

Getting ready for the Future *NOW!*



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Now is such an important time for health and care. There is no doubt that the coming years are going to present huge service and financial challenges for the NHS and social care.

Now we want to deliver on the health priorities of local people and prepare the ground for a strong and sustainable NHS longer term.

Now, for the future of our health and care, we must be clear on the challenges we face and, working openly together, look at opportunities to do things differently.

Gloucestershire is a place that has a very strong tradition for working with people and communities and close partnership working between the NHS, local government and the big voluntary, community and enterprise sector.

We believe we can meet the challenges we face together **NOW** to get ready for the **FUTURE!**

Professor Dame Jane Cummings
Deputy Chair
NHS Gloucestershire Integrated
Care Board (ICB)

Sarah Truelove
Chief Executive (Transition)
NHS Gloucestershire Integrated
Care Board (ICB)



What is today's conversation about?

- We have taken the national idea of the three 'shifts' in the 10 Year Health Plan to think about how together we can meet our local challenges. We want to start a new conversation in Gloucestershire **NOW!** covering:

Neighbourhood health and care

One, digital and technology

Wellbeing, prevention and maintaining health independence.

- Firstly, we want to get your views on the principles set out on page 5. They are based on questions we asked local people and communities 10 years ago and your responses have guided us well, informing the way we develop services to this day.
- We want to know if they still hold true to help guide the development of health and care services and support for the future. Has anything changed in that time and do you have ideas on how we, and you as an individual and a member of your community, could do things differently?
- We also want to get your views on the immediate priorities for the NHS in Gloucestershire and your thoughts on how the NHS should develop over the next 5 years. We will use your feedback and ideas to shape local plans.



How can you have your say?

- Please read the information on the following pages and share your views by answering the survey in the **Have Your Say** section of this booklet. It's also available online.
- The Have Your Say section also includes information about other ways you can join the conversation.

The deadline for feedback is midnight on Sunday 11 January 2026.

The challenges

This is what we know today from evidence such as national and local health trends and population data e.g. census:

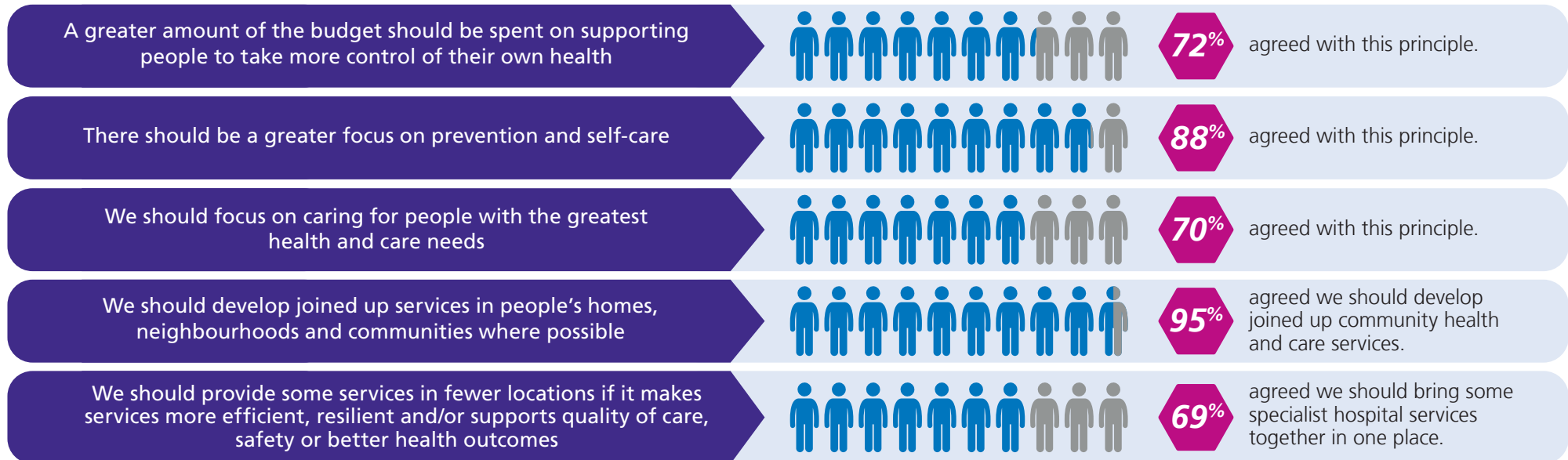
- The need for healthcare is increasing with a population that is growing older, and almost 1 in 3 people in our county are living with multiple-long term health conditions. We know that the number is set to increase.
- The group experiencing the largest growth in numbers will be amongst people living with frailty. Frailty is when our bodies gradually lose their in-built reserves, leaving us vulnerable to dramatic, sudden changes that may be triggered by seemingly small events such as a minor infection or a change in medication or environment. Frailty can also be influenced by a person's day-to-day lifestyle and wellbeing.
- We expect this group to increase by over 45% by 2040. Given high health care needs, this is the group that access health and care services the most in the county. It is the most significant healthcare challenge that we face now and into the future.



