

Agenda

- **Apologies for Absence** (Chairman)
- **Welcome** (Chairman)
- **Presentation by James Roach**
 - Neighbourhood Health and Primary Care Access
 - Working with Patient Participation Groups
 - Questions and Discussion
- **Second Pharmacy in Lee-on-the-Solent** (Chairman)
 - Update on the outcome of the independent NHS review.
- **Date of Next PPG Forum Meeting**
 - 10:00 Tuesday 4 August 2026

Neighbourhood Development across Hampshire & Isle of Wight

July 2026



HIOW Vision for Neighbourhood Health

Everyone in Hampshire and the Isle of Wight lives in a neighbourhood which supports their physical and mental health and Wellbeing. Integrated Neighbourhood Working (INW) brings together capacity and expertise across health, care, and community sectors to deliver seamless, person-centred support.

Asset based – building on the strengths of the individual, their family and community



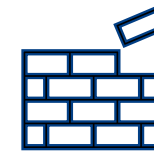
Coordinated and joined up care



A focus on targeting and reducing inequalities



Builds on and learns from what is already working well



Co-produced with communities and all those working with them



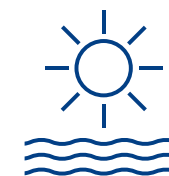
Population Health Data driven



Based in and for the local community



Focus on prevention and early intervention



Through neighbourhood and asset mapping, we will harness local strengths, identify gaps, and co-design services that empower communities and improve wellbeing with a focus on inequalities and complexity.

Achieved through a focus on:
Starting Well - Developing Well - Living Well - Aging Well – Dying Well.

To increase healthy life expectancy and reduce the gap across Hampshire and Isle of Wight

Living within our financial allocation

Our Strategic Objectives

We aim to improve healthy life expectancy, outcomes and experience of services for everyone living in Hampshire and Isle of Wight and reduce health inequalities across all communities.



More Neighbourhood care

Commissioning more joined-up, person-centred neighbourhood care so people receive timely, safe, effective support when they need it.



Greater prevention

Strengthening preventative and proactive health and wellbeing to tackle the causes of illness and inequality.



Smarter use of technology and data

Using data and technology to improve continuity, decision-making and experience of care.



Best value

Ensuring all services we commission provides best value through improved quality, efficiency, equity and experience.



Thriving workforce

Creating a compassionate, inclusive culture that enables high-performing, skilled, outcome-focused strategic commissioning.

Who We Are: Our System and Population



Population Demographics

2.0 million Resident Population (+31% Eng Average)	18.9% Under 18 population (-0.9% Eng)	20.8% 65 and over population (+3.0% Eng)	13.1% Projected 65 and over population growth to 2030 (+0.2% Eng)
11.6% CORE20 population (-9.2% Eng)	5.9% Ethnic minority population (-8.8% Eng)	0.8% Care home population (+0.2% Eng)	33.9% of population with a long-term condition (+1.5% Eng)

Health Demographics

80.8 Male Life Expectancy (years) (+1.9% Eng Average)	84.1 Female Life Expectancy (years) (+1.1% Eng Average)	6 Life Expectancy Gap (years) Most vs Least Deprived (-23.6% Eng Av)	39,000 People living with Cardiovascular disease by 2040
14.4% People who are 18+ diagnosed with depression (+1.2 Eng Avg)	22.4% Children in reception and 34% in year 6 are overweight or obese.	65.7% Adults considered overweight or obese. Predicted 34,000 people overweight/obese by 2040	7% Young people in the South East not in education, training or employment facing higher health risks (+1.6% Eng Benchmark)

Hampshire and Isle of Wight is one of the **most complex integrated care systems** nationally. We serve approximately **2 million residents** across diverse communities from rural Hampshire to urban Portsmouth and Southampton, and the island communities of the Isle of Wight.

