

## Equipment services

This is our first work plan item which we will be commencing in July 2017. Your feedback to us during our visits to your groups, and your visits to our stalls highlighted concerns around delivery and collection of equipment in a timely manner. We'd like to amplify your **voice** in raising these concerns with the relevant commissioning teams.

## GP appointments

We have been told about areas of good practice which individual medical practice teams are implementing to tackle long waiting lists for patients to see a GP. We'd like to undertake some work with practices to help **inform** patients of their options in seeing their health practitioner at the right time.

## Engagement

Throughout the year we will continue to **listen** to your feedback at our stalls, your meetings, and regional events.

## Sustainability and Transformation Plan (STP)

We will be ensuring that **engagement and consultation** activities will be in place to encourage the residents of Sunderland to share their views on these important health and social care plans for our region.

## Reasonable adjustments

We've had various pieces of feedback concerning services making reasonable adjustments for those who need support in accessing health and social care. We'll be **investigating** this further to find out what aspect of this concern we can help with.