

Milly Southworth

From: Lisa Grigg (Communities Support Assistant) <Lisa.Grigg@cornwall.gov.uk>
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To: South East Cornwall Community Area Partnership

Dear All

Our colleagues at NHS Cornwall and Isles of Scilly have launched '**Caring Where It Matters**', a campaign inviting local people to find out about new local services and share their experiences and ideas to help shape the future of health and care. The campaign is outlined below and includes a link to a survey, which you are invited to complete by 15 December. Please feel free to share this with others who may be interested. Thank you – Localism team.

Caring Where It Matters: Have Your Say

A key part of the campaign will be promoting the range of new services that are improving local access to health and care services including:

- the successful [mobile X-Ray car](#) that significantly improves healthcare access for local people by providing X-rays in the comfort of their own homes or care homes, which sees 80% of patients at home avoiding the need for a trip to the hospital. This runs alongside a 'rapid falls response service' that helps people who have fallen and a Right care car that supports people with frailty or long-term conditions who need urgent healthcare at home.
- Services available through NHS111 including out of hours GPs, mental health crisis support and a palliative and end of life crisis support line
- helping to prevent sickness, not just treating it, through our new [integrated neighbourhood teams](#) and [community health and wellbeing workers](#) who are referenced in the NHS 10 Year Health Plan
- how the NHS is moving from analogue to digital, with [shared care records](#) that enable approved health and care providers to access essential health information about their patients, and our frontline services using [AI to identify and support patients most at risk of a hospital admission](#).

Over the coming weeks, NHS teams will be visiting community venues, local events and town centres to speak with residents and gather feedback. People can also share their views by completing the online survey.

Feedback will inform the development of a new 5-year health and care plan, and support the ambition to provide more services closer to home.

📍 **Look out for NHS pop-ups across Cornwall and Isles of Scilly**

💖 [Complete the online survey](#) or download our [easy read survey](#) and return it to FREEPOST NHS CORNWALL AND ISLES OF SCILLY

📅 Survey closes: **15 December 2025**

For more information about the campaign, please visit: [Caring where it matters](#)

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