- **We have an aging population.** HIOW's 65+ population growing faster than England average. 30.5% of IoW will be 65+ by 2030. Over the next two years, we will see an increase of 28% in 80–84-year-olds.
- **We are geographically diverse.** Hampshire is 5th most populous county in England. HIOW ICB spans rural Hampshire to urban cities and island communities.
- **Health inequalities are present.** The ICB has lower deprivation levels than England on average but has significant pockets. Inequalities are concentrated in deprived, ethnic minority, and coastal communities.
- **Demand increases.** The population within the HIOW ICB is expected to rise from 5.6% from 2023 to 2043 which HIOW will need to adapt to. With a higher life expectancy, comes an increased risk of associated long-term conditions.
- **Diverse system.** We serve 2.04m people – mix of rural, urban, coastal, and Island communities

Emerging themes of public feedback

Our '**Inform, Involve, Inspire**' engagement plan sets out our aim for neighbourhood health in Hampshire and the Isle of Wight to be:

- **Understood** – people know what it is and how it affects them
- **Trusted** – people have confidence in the NHS and partners to deliver it
- **Co-designed** – communities, staff and partners from all corners of Hampshire and Isle of Wight help design service models.
- **Motivating** – people feel inspired to play an active role in their health and wellbeing

We've heard from almost 2,000 people through surveys and community engagement events across Hampshire and the Isle of Wight. We've heard a wide range of views from our different communities. Three clear themes are emerging consistently across different groups:

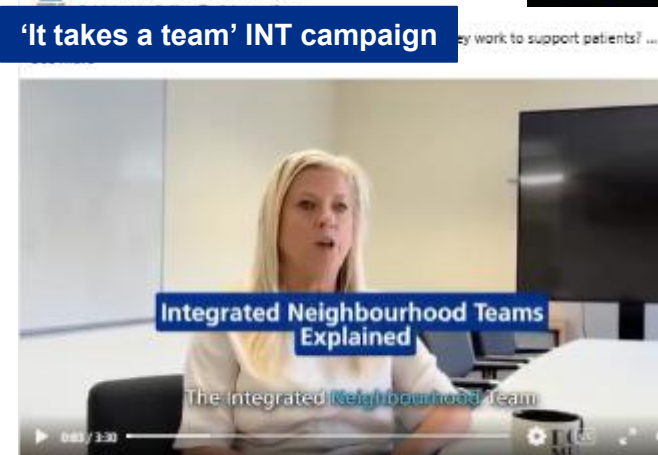
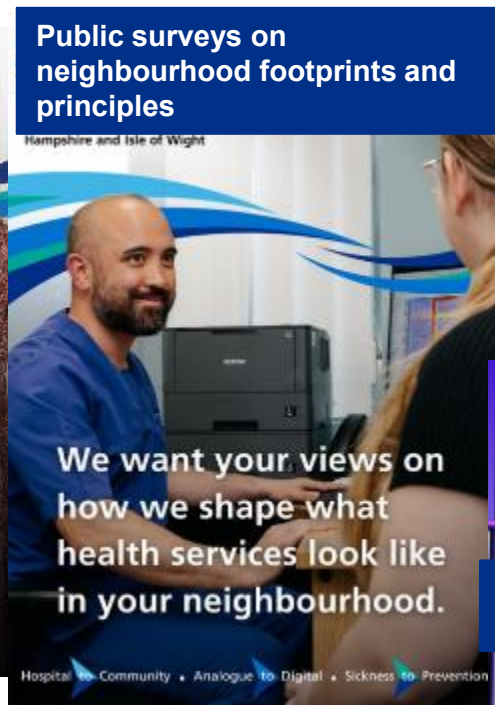
- **Access is the biggest concern.** People want quicker, easier access to care, particularly GP services.
- **People want the NHS to place more focus on prevention.** Residents want earlier support, more regular health checks and stronger community-based services. Health checks, screening programmes, vaccinations and long-term condition reviews were consistently highlighted as positive examples.
- **Care closer to home is a priority.** Reducing travel time and making services more local is important, especially for people in rural areas and those who rely on public transport.

What's next?

Following our summer of engagement on the ten year plan and neighbourhood health, the full range of feedback will be analysed and reported back alongside other insights and data to inform the programme.

We will establish a Community of Practice for Involvement, bringing together all ICS partners to ensure co-production is at the heart of service design and delivery at all levels as we move forward.





We are encouraging public participation through multiple routes (social media, local press and radio, events, public meetings etc) to give all communities the opportunity to shape neighbourhood care.

The 'It takes a team' campaign is improving awareness of and confidence in the integrated neighbourhood teams already working across Hampshire and the Isle of Wight.

We are actively engaging with local MPs and councillors on neighbourhood health and addressing issues of public concern.

