

Making Neighbourhood Health Services Work for People in Leeds – Summary

What people in Leeds told us about what a good Neighbourhood Health service would mean to them.



What is Neighbourhood Health?

Neighbourhood Health is a way of organising health services so they are closer to where people live and work, easier to access, and better at preventing illness. It's an important part of how the UK government wants to change health services.

What did we do?

Leeds Community Healthcare – a branch of the NHS – asked us to gather people's views during summer 2025. We spoke to hundreds of people to find out how they take care of their health now, and how Neighbourhood Health could keep them healthier for longer.

What did we hear?

Here are a few of the things people told us about Neighbourhood Health:

- GPs are still prized as a source of health support, even though they can be hard to access.
- Most people we spoke to weren't regular users of community venues but would be open to using them for appointments.
- Not everyone is interested in using online services, but many are. There's an unmet need for online services that let people keep the NHS up to date about their health.
- People's motivation to take action that will protect their health is complex and varies by age, gender and more.

People's thoughts about Neighbourhood Health were often different depending on their circumstances. For example:

People living in the greatest poverty:

- Tended to use fewer health services, despite being more likely to have a disability or long-term condition

People who had difficulties getting out of the house:

- Were much less likely to be open to going to public spaces like libraries or community centres for health appointments

Older people:

- Used the internet in smaller numbers compared with working-age people and were less interested in getting online

Working-age people:

- Worry more than older people about how their lifestyle impacts their health, particularly when they're aged 46 to 55.

People from diverse communities:

- Were more likely than other communities to be unsure about whether they would be comfortable having health appointments in venues like libraries

Unpaid carers:

- Were generally open to the idea of using community venues for health appointments

We also looked at all the feedback people have given us over the past several years. This has given us eight principles that any Neighbourhood Health service should follow. Good community services are:

- Shaped by the Three Cs: communication, compassion, coordination
- Timely
- Available to anyone who needs them
- Geared up for complexity
- Understanding of the role of the unpaid carer
- Sensitive to people's comfort with digital technology
- Understanding of how other public services contribute to health and wellbeing
- Compliant with the Accessible Information Standard

What's next?

Leeds Community Healthcare is sharing the findings with other Leeds health care organisations and using what people have told us to plan how Neighbourhood Health will work in Leeds, so that everyone gets the support they need from the NHS.

To find out more

Contact Healthwatch Leeds (info@healthwatchleeds.co.uk, 0113 898 0035, text 07717 309843).

To read the report, please go to healthwatchleeds.co.uk.