- Mental ill-health has also placed a growing strain on individuals and services since the pandemic and must remain a key priority for the local NHS and our local authority partners.
- We are operating within a very challenging financial environment and it's clear that without change, health and care services will become unsustainable.
- The NHS in Gloucestershire already spends around £1.8bn (2025/2026) on your health needs. Whilst this represents a £44m increase in the budget from last year, the NHS in the county needs to fund a range of things such as:
 - the cost of new drugs and devices, such as weight management medication
 - inflation on goods and services
 - nationally agreed staff pay awards
 - national living wage and employer national insurance contributions
 - other increased care costs associated with changes to your health needs.
- Whilst we welcome the increase in our budget, and appreciate the pressure on public finances, with the costs that we have to meet, if we don't change how we deliver services this will feel like a cut in our funding.
- You rightly expect services that deliver timely, good quality care. We share this expectation and want to see real improvements and progress now and in the future, but this requires change.

Looking to the future

Before looking forward, it's important to look back at what you have told us is important to you before. 10 years ago, we developed a set of local **principles** to work to, your feedback has informed our decisions ever since.



The most important things to people if they need to see a specialist would be:



- 59%** The expertise of the specialist I see
- 29%** The time I have to wait for an appointment
- 8%** The distance I have to travel
- 4%** Having as few appointments as possible.

The most important things to people if they need urgent or emergency care services would be:



- 35%** Prompt assessment and decision making about my treatment and onward care
- 33%** Ability to access services 7 days a week
- 14%** Centres/services staffed by specialists in dealing with my illness or injury
- 10%** Services that are joined up and can access information about my health and care needs
- 8%** The distance I have to travel.

We want to check whether these principles remain important to you today - please visit the **Have Your Say** section to share your thoughts.

10 Year Plan for Health in England

- With growing pressure on health services and our staff, we need to look at how the NHS locally needs to change in the coming years to ensure we can continue to provide good quality, safe care that offers the best possible health outcomes and patient experience for you, your family and community.
- The national 10 Year Health Plan for England was published in the summer. Insights from survey feedback and workshops attended by local people from Gloucestershire were shared to inform the development of this national plan.
- To address the challenges facing the country, the 10 Year Health Plan sets out what is describes as three 'shifts' or areas to focus on:
 - sickness to prevention
 - hospital to community
 - analogue to digital.
- These three key elements of the 10 Year Health Plan are very much in line with our local existing strategic priorities for the coming years.
- Our overall priority for 2025/2026 is meeting the essential and immediate healthcare needs of local people, whilst supporting longer term evolution for the NHS. We continue to build on the significant progress made in reducing waiting times for operations and procedures in hospital and are focussing on other areas that we know are important to you, and your family, such as faster diagnosis of conditions, improving access to services like cancer care, GP surgery services, pharmacy, NHS dental services and mental health support.

Case study

We are continuing to increase the number of urgent dental appointments at clinics across the county; there are currently 140 urgent care appointments available on average each week and we are aiming to increase this number into next year.

On average, there are now 360 appointments available each week to support patients who have had an urgent dental appointment and require further treatment, but do not have a dentist (stabilisation appointments).

Working with Gloucestershire County Council, we are developing plans for a new Dental Access Centre in Gloucester City to further increase the number of urgent care and stabilisation appointments available as well as working with dental practices across the county to increase the number of NHS dental places for local people.