Building Our Infrastructure

HIOW NEIGHBOURHOOD HEALTH ECOSYSTEM

Delivering Integrated Care Through Place Across Hampshire and Isle of Wight



SHARED AIM: Supporting people to live healthier, happier lives through proactive, integrated care that takes a holistic, strength-based approach to prevention, addressing the wider determinants of health.

OUR FOUR PLACES



HAMPSHIRE

Strategic leadership, population health and neighbourhood partnerships.



SOUTHAMPTON

Urban neighbourhoods focused on prevention, inclusion and reducing inequalities.



PORTSMOUTH

Integrated city neighbourhood model working closely with communities.



ISLE OF WIGHT

Whole island integrated neighbourhoods.

HEALTH & WELLBEING BOARDS (HWB FUNCTION)



Key points

- Develop neighbourhood health plans
- Define neighbourhood geographic boundaries
- Lead and oversee Joint Strategic Needs Assessments (JSNAs)
- Align system priorities and partnership working
- Support action on prevention, wellbeing and inequalities

NEIGHBOURHOOD FOOTPRINTS (45)



● **HAMPSHIRE (1–29)**
29 neighbourhoods

● **SOUTHAMPTON (33–38)**
6 neighbourhoods

● **PORTSMOUTH (39–45)**
7 neighbourhoods

● **ISLE OF WIGHT (30–32)**
3 neighbourhoods



HIOW NEIGHBOURHOOD HEALTH STRATEGY & TRANSFORMATION GROUP



Terms of reference are evolving to reflect our maturing neighbourhood health strategy and priorities.

CORE FUNCTIONS



1 Shaping and implementation of universal NHS neighbourhood health services.



2 HIOW system wide resolution of challenges and building enabling infrastructure.



MEMBERSHIP

ICP & ICB, Local Authorities, Providers, Primary Care, VCSE, People & Communities, Local Government Reorganisation partners and wider system enablers.

INTEGRATED CARE PARTNERSHIP (ICP) – SYSTEM WIDE PARTNERSHIP LEADERSHIP

The ICP is the broad partnership bringing together system partners to improve population health and reduce inequalities through collective leadership and action.



Shared vision and strategy



Cross sector collaboration and alignment



VCSE activation and community empowerment



Voice of people and communities



Knowledge Hub and shared learning

Partners include: Local Authorities, VCSE, People and Communities, Independent Sector, Healthwatch, Education, Police, Fire & Rescue, Housing and wider system partners.

INTEGRATED CARE BOARD (ICB) – STRATEGIC COMMISSIONING & STEWARDSHIP

The ICB is the statutory NHS organisation responsible for strategic commissioning, allocating NHS resources and assuring performance to deliver the best possible health outcomes.

Key ICB Functions



Strategic commissioning and resource allocation



Planning and assurance of NHS services



Population health management and tackling inequalities



Long term system priorities



Outcomes, incentives and contracts



Performance, quality and assurance



Workforce, digital and estates transformation

Working in partnership with: ICP, Neighbourhoods, Providers, VCSE, People and Communities and wider partners.

ECOSYSTEM ENABLERS



People & Culture



Digital & Data



Infrastructure & Estates



Knowledge & Improvement



Finance & Sustainability

System enablers that support and connect neighbourhoods to deliver at scale.

NEIGHBOURHOOD TEAMS: TEAMS OF TEAMS

Different organisations, one neighbourhood approach – working together around people and communities to deliver the right care, in the right place, at the right time.



Primary Care



VCSE



Community Services



Pharmacy



Mental Health



Ambulance



Social Care



Acute Outreach

HOW WE WORK

- Person-centred and family focused
- Shared outcomes and accountability
- Population health and prevention
- Multidisciplinary and collaborative
- Digital enabled and data informed
- Continuous learning and improvement

OUR UNIVERSAL NEIGHBOURHOOD OFFER



Primary Care



Urgent Community Response



Intermediate Care



Prevention & Wellbeing



Children & Young People



Mental Health



Remote Monitoring



Care Coordination & Case Management

Delivered by neighbourhood teams in partnership with people, families and communities.



Improved Health



Reduced Inequalities



Better Care



Better Value

Neighbourhood Health Hubs: Bringing health to the high street

When developing neighbourhood services, we can use opportunity to revitalise high streets and town centres.

