

One Northern Devon Neighbourhood Health Workshop Agenda

Date: Tuesday 28th April 2026, Time: 9am–12 noon

Location: Litchdon Medical Centre, Landkey Road, Barnstaple. EX32 9LL

(Please park on roads around the medical centre as patient parking is limited).

Workshop Purpose:

To develop a **shared understanding** of what Neighbourhood Health needs to achieve locally, establish the design principles that should guide the work, and use a priority cohort to identify what needs to change in order to develop a practical local model.

Workshop stage	Purpose	Further prompts
Discover		
1. Confirm the current picture	Do we have a collective view on the current challenges, barriers and system pressures?	What is happening now? Whose experience is visible or missing? What feels accurate and what is missing?
Define		
2. Confirm what Neighbourhood Health should achieve	What are we trying to change, and for whom?	Who should benefit? What should count as improvement? What should be different for people, staff, services and the wider system?
3. Agree the design principles we will hold ourselves to	What principles should guide the way we design Neighbourhood Health?	What must be true of any model we design? What should we avoid? What would make the model fair, practical and locally meaningful?
4. Choose a cohort as a design lens	Identify the groups that the ICB has prioritised via commissioning intentions / contracts. Do enough of us have these groups to enable us to collaborate and test our approach?	How will we prioritise the needs of these patients, and why? What would this cohort help us learn about wider Neighbourhood Health?
Develop		
5. Describe the desired future experience for this cohort	What would excellent Neighbourhood Health look and feel like for this group?	What should the future system do differently? What should people experience if Neighbourhood Health is working as intended?
6. Identify the barriers to achieving that future experience	What currently stops this happening?	What constraints, operational protocols, organisational barriers, power issues, knowledge gaps or resource gaps matter?
7. Design what needs to change	What would we need to remove, create, connect or strengthen?	What action, ownership, resources and legitimacy are needed?

		Do we have a wishlist (for the ICB) to help us?
Deliver		
8. Agree actions, ownership and next steps	Agree practical next steps and test whether they are consistent with the design principles.	Do our actions reflect the principles, or have we drifted back into organisational priorities and existing constraints?

Timings, outputs and background information

Time	Agenda item	Purpose	Expected output	Background information
9.00–9.20	Welcome, purpose and route through the workshop	Set out why partners are meeting, how the session will work, and how the outputs will be used.	Shared understanding of the workshop purpose and expected outputs.	Overview
9.20–9.35	1. Confirm the current picture	Test whether participants agree with the current challenges, barriers and system pressures already identified.	Agreed or amended list of current challenges and barriers.	Collective barriers identified so far
9.35–9.50	2. Confirm what Neighbourhood Health should achieve	Agree what Neighbourhood Health is trying to change locally, and for whom.	Shared outcome statements for people, staff, services and the wider system.	Neighbourhood Health Objectives identified by North Devon Stakeholders
9.50–10.05	3. Agree the design principles we will hold ourselves to	Agree the principles that should guide the design of the local Neighbourhood Health model.	Draft set of design principles to test decisions against during the rest of the workshop.	Neighbourhood Health design principles identified by North Devon Stakeholders
10.05–10.20	4. Choose a cohort as a design lens	Review the high-priority cohorts identified through national guidance, ICB commissioning intentions and local intelligence, then choose one cohort to use as a practical design lens.	Agreed cohort/design lens for the rest of the workshop.	Priority cohorts suggested by national guidance and ICB commissioning intentions; Cohort selection criteria
10.20–10.30	Break	10-minute comfort break.		
10.30–10.55	5. Describe the desired future experience for this cohort	Describe what people should experience if Neighbourhood Health is working as intended for the chosen cohort.	Shared description of the desired future experience for the cohort.	Cohort profile and current experience summary; Desired future experience worksheet
10.55–11.15	6. What could prevent achieving that future experience	Identify which existing barriers most prevent the desired future experience from happening.	Prioritised barriers for the chosen cohort.	

Time	Agenda item	Purpose	Expected output	Background information
11.15–11.40	7. Design what needs to change	Identify what needs to be removed, created, connected or strengthened to overcome the priority barriers.	Draft design requirements, model components and possible changes.	Turning barriers into design requirements; System enablers: what needs to be in place
11.40–11.55	8. Agree actions, ownership and next steps	Agree practical next steps and test whether they are consistent with the design principles.	Priority actions, owners, dependencies, risks and any asks of the ICB/system.	
11.55–12.00	Close and next steps	Confirm what will happen with the outputs and how participants will stay involved.	Clear close, follow-up route and next steps.	