- We are also looking at what further developments, or changes, are needed in urgent and emergency care to join up care for patients, including through the NHS App and 111, make our services more resilient and reduce waiting times.
- We are working hard to ensure that every pound of public money spent on health and care is used wisely - reducing duplication and waste and improving efficiency and productivity in all areas, including support services.
- A key part of this is championing the drive from analogue to digital in all aspects of healthcare and you can read more about that in this booklet.
- The health of local people and our NHS is also dependent on providing the best possible support to our dedicated and diverse workforce - this includes excellent wellbeing services. We will strive together to make the NHS in Gloucestershire the employer of choice in terms of training, education, professional development and career progression and prioritise innovative approaches to recruitment.
- Looking forward, care may need to be organised differently - making best use of the resources available - so we can prioritise quality and safety of care and meet the overall health needs of the local population.
- We believe that joined up services and support should be delivered in people's homes, neighbourhoods and communities where possible, but recognise it may be necessary for some services to be provided from fewer locations to ensure quality of care, safety and the best outcomes for patients.

- We think it's important that the care and services you, or your family, might need often are provided locally in neighbourhoods and communities and it's reasonable to travel further for services you don't need as often, including more specialist care.
- Whilst progress is being made, tough choices will have to be made this year and each year over the first half of the 10 Year Health Plan, so we can build a sustainable NHS, fit for the future whilst living within our means. The NHS of tomorrow cannot be the same as the NHS of today.





1

Neighbourhood health and care

Wherever possible we want to tailor support and services to meet local needs within your neighbourhoods, working with you and alongside your community.

This approach helps us all in efforts to tackle long standing health inequalities.

- We will support the 10 Year Health Plan focus on improving care within Neighbourhoods through new neighbourhood health services.
- We will build on the great work of our dedicated and innovative Primary Care Networks (groups of GP practices working with other health and care services and the voluntary and community sector) and further develop Integrated Neighbourhood Health Teams.
- Using General Practice as the cornerstone, together with local government, we will draw together a range of professions to develop these teams consisting of community nurses, doctors, social care workers, pharmacists, dentists, optometrists, paramedics, social prescribers and the voluntary sector - giving people easier access to the right care and support on their doorstep.

- By working across health and care, we are already seeing real innovation and a growing emphasis on preventing ill health, identifying and meeting needs earlier through proactive care and supporting people in their own homes wherever possible.

Case study

For example, work in primary care networks to support individuals who are at risk of becoming frail or who have dementia includes reviewing patient lists in GP practices to offer tailored advice, care, and bring together support from health, care and community teams. The focus is on what matters to each person and making sure they get the right help.

- We will continue to invest in community support and technology, helping vulnerable people, including older people and those with chronic long-term conditions, to take an active role in their own health and care and remain independent and supported in their communities for longer. This reduces the need for hospital stays or helps people to return home more quickly after a hospital stay.

For example, we are already providing advice, support and care for people with diabetes and respiratory conditions through multi-skilled teams visiting them in their homes, GP surgeries and in the community, including acute respiratory infection (ARI) hubs, bringing outreach from hospital specialists into the community to reduce the need for a hospital stay or repeated trips into the hospital for tests and appointments.

Case study



We now have a community neurological service providing joined up physical and mental therapy and rehabilitation services for people after a stroke, with spinal cord injuries or those with progressive conditions like Parkinson's disease.

Case study



- Gloucestershire has a network of services based in health and care facilities across the county and in people's homes, working together, many providing care in the evenings, at weekends as well as during the daytime.
- We will now look carefully at how best to develop innovative, joined up and sustainable services for the future with the individual's care and needs at the centre, working with their communities and our partners, including the voluntary and community sector.
- We may look to repurpose existing community buildings to create neighbourhood health and care centres where needed.
- By building up community services across neighbourhoods and caring for people as close to their homes as possible, we will support specialist staff working in our hospitals to focus their skills and expertise more efficiently and effectively.



Services further afield

- We believe that joined up services and support should be delivered in people's homes, neighbourhoods and communities where possible, but recognise it may be necessary for some services to be provided from fewer locations to ensure quality of care, safety and the best outcomes for patients.
- A number of things can influence where services are provided, such as the number of patients needing care, staffing levels, safety, waiting times and access to specialist skills, facilities and equipment.
- For these reasons, we think it makes sense for patients to travel further for some services and then access any follow up, or ongoing care, close to home where possible.

Case study

Over the past few years, we have created what we call 'centres of excellence' for specialist hospital services at our two large county hospitals: Cheltenham General Hospital and Gloucestershire Royal Hospital. We are now keen to explore opportunities for creating 'centres of excellence' at our community hospitals, for instance at Tewkesbury Hospital where many local people from across the county currently go for eye surgery.