Exploring potential sites for neighbourhood hubs

We are working in collaboration with local councils to explore:

- Population needs, equity, and risk factors
- Service model and scope
- Estates, urban design, and place-shaping
- Community ownership, trust, and participation
- Finance, partnerships, business case alignment
- Digital integration and data sharing
- Multi-agency integration and workflow design
- Workforce, culture, and organisational development
- Impact and statutory duties

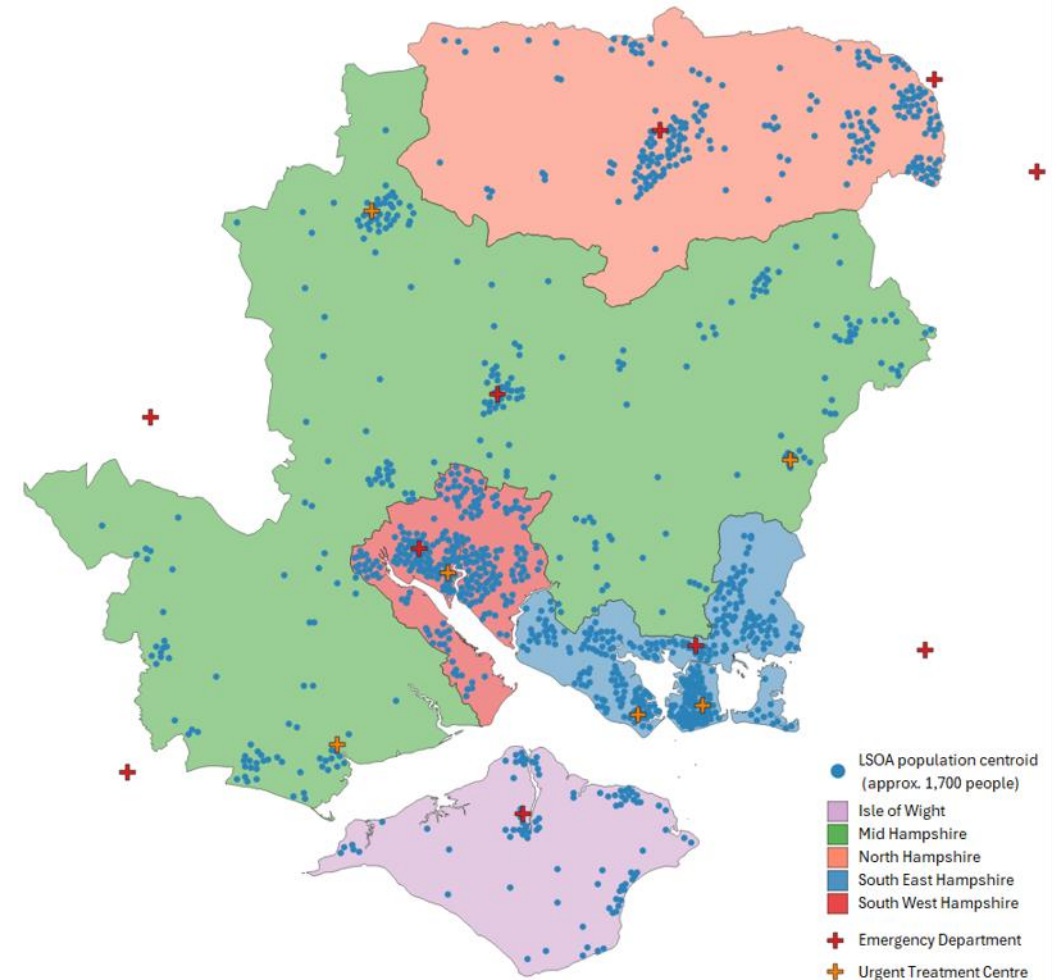
Next steps

We are working with each local council to explore potential sites and facilities for neighbourhood centres and hubs.

Aiming to align children's services with neighbourhood hubs through the development of Family Hubs and education sites.

Mapping vacant or underused properties that may be suitable for neighbourhood care and align with regeneration plans.

Then, assess options with local authority partners and explore ways to bring people and resources together on high streets.



