

## Neighbourhood Health Engagement Questions: August 2026

### Introduction - Share your views.

We would like to hear your views to help shape how Neighbourhood Health is developed in your local area.

Your responses will be anonymous and will be processed by Kensington and Chelsea Social Council and One Westminster on behalf of the local health and care system. The findings will be combined with feedback from other residents and community organisations and included in a report for the NHS Integrated Care Board (ICB) to help inform the design of Neighbourhood Health. Please see the questions below.

### What is Neighbourhood Health?

Neighbourhood Health is about making health, care and community support work better together in the area where you live.

Your local area is known as a Neighbourhood. This is a community made up of a few nearby wards, such as North Kensington, Church Street and the surrounding area, or Pimlico and South Westminster.

The idea is that services such as GPs, nurses, social care, community services and local charities work more closely together so people receive more joined-up support. This is especially important for people living with several long-term health conditions, or those who need support from lots of different services.

By organising support around smaller local areas, services can better understand the needs of local communities and provide more support closer to home. The aim is to make it easier to get the right help at the right time, reduce the need to repeat your story to different services, and provide more support in the community rather than in hospitals where appropriate.

## Questions

### Section 1: Understanding the Neighbourhood Health Team

1. When you hear the term "Neighbourhood Health Team", what does that mean to you?

- What services or support would you expect to be included?
- What would make it different from services today?

2. If a Neighbourhood Health Team existed in your area, what would you want it to do for you?

3. Who would you expect to be part of that team?

- GP
- Community nurse
- Mental health services
- Social care
- Voluntary and community organisations
- Housing or welfare support
- Other

3a. What services are missing or that you think there needs to be more of?

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4. What would a really good experience of joined-up care look like for you?

### **Section 2: Accessing Support**

5. Where would you prefer place to go to access services?

- GP practice
- Community centre
- Home visits
- Pharmacy
- Hospital
- By phone
- Online/video
- Doesn't matter as long as it's easy

6. In what situations is digital support helpful, and when would you rather see someone face to face?

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### **Section 3: Finding the Right Support**

7. how do you find out about services that you can access?

- GP
- Hospital
- Community organisation
- Family or friends
- Social media
- Google/on a website
- Other

8. How would you like to access support?

- Being referred by a professional
- Referring yourself
- Through a community organisation
- A mix of all of these
- other

9. What would make it easy or difficult to get help from the team?

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### **Section 4: Trust, Relationships and Coordination**

10. If you had one key contact within the Neighbourhood Health Team, what would you want that person to do?

11. What helps you trust health and care services?

12. What gets in the way of feeling supported or understood?

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### **Section 5: Priorities**

13. Of the following, which would make the biggest difference to your experience of health and care services?

- Easier access to support

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- Better communication between services
- Having a trusted point of contact
- More support for mental wellbeing
- More support to stay healthy and independent
- Services that better understand my needs and circumstances

14. If the Neighbourhood Health Team could change one thing for people like you, what should that be?