2

Online, digital and technology

- We are right behind the drive to move from analogue to digital in health and care and recognise how vital it is in supporting improved health and wellbeing.
- There is already much to celebrate, but we must continue to capitalise at pace on the advances in technology, medicine and life sciences.
- We know for example, that new technologies can identify health problems earlier, give individuals greater control over their healthcare, support care in neighbourhoods and in hospitals, make services more efficient and reduce waiting times.

Here are some of the innovations already in place or being developed:

- The Nature-Based Immersive Health Pilot - bringing the beauty of the woodlands in the Forest of Dean into the centre of Gloucester City through the University of Gloucestershire's immersive suite. Supported by Nature Buddies, the young people will then go on to access the space in real life. This project, supported by the NHS and other local organisations, aims to make nature accessible to those who face barriers to enjoying the outdoors.
- Advice and guidance services - App and phone based technology that enables GPs to get timely expert advice from hospital specialists. This supports care close to home and reduces the needs for hospital visits.

Case study

Developing virtual wards - using personalised digital technology such as healthcare Apps, wearable symptom tracking devices and telephone or video consultations to support patients, for example with respiratory conditions, who would otherwise be in hospital to receive the care, monitoring and treatment they need in the place they call home.



- Joining up your Information - nearly 8,500 health and care professionals across Gloucestershire are already using the latest version of the software system that allows instant, secure access to patient health and social care records.



Case study

Community Ophthalmic Link. This digital platform is transforming eye health and care in Gloucestershire. The system gives community optometrists access to the patient's eye health records - including photos, scans, videos, data, GP letters and care plans - quickly and securely. This is supporting care close to home, reducing the need for referrals to hospital, improving patient experience and saving the NHS money. The next phase of the project will enable community optometrists to upload information and images for advice and guidance from hospital eye specialists.



- We continue to see growth in the number of residents using the NHS App. Over the last year, it was used to book an average of more than 4,000 GP practice appointments and order around 56,000 repeat prescriptions every month. We support plans to develop the NHS App - providing a new front door to the health service and giving patients greater control and choice over their healthcare for both planned and urgent care.

A new online hospital service, known as NHS Online, will be phased in from 2027.

Case study

NHS Online - the first patients will be able to use the online hospital service from 2027. Your GP will give you the option of being referred to NHS Online. If you opt in, your care will be managed through the NHS App - including the ability to see specialists online, receive prescriptions, be referred for scans and tests and get advice on managing your condition.

When you need physical tests or procedures, in most cases you will be able to access them in locations near to where you live or work, including the Community Diagnostic Centre.



- Robotic surgery - Gloucestershire is leading the way in using technology to aid specialist surgery in hospital, providing the best health outcomes for patients.





3

Wellbeing, prevention and maintaining health independence

There is an imperative to support thousands of people back to health, back to education and employment and back to fulfilling lives.

- The steps to living with good health start early. Placing significant focus on families and the formative years of children and young people is universally recognised in Gloucestershire. Whether it's physical or mental health - healthier young lives also means a healthier adulthood and a healthier local NHS in the future.
- We will continue to develop services supporting children and young people in schools and their communities.

For example, our trailblazing Young Minds Matter teams are already supporting 58,000 children and young people across 135 primary and secondary schools - both face to face and online.

The service provides early help for issues like anxiety, low mood and exam stress, with referrals from school staff and self-referral options for older pupils. This year, 17 more schools will join the programme, expanding access to expert advice and mental health sessions across Gloucestershire.

Case study



- We strongly support prioritisation in the 10 Year Health Plan for mental health services and support for people in their own homes and neighbourhoods. We recognise the substantial increase in need locally in recent years.
- We have made real progress in developing accessible support with mental health practitioners working in community settings, like GP practices where they are needed most and we will develop this neighbourhood approach.
- We will also continue to lead the way in other areas of prevention. Whether that's:
 - supporting and incentivising healthy and active lifestyles through community programmes and wearable technology and equipment in people's homes
 - further development of our innovative work in social prescribing and creative health

- prioritising proactive care in neighbourhoods i.e. identifying people who could benefit from early support before they become very frail or unwell
- supporting oral health programmes, such as First Dental Steps offering parents advice at the baby's 9- and 12-month reviews and expanding the Supervised Toothbrushing Programme which has so far seen over 6,500 children in Reception and Year One classes brushing their teeth under supervision twice a day during school time. With Public Health, we also plan to introduce an Oral Health Workforce Training Programme for health and care professionals to support those at greatest risk of poor oral health
- proactively identifying health risks such as high blood pressure and improving screening.