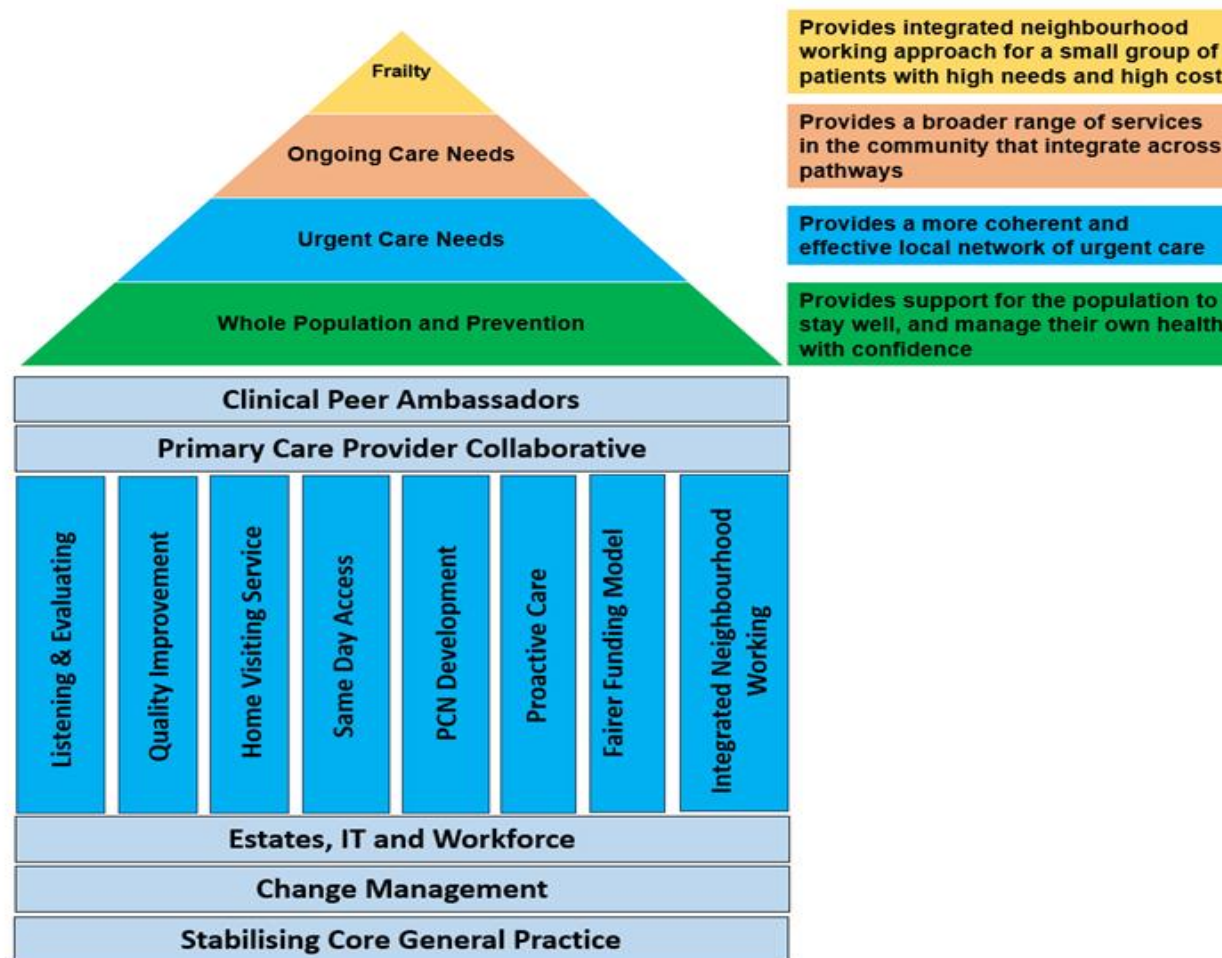
General Practice Resilience Framework

It will be vital for the ICB to enable the National agenda for 'left shift' of resources to fulfil the 10-year health plan. At the heart of this vision and key to its delivery will need to be a resilient general practice, robust enough to navigate the challenges facing primary care and creating scale to enable the headspace to innovate and evolve.

The HIOW General Practice Resilience Framework is our flagship programme that aims to create the opportunities for general practice and primary care networks to lead our transformation, and shift resources to the cornerstone of the NHS.

Embedding this programme presents the opportunity to strengthen our local journey towards Modern General Practice.

This scheme has recently been acknowledged by the Region and presented through national networks via NHS Confederation.



