PEOPLE / PLACE / PREVENTION

A neighbourhood built around people.

Many ways in. One coordinated response. Community first, with safe escalation and home-first recovery.

A neighbourhood is a way of organising people, pathways, information and decisions around local lives. Residents, carers, staff, PCNs, providers, councils and VCSE partners shape the model.

01 Many ways in

Walk-in, GP, pharmacy, NHS 111, digital and community access. Car, taxi, community and patient transport, ambulance and safe specialist or mental-health conveyance connect people to the right response.

02 One team around the person

Primary care, community health, mental health, social care, public health and VCSE capacity. Shared navigation, a named coordinator, one care plan and a live view of capacity.

03 The right response

Community care, nursing and holistic therapies; mental-health and crisis support; urgent community response; acute hospital or A&E when clinically required, with clear responsibility.

04 Home-first recovery

Reconnect people to reablement, social care, care-home and VCSE support. Plan follow-up, use feedback and review outcomes to improve.

The essentials

No wrong door. Accepted transfer. Shared records. Safety-netting. Step up or down without starting again. Urgent routes must remain directly accessible.

Talk to TMPM

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TRUSTED PLACES

The neighbourhood is the network.

A warm conversation, a clear route and a supported handover when more help is needed.

Connect the places people already trust

Nurseries, schools and colleges; shops, cafes and supermarkets; barbers, hairdressers and faith leaders; neighbours, carers, housing and care homes; hubs, libraries, parks, leisure and work; pharmacy, general practice and community or mental-health teams.

Six practical moves

Trusted touchpoints

Opt-in local connectors who notice, listen, signpost and safeguard.

One help route

QR/NFC, phone and paper lead to a consistent response.

Mobile and pop-up teams

Outreach for rural, underserved and low-footfall places.

A live local directory

Current services, access, capacity, languages and transport.

Community pulse

Turn resident insight and micro-grants into practical local action.

Closed-loop navigation

Accepted transfer, named ownership and feedback to the person.

Connect, rather than diagnose

Everyday trusted places are doorways to support. Clinical care stays with trained teams. Co-produce, test, learn and adapt across all ages, with digital and human routes in urban and rural places.

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IMPLEMENTATION / DECISIONS AND OWNERSHIP

From shared vision to delivery.

Work through resources, control, accountability and changes to existing services openly.

Stage	Work required	Decision
01 Shared mandate	Agree population, outcomes, scope, decision rights, sponsors, governance and a funded development team.	Endorse the brief and ownership.
02 Co-produced design	Map need, demand, inequalities and assets. Design access, pathways, workforce, hub options, outreach and transport.	Agree the preferred model.
03 Investment and agreements	Test recurrent and transition costs. Negotiate funding, commissioning, provider roles and risk-sharing; resolve political and approval issues.	Approve the business case.
04 Mobilise safely	Confirm premises, staffing, contracts, data sharing, systems, referral routes, clinical accountability and training.	Authorise a safe pilot.
05 Live pilot and learning	Track access, experience, equity, outcomes, costs and workforce pressures. Use resident and staff feedback.	Continue, adapt or pause.
06 Sustain and extend	Evaluate impact and affordability. Agree recurrent funding and service ownership before phased expansion.	Approve staged continuation.

Trust and negotiation continue throughout. Maintain resident co-production, partner dialogue, transparent decisions and a clear route to resolve disputes.

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NEIGHBOURHOOD DELIVERY EXPERTISE

People who can help make it work.

Chris

20+ years in NHS, local government and public health transformation, including commissioning, mental health, social care and governance; 25+ major programmes.

Kirsty

15+ years in strategic HR, workforce change and programme management, including a £75m workforce expansion programme.

Carolyn

30+ years in the NHS, including 12 in senior management. Executive coaching, leadership development, resilience and retention.

Simon

NHS England, commissioner and trust transformation. Lean Six Sigma Green Belt Trainer; PRINCE2/MSP; process improvement and systems integration.

Andrew

32 years in the NHS. Complex change, programme management, strategy, community engagement, partnerships, coaching and mentoring.

Meet the TMPM team

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