Case study

For example, our lung health screening project is helping to detect cancer early and save lives. So far, over 1,800 people aged 55-74 who currently smoke or used to, have attended the mobile clinic and scanning unit. The checks aim to spot problems early before symptoms appear. Run in partnership with the region's Cancer Alliance, the project is focusing on areas with high numbers of eligible patients. It will expand to cover all parts of Gloucestershire by 2030.

- We will prioritise the reduction of health inequalities across our county - removing the barriers to good health and services for everyone.

Have Your Say

- The following survey is also available online at getinvolved.glos.nhs.uk/getting-ready-for-the-future-now - there is a 'save and return' feature on the survey, so you don't have to complete it all in one go.
- The survey is available in other formats by contacting: glicb.participation@nhs.net or calling 0800 015 1548 to leave a message.
- Please post paper copies of the completed survey to:
**FREEPOST RTEY-EBEG-EZAT,
NHS Gloucestershire,
Engagement Team,
Shire Hall,
Westgate Street,
Gloucester, GL1 2TG.**
- Alternatively, you can come and talk to us when we are out and about on the Information Bus or in other community venues:

Day, date and time	Venue and address
Saturday 22 November, 10am-3pm	Freedom Leisure, Church Road, Lydney, GL15 5DZ
Monday 24 November, 10am-3pm	Parsonage St, Dursley, GL11 4AA
Tuesday 25 November, 10am-3pm	Market Place, Cirencester, GL7 2NY
Tuesday 25 November 12pm -3pm	Atrium, Gloucestershire Royal Hospital, GL1 3NN
Wednesday 26 November, 10am-3pm	Stratford Park, Stroud, GL5 4AF
Thursday 27 November, 1pm-4pm	Link Corridor, Cheltenham General Hospital, GL53 7AN
Friday 28 November, 1pm-4pm	Main Place, Railway Drive, Coleford, GL16 8RH
Wednesday 3 December, 1pm-4pm	Main reception, Tewkesbury Hospital, GL20 5GJ

More dates will be added - these will be publicised on the Get Involved in Gloucestershire website and via our social media channels.



The deadline for feedback is midnight on Sunday 11 January 2026.

Survey

Health & Care in Gloucestershire - Have your say

Firstly, we want to get your views on a set of principles. They are based on questions we asked local people and communities 10 years ago and their responses have guided us well, informing the way we develop services to this day. A lot has happened in those 10 years, including the global pandemic, so today we want to check these principles still hold true and identify things we might want to do differently in the future.

We also want to get your views on the immediate priorities for the NHS in Gloucestershire and your thoughts on how the NHS should develop over the next 5 years. We will use your feedback and ideas to shape local plans.

If you prefer, you can complete the survey online at: getinvolved.glos.nhs.uk/getting-ready-for-the-future-now - there is a 'save and return' feature on the survey, so you don't have to complete it all in one go.

We appreciate that there may be some sections of this survey that will be of more interest to you than others. Feel free to skip some of the questions.

Although this survey is anonymous, your responses to the first set of questions will tell us a little about you and help us ensure that we hear from different kinds of people living in Gloucestershire. We will not be able to identify you.

Any feedback you provide will be treated in the strictest confidence and stored securely. If you want to find out more about how NHS Gloucestershire uses your information please visit our website <https://www.nhsglos.nhs.uk/about-us/how-we-meet-our-duties/using-your-information/>

About you

NHS Gloucestershire is committed to promoting equality of opportunity, to ensure everyone has the chance to participate fully in the activities and decisions of the organisation. It's really important that we hear the views, experiences and ideas of the widest possible range of people. Help us understand whether we are reaching lots of different kinds of people by telling us a bit about yourself.

Like everything in this survey, your answers are anonymous and will be kept confidential. If you don't want to answer these questions you can select 'Prefer not to say'.

1. Are you?:

☐ Male ☐ Female ☐ Prefer not to say

2. Do you identify with your gender as registered at birth?

☐ Yes ☐ No ☐ Prefer not to say

When you have completed the survey, simply cut it out of this booklet and send it to the FREEPOST on page 16 – no stamp needed.