System Transformation Programmes

Overall Aim

Building on the work we undertook in 25/26 our aim is to develop a **strategic system-wide approach to commissioning our transformational and left-shift priorities**, enabling prevention, early intervention and care closer to home, while improving outcomes, equity and long-term sustainability.

Our Approach

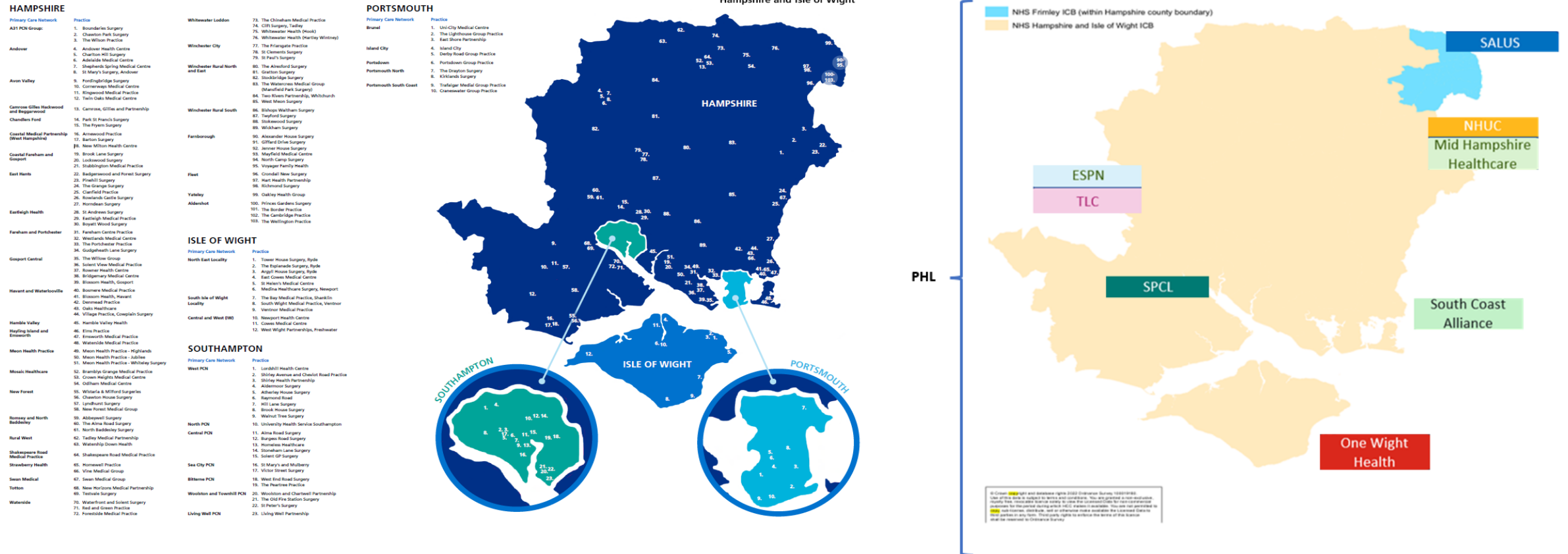
To deliver this ambition, we have identified **inter-dependent, multi-year programmes** that together provide the system architecture for left-shift transformation:

- **Children & Young People:** Ensuring equitable access to early interventions services to all children and young people and building capacity in specialist services for complex needs.
- **Prevention & Inequalities:** Building capacity and capability to deliver priority preventions services and targeted services to drive health equity and inclusion.
- **Healthy Hearts & Multimorbidity:** An integrated model addressing cardiovascular and related long-term conditions through prevention, early diagnosis, proactive management and aligned pathways.
- **Healthy Ageing & Frailty:** A neighbourhood-based, end-to-end approach to preventing, delaying and managing frailty, reducing avoidable hospital use and supporting independence at home.

Primary Care Access



- **142 Practices**
- **46 Primary Care Networks**
- **10 GP Federations**



Key Access Highlights

- Primary Care continues to deliver increased activity, with practices providing over one million appointments per month and year-on-year growth (+2.5% on last year)
- Pharmacy First consultations increasing by 25% year on year (highest in region with 106% of plan delivered)
- Urgent Community Response teams' performance consistently between 88% and 92%, and referrals up almost 11%.
- 91% occupancy for our virtual wards
- Dentistry UDA performance rising from 66% to 83% in just two-year, highest number of unique additional patients in the country.
- Best performer regionally for number of patients per qualified GP at 3.8% v a national average is 8.8%.
- our flu and COVID-19 vaccination programme remained one of the top performing nationally and the best in the Southeast.
- % of patients with hypertension treated according to NICE guidance - latest published position shows an improving position to 72.22% in relation to the blood pressure treated to target measure, the highest percentage achieved ever

Emerging contractual changes

The [2026/27 GP Contract](#) includes a requirement that patients identified by the practice as **clinically urgent** must be dealt with on the same day.

