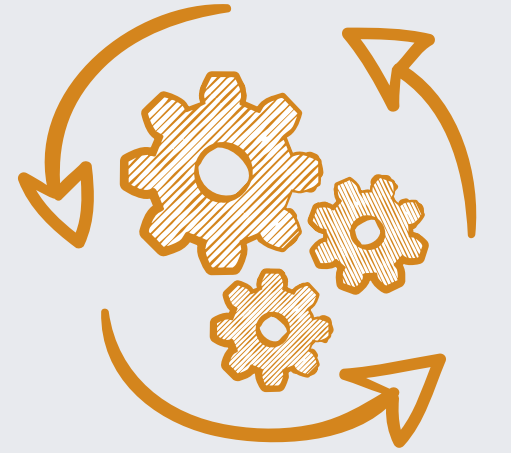


People planning and delivering services need to



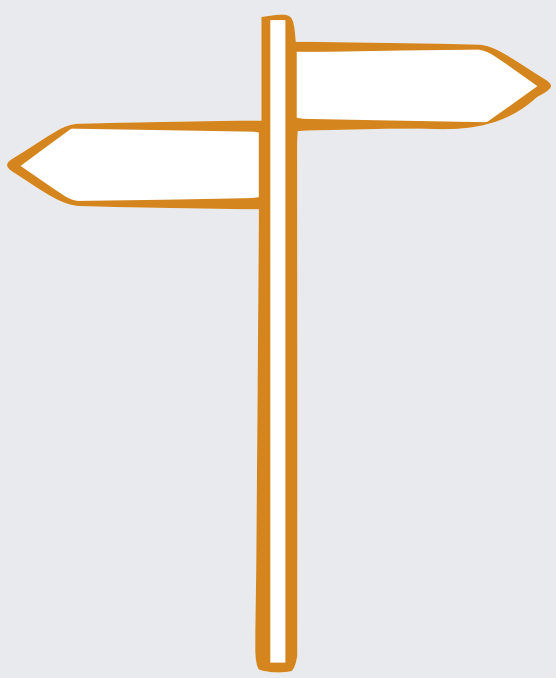
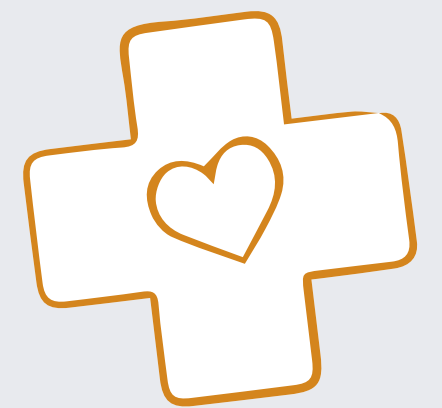
Communicate clearly how exactly people can access which service locally and ensure that all parts of a pathway are in fact able to deliver the arrangements communicated to patients.

Ensure that the imminent NHS restructure and creation of ICS doesn't distract from the job of improving access to care and create system wide agreed plans for timely access.



Give people full access to their care records, in ways that work for them, and ensure that the data on their records is accurate and relevant.

Implement the communications standard for people who are waiting for care and ensure that people whose care is disrupted understand that they are still your patients.



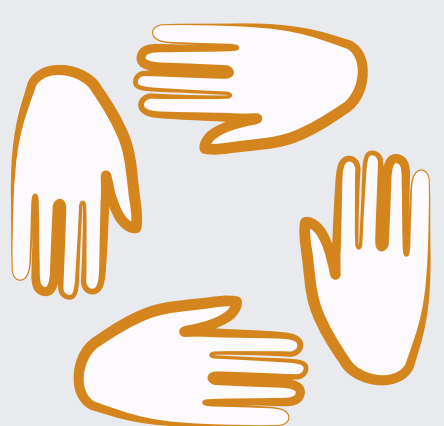
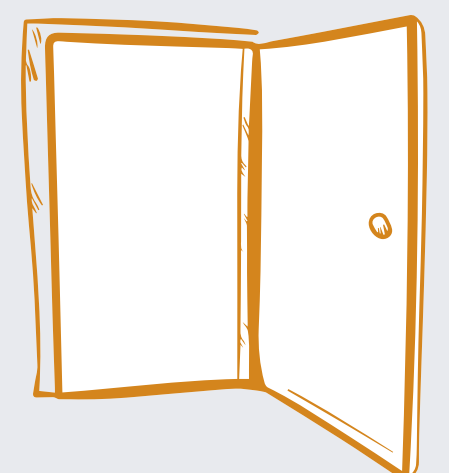
Clearly signpost to non-clinical sources of support and pay community groups and the VCSE to provide such support (helplines, peer support, advocacy).

Put in place strong support for carers, again in partnership with community groups.



Understand inequalities of service use and publish and put in place plans for how you will tackle those, including where new service models create barriers for some, such as transport or accommodation costs.

Abide by the Accessible Information Standard, and include the needs of non English speakers in its remit.



Implement consistent care planning, shared decision making and social prescribing approaches across all services and pathways so that people are fully informed and well supported to cope and live as well as possible.

Explore the contribution personal health and care budgets could make to enabling people to access the support they need, for example around physiotherapy or mental health where there is a lot of private provision.