3. How do you identify yourself?

☐ A transgender woman ☐ A transgender man ☐ Non-binary
☐ Prefer to self-describe ☐ Prefer not to say
☐ Other (please specify)

4. Which age group are you?

☐ Under 18 ☐ 18-25 ☐ 26-35 ☐ 36-45 ☐ 46-55
☐ 56-65 ☐ 66-75 ☐ Over 75 ☐ Prefer not to say

5. Which best describes your ethnicity?

☐ White British ☐ Asian or Asian British ☐ Chinese
☐ White Other ☐ Black or Black British ☐ Mixed
☐ Other (please specify) ☐ Prefer not to say

6. Which area do you live in? We recognise this may be different to your District or Borough Council area, e.g. some people consider Brockworth to be part of Gloucester, but it is actually in the Tewkesbury Borough Council area. Choose whichever feels most relevant to you.

☐ Cheltenham ☐ Cotswolds ☐ Forest of Dean
☐ Gloucester ☐ Stroud and Berkeley Vale
☐ Tewkesbury, Newent and Staunton

7. What is the first part of your postcode? e.g. GL1, GL20

8. Do you consider yourself to have a disability? (Tick all that apply)

- | | |
|--|--|
| ☐ No | ☐ Mental health problems |
| ☐ Neurodivergent | ☐ Learning disability or difficulty |
| ☐ Visual Impairment | ☐ Hearing impairment |
| ☐ Long term condition | ☐ Physical disability |
| ☐ Prefer not to say | |
| ☐ Other (please specify): | |

9. Overall, how would you rate your health during the past 4 weeks?

- | | |
|------------------------------------|--|
| ☐ Very good | ☐ Good |
| ☐ Fair | ☐ Poor |
| ☐ Very poor | ☐ Prefer not to say |

10. Please tell us which of the following apply to you - you can tick more than one.

- ☐ I provide care and support to a relative, friend or neighbour who has a physical or mental health condition (Go to Q11)
- ☐ I provide care and support to a relative, friend or neighbour who is elderly (Go to Q11)
- ☐ I provide care and support to a child who has a physical or mental health condition (Go to Q11)
- ☐ None of the above (Go to Q13)

11. In Gloucestershire, we are committed to supporting adults and young people who care for a family member, neighbour or friend to ensure they are valued, respected and empowered. If you are an unpaid carer, are you aware of the support available locally:

	Yes	No
Information, Advice and Guidance	☐	☐
Carers Emergency Scheme	☐	☐
Peer support groups	☐	☐
Carer breaks	☐	☐
Training opportunities	☐	☐
Carer assessments	☐	☐

Please tell us about any other support you use:

12. Is there any other support you would like to help you as a carer?

Principles and priorities

13. Over the last 10 years we have been guided by a set of principles developed through conversations with local people. To what extent do you think these principles still apply?

	Strongly agree	Agree	Disagree	Strongly Disagree
A greater amount of the budget should be spent on supporting people to take more control of their own health	☐	☐	☐	☐
There should be a greater focus on prevention and self-care	☐	☐	☐	☐
We should develop joined up community health and care services	☐	☐	☐	☐
We should bring some specialist hospital services together in one place	☐	☐	☐	☐
We should focus on caring for people with the greatest health and care needs	☐	☐	☐	☐

Please tell us any other principles you think we should consider:

14. When resources are limited, we need to prioritise how and where we use them. Place the following in order of importance, from 1-7, where 1 is the most important to you and 7 is the least?

Caring for people in their own homes, or near to where they live, even if this means reducing the number of beds in our large general hospitals

Redesigning the way we do things to ensure that services people need to use regularly are available close to where they live. This might mean providing services in a community hospital, local health centre, or people's own homes

Investing in health promotion – helping people to stay well for longer

Funding of medicines and treatments that have the greatest health benefit

Targeting services to ensure greater consistency in people's health, wellbeing and life expectancy across Gloucestershire

Treating people with the most complicated health conditions

Using online, digital and technology to support health and wellbeing more efficiently

Is there anything else we should prioritise?

15. Please tell us why the top two priorities you've selected are important to you?

16. Do you think the priorities you have selected are likely to be different for your family, or others living in your community? For example, people from other age groups to you might hold different views.

17. How do you think the NHS could get better value for money?

18. What could we stop doing, or do less of? Please tell us why you think this.

Neighbourhood health and care

Wherever possible, we want to tailor support and services within your neighbourhoods, working with you and alongside your community. This might mean us working differently to support you; for example, staff visiting a community group to do health screening or talk about health matters, or instead of going to a hospital for an outpatient appointment your GP surgery might work with you and your specialist to review your care and carry out routine blood tests or x-rays. We want to hear what you think is important for us to consider as we progress our ideas.