There is also an ongoing commitment to maintain **routine access via** online means for those patients who are able and or express a preference to have an online consultation, GP practices across Hampshire and the Isle of Wight will provide their routine online consultations from 8.00am to 6.30pm. The change applies to routine care only and not urgent appointments. A routine problem is something that does not need urgent attention today such as queries about medication, repeat prescriptions, sick notes, or ongoing health issues that can safely wait for a response.

From June 2025 to May 2026 Hampshire & Isle of Wight practices provided 6,540,981 appointments other Healthcare Professionals. This is an additional 250,386 appointments compared to the previous 12 months, an 3.98 % increase and represents our ongoing commitment to multi disciplinary working, creating a strong platform for integrated neighbourhood working.

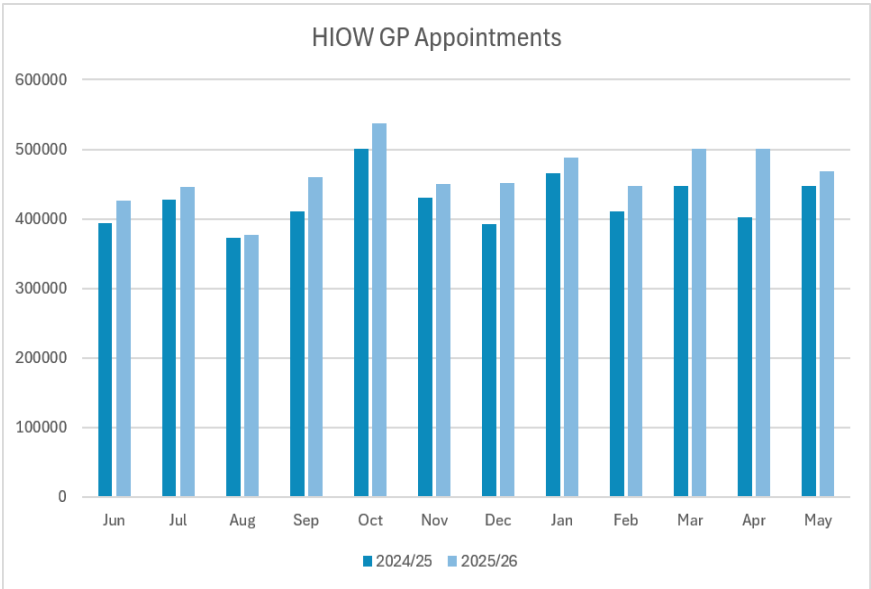
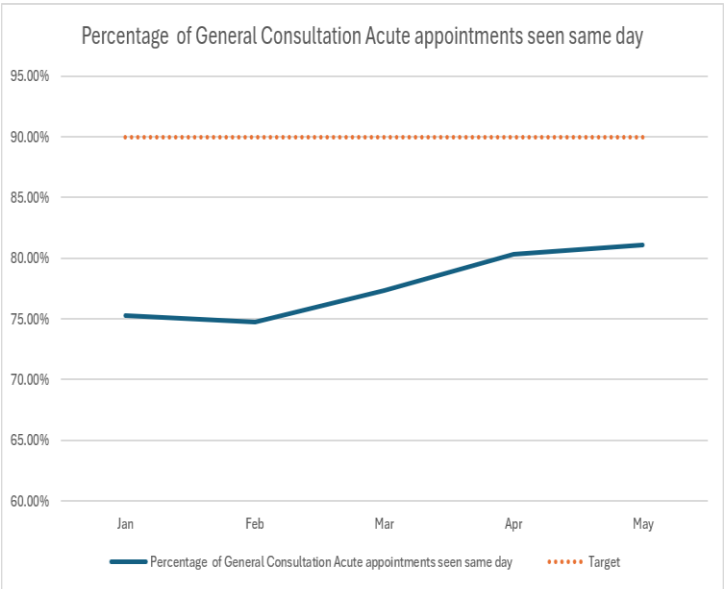
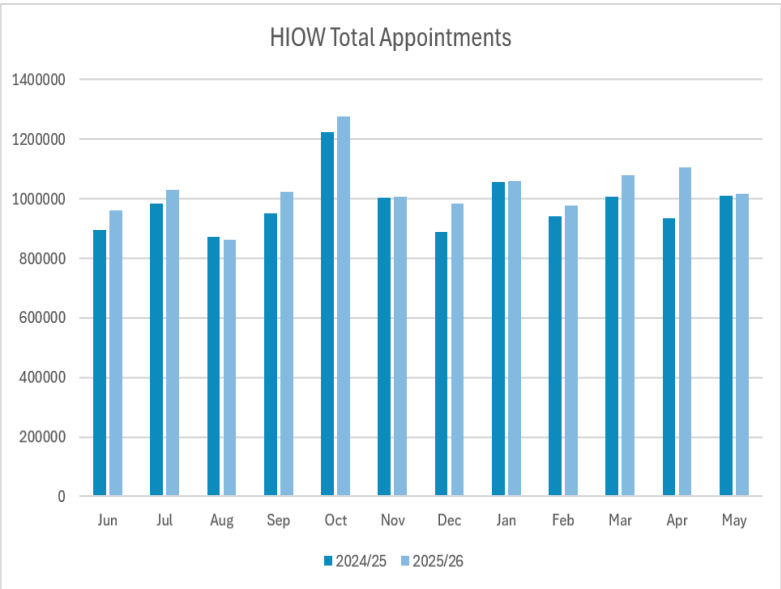
Primary Care Access



