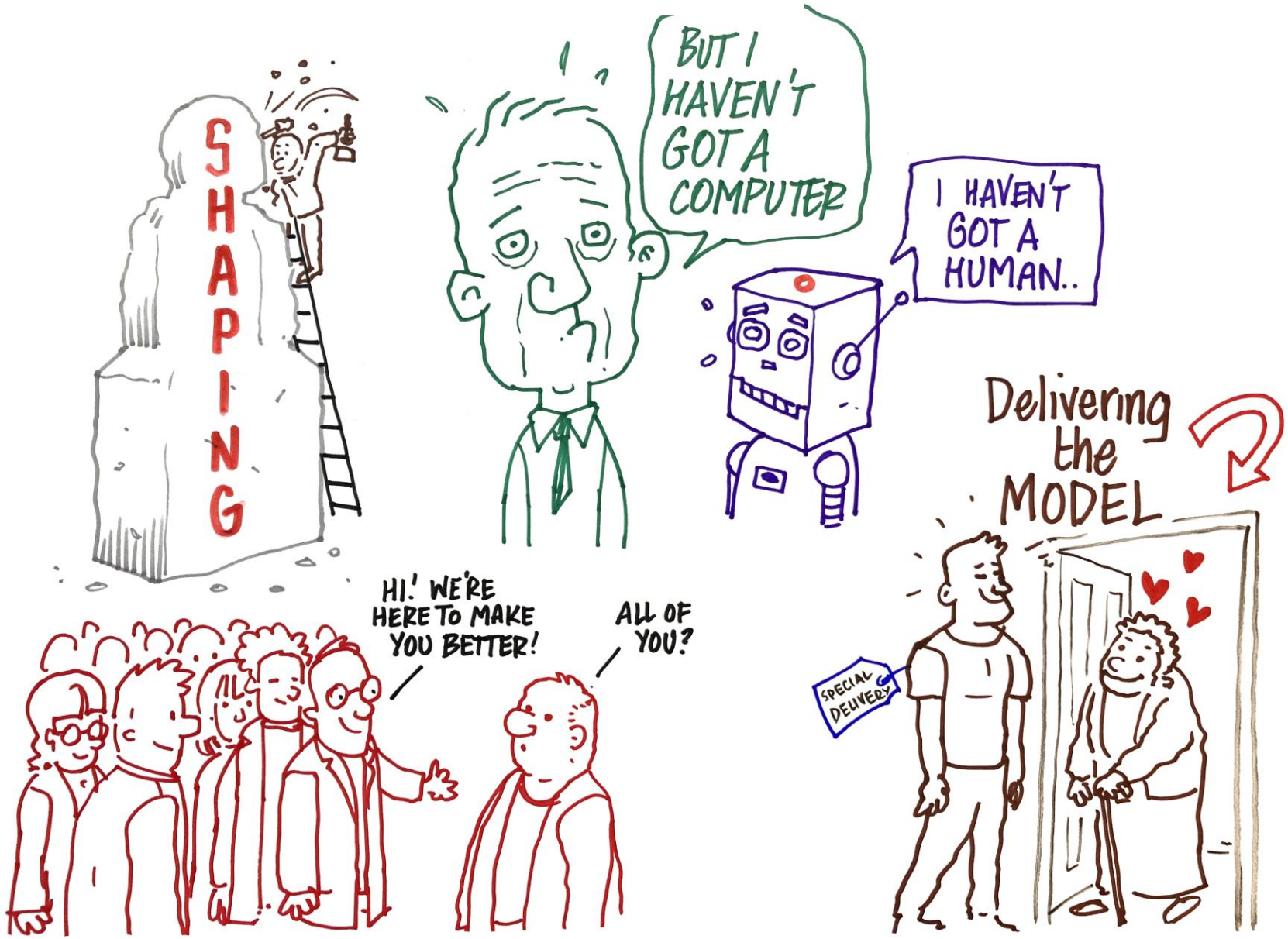
CREATIVE ENGAGEMENT

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