19. We think services and support that people use most frequently should be available as close to people's own homes as possible. We think it's reasonable for people to travel further for services they don't need as often, perhaps once or twice a year, including more specialist care. Do you agree with this idea? If not, please tell us why.

☐ Yes

☐ No

☐ Don't know

If you disagree, please tell us why:

20. If you needed to see a specialist what would be most important to you? Please choose ONE of the following:

- ☐ The time I have to wait for my appointment
- ☐ The distance I have to travel to my appointment
- ☐ Being able to agree the time and date of my appointment
- ☐ The expertise of the specialist I see
- ☐ Having as few appointments as possible
- ☐ Seeing someone who can support me with multiple conditions, rather than seeing different specialists for each

21. If you needed urgent help for either your physical or mental health (e.g. urgent GP appointment, flare up of a long-term condition), what would be most important to you? Please choose ONE of the following:

- ☐ Ability to access services 7 days a week
- ☐ Centres/services staffed by specialists who understand me and my illness, long-term condition or injury
- ☐ The distance I have to travel
- ☐ Prompt assessment and decision-making about my treatment and onward care
- ☐ Services that are joined up and can access information about my health and care needs

22. Gloucestershire is a great place to grow up, but what do you think needs to be done to help ALL children and young people to thrive and live as healthy a life as possible?

23. Thinking about the focus in our plan on 'Neighbourhood health and care', use three separate words to tell us what is most important...

	1	2	3
...to you?			
...to your family?			
...to others in your community?			

Online, digital and technology

We acknowledge the drive to move from analogue to digital in health and care and recognise how vital it is in enabling us to provide high quality care and support. We must continue to build on the good work already done to ensure we take advantage of advances in technology.

24. Which of the following apply to you? (please select all that apply)

- ☐ I own or have regular access to a device (i.e. laptop, tablet, mobile phone) that meets/could meet my online needs
- ☐ I own or have regular access to a mobile internet connection that meets my online needs
- ☐ I own or have regular access to a broadband internet connection that meets my online needs
- ☐ I have the knowledge and skills to do most things I need to online
- ☐ I am confident to do most things I need to online
- ☐ I depend on others to do things for me online
- ☐ None of these apply to me

**25. What sort of things do you currently use digital technology for?
(please tick all that apply)**

	Never	Occasionally	Regularly
Online shopping	☐	☐	☐
Click and collect food shopping	☐	☐	☐
Online banking	☐	☐	☐
Ordering prescriptions	☐	☐	☐
Booking holidays and activities	☐	☐	☐
Monitoring your health	☐	☐	☐
Fitness and exercise	☐	☐	☐
Finding information about local services	☐	☐	☐
Online chat with service provider	☐	☐	☐

26. What prevents you from using digital technology in your day-to-day activities? (Please tick all that apply)

- | | |
|--|--|
| ☐ Costs involved | ☐ Reliable phone or internet access |
| ☐ Lack of knowledge | ☐ Prefer to do things face-to-face |
| ☐ Time | ☐ Trust/concerns about security |
| ☐ Habit or routine | ☐ Access to digital equipment |
| ☐ Disability or medical condition | |
| ☐ Other (please specify): | |

27. Thinking about you and your family's physical and mental health and care needs, which online/digital technologies are you already using, or would be interested in using in the future?

	Already use	Would use in the future	I wouldn't use this
Online booking for a health care appointment	☐	☐	☐
Online ordering for prescriptions	☐	☐	☐
An app to check or monitor your health	☐	☐	☐
Digital tools which record blood pressure, heart rate, etc	☐	☐	☐
Websites or apps to help you stay well	☐	☐	☐
Websites or apps to help you manage an ongoing health condition	☐	☐	☐
NHS 111 online for urgent care or advice	☐	☐	☐
NHS 111 online for non-urgent care or advice	☐	☐	☐
Online/virtual GP appointment	☐	☐	☐
Online/virtual outpatient appointment (when clinically appropriate)	☐	☐	☐
Digital tools to provide feedback on the care you have received	☐	☐	☐
Digital health care monitoring at home as an alternative to a stay in hospital	☐	☐	☐

Are there any other digital tools or technologies you would like to tell us about?

