

**People support the idea of providing more care closer to home. However, they want clearer plans, better joined-up working, and real action - not just changes to structures.**

Below is a summary of the key messages.

## 1. The Role of GP Practices

People were unsure how local GP practices fit into the new plans.

- GP practices need to be central to community care, not an afterthought.
- Surgery staff and wider Primary Care teams can help reduce pressure on hospitals.
- It needs to be clearer how GP practices will work with hospitals and community services.

### ✔ What's needed:

A plan for the role that GPs play in the future NHS plans.

## 2. Services Feel Fragmented

Many people said services do not always work well together.

Examples included:

- Delays when patients live in one area but are treated in another.
- Health and social care not always aligned.
- Confusion about who is responsible for what.

### ✔ What's needed:

Better coordination between hospitals, GPs, councils, social care and voluntary organisations.

## 3. Too Much Focus on Crisis, Not Enough on Prevention

People felt the system reacts to problems rather than preventing them.

- Prevention is talked about, but not always funded.
- Voluntary and community groups play a key role but need stable support.
- Community hubs and local buildings could be used more for health support.

### ✔ What's needed:

Real commitment in prevention and community services.

## 4. Social Care, Carers and Dementia Support

People want health and social care to work more closely together.

- Carers and adult social care should be involved earlier.
- There were concerns about dementia services and a lack of updates.

### ✔ What's needed:

Better joined-up planning between NHS services, social care and carers.

## 5. Sharing Information Between Services

People asked about progress on a shared care record.

- There are concerns about legal and technical barriers.
- There needs to be clearer leadership and updates.

### ✔ What's needed:

Transparency about progress and better information sharing between services.

## 6. Access Barriers

### Digital Access

- Not everyone is confident using online systems.
- Older people and visually impaired residents may need extra support.

### Travel and Buildings

- Public transport can be difficult.
- Some buildings are hard to navigate.
- Travelling to unfamiliar places causes anxiety.

### Enable Information

- Support and communication is accessible for all, whether blind/vision loss, deaf/hearing loss, deafblind, easy read or a different language for example.

### ✔ What's needed:

Support people who are not online through accessible transport and buildings, introduce a patient health passport so individual needs and preferences are always met, and improve staff awareness of the Accessible Information Standard and available support.

## 7. Understanding Urgent Care

People are confused about urgent care routes.

- There is a belief that NHS 111 often sends people to A&E.
- People would like clearer explanations about how the system works.

### ✔ What's needed:

Clear, simple information about urgent care options.

## 8. Community Voice

People want:

- More local, face-to-face meetings.
- Updates on previous discussions.
- Engagement that leads to real change.

There is frustration about being asked the same questions without seeing progress.

### ✔ What's needed:

Ongoing local engagement with clear feedback on what has changed.

## Overall

People support care closer to home. However, for it to work, they want:

- ✔ Clearer communication
- ✔ Better joined-up services
- ✔ Real investment in prevention
- ✔ Improved accessibility
- ✔ Visible action following feedback

**We are committed to continuing the conversation with you and ensuring your voices are heard and listened to. If you would like to stay in touch and join our mailing lists and see our previous engagement, then we would love to hear from you.**

For Dudley, please visit our website: [Involvement at Dudley Group – The Dudley Group NHS Foundation Trust](#)

For Sandwell and West Birmingham, please visit our website: [Engagement events and activities \(public, patients and community\) | Sandwell and West Birmingham NHS Trust](#)