Hampshire & Isle of Wight practices provided an additional 625,050 appointments from June 2025 to May 2026 compared to the previous 12 months, a 5.31 % increase.

Our latest data for May showed 81.13% of into “General Consultation Acute” appointments being seen on the day. As of May 2026, 49 HIOW practices meet the 90% target.

From June 2025 to May 2026 Hampshire & Isle of Wight practices provided 5,555,662 GP appointments. This is an additional 425,017 appointments compared to the previous 12 months, an 8.9 % increase.



Latest Primary Care Patient Survey

GP PATIENT SURVEY (GPPS) 2026

Hampshire & Isle of Wight Integrated Care System

Comparison with 2024 and 2025



Overall message

The 2026 GP Patient Survey shows continued improvement across most key measures. Digital access, patient experience of contacting practices and overall satisfaction have improved. Telephone access, continuity of care and timely appointments remain our top priorities.

	GPPS Question	2024	2025	2026	Trend
	Contacting GP Practice by Phone (% of= finding it easy to contact their GP practice on the phone)	46%	49%	52%	↑
	Contacting by Website (% finding it easy to contact using the practice website)	46%	48%	55%	↑
	Contacting by NHS App (% finding it easy to contact using the NHS App)	42%	44%	51%	↑
	Overall experience of contacting GP Practice (good) (% with a good overall experience)	66%	67%	70%	↑
	Overall experience of GP Practice(good) % With a good overall experience	71%	73%	74%	↑

The 2026 GP Patient Survey (GPPS) demonstrates continued improvement across Hampshire and Isle of Wight Integrated Care System when compared with both 2024 and 2025. Overall patient experience has improved, particularly in relation to accessing services digitally, contacting GP practices, and satisfaction with the care received. These findings suggest that the continued focus on modernising access and expanding digital services is having a positive impact for patients

GPPS Question	2024	2025	2026	Trend
How would you describe your experience of using these pharmacy services?	87%	88%	89%	↑
Were you able to get an NHS dental appointment?	76%	78%	81%	↑

Agenda (continued)

- **Second Pharmacy in Lee-on-the-Solent**
(Chairman)
 - Update on the outcome of the independent NHS review.
- **PPG Forum meeting Tuesday 4 August**

Forum meeting Tuesday August 4

- Agenda will be issued later today or tomorrow
- Focus will be on:
 - Actions for us following James Roach's presentation
 - Forum groups reviewing progress and plans.
 - Reviewing what we said we would do in our Terms of Reference
 - Are all activities still relevant?
 - If any further action needed who will focus on the requirement?
 - It is not intended to develop detailed plans in the meeting (just confirm the activity is relevant and who will take responsibility)