

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