

# Community Appointment Days - The Essential Ingredients



## Personalise and humanise

### Remove hurdles to humanity



Take away barriers to human and unhurried care: time constraints, appointment slots, bureaucracy, and physical doors.

### See the whole person



Understanding someone's condition and health in the wider context of their life and supporting from this lens.

### Understand what *really* matters



Front-ended and highly skilled What Matters To You (WMTY) conversations are the key to unlock everything which follows.

## Power participation and connection

### Conversation not consultation



De-medicalise the interaction between people, the content of what is said and the environment.

### Explicitly community-powered



Grow conditions for participation in care which is asset-based, engage with the passion and skill of the community and voluntary sector.

### Let go of ego



Honour the expertise of people seeking care as much as those providing it.

## Purpose-led design

### Data led



Deeply understand the population, who is accessing services and their experiences, who is not and the barriers to equitable care. Demonstrate impact.

### Local flavour



Tailor delivery to the local population, tapping into the vibrant community roots.

### Everyone culture



Care includes colleagues, create purposeful opportunities to nurture, connect, and develop.

Underpinning approach: • Listen and consult • Clear and devolved decision making • Comfort in failing fast • Capture learning