28. What concerns do you have about using digital technology to help you with your health or your family's health? (Please select UP TO 3 of the following, which are most relevant to you)

- ☐ Knowing how my information is being used
- ☐ How much it might cost me (e.g. web access, apps)
- ☐ My information might not be kept secure
- ☐ Lack of personal contact, face-to-face appointments and support
- ☐ Confidence that information will be monitored and appropriate action taken
- ☐ Confidence in using, or connection to, the internet or technology
- ☐ Other (please specify):

29. What, if anything, would encourage you to use digital technology more to help with your or your family's health?

30. Thinking about the focus in our plan on 'Online, digital and technology', use three separate words to tell us what is most important...

	1	2	3
...to you?			
...to your family?			
...to others in your community?			

Wellbeing, prevention and maintaining health independence

It is essential that we support you to lead as healthy and fulfilling a life as possible. We recognise the importance of preventing ill health, supporting people to remain independent and providing prompt access to services when required. Reducing health inequalities is essential - we need to target support to ensure greater consistency in people's health, wellbeing and life expectancy across Gloucestershire.

31. What do you currently do to help maintain your personal health and wellbeing?

- | | |
|---|--|
| ☐ Exercise or sports (e.g. walking, yoga, football) | ☐ Spend time in green spaces (e.g. parks, gardens, countryside) |
| ☐ Volunteer with local groups, organisations or charities | ☐ Connect with friends and/or family |
| ☐ Take part in community activities (e.g. social groups/clubs) | ☐ Spiritual or religious practice |
| ☐ Don't smoke/quit smoking | ☐ Restrict my alcohol intake |
| ☐ Take up the offer of any vaccinations | ☐ Take part in health screening (e.g. cancer screening) |
| ☐ Eat a balanced diet | ☐ Take up the offer of health checks (e.g. asthma reviews) |
| ☐ Visit the dentist regularly | ☐ Have routine eye tests/checks |
| ☐ Pursue hobbies and/or interests | ☐ Manage my stress (e.g. mindfulness) |
| ☐ Other (please specify): | |

32. Do you know about local community groups, clubs or activities that can support health and wellbeing?

- | | |
|---|---|
| ☐ Yes, I'm already using these (Go to Q34) | ☐ Yes, but I don't need to use these (Go to Q34) |
| ☐ Yes, but I can't use these (Go to Q33) | ☐ Yes, but I don't want to use these (Go to Q34) |
| ☐ No, I'm not aware of anything in my local area (Go to Q34) | |

33. What stops you from accessing local community groups, clubs or activities to support your health and wellbeing?

34. How do you find out about activities and events in your local area? Please tick all that apply

- | | |
|---|---|
| ☐ Friends and family | ☐ Local newspapers |
| ☐ Local radio | ☐ GP surgery |
| ☐ Community centre/village halls | ☐ Local shops |
| ☐ Village/town newsletter | ☐ Social media e.g. WhatsApp, Facebook |
| ☐ Other (please specify): | |

35. How do you think people in your communities could work together more to improve health and wellbeing in your local area? (e.g. community-led activities, information sharing, etc). Please include any examples of things that are already happening in your local neighbourhood.

36. What else do you need to help you to maintain your health, wellbeing and independence?

37. Thinking about the focus in our plan on ‘Wellbeing, prevention and maintaining health independence’, use three separate words to tell us what is most important...

	1	2	3
...to you?			
...to your family?			
...to others in your community?			

38. If there was one thing that we could do to improve your experience of health and care services in Gloucestershire, what would it be?

39. Is there anything else that you would like to tell us?

Thank you for taking the time to share your views.
It is really appreciated.

Please return your completed survey (no stamp required)
by midnight on Sunday 11 January 2026.

**FREEPOST NO: RTEY-EBEG-EZAT,
NHS Gloucestershire,
Engagement Team,
Shire Hall,
Westgate Street,
Gloucester,
GL1 2TG**



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لمناقشة إمكانية الحصول على هذه المعلومات بلغات أخرى، بخط كبير أو بطريقة برايل، يرجى التواصل مع

برای بحث در مورد دریافت این معلومات به زبان های دیگر، با خط بزرگ یا به خط بریل، لطفا تماس بگیرید

اس معلومات کو دیگر زبانوں، بڑے حروف یا بریل میں حاصل کرنے پر بات کرنے کے لیے، براہ کرم رابطہ کریں

Email: glicb.pals@nhs.net / Tel: 0800 015 1548

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