



Neighbourhood by Neighbourhood: Building Local Health Systems with Aire Blocks.

Enabling more proactive, personalised care that helps reduce health inequalities and unplanned hospital admissions.



Executive Summary

Neighbourhood health models are at the centre of the NHS's ambition transforming primary care into locally-led, neighbourhood-based services focused on integration, community empowerment, and health equity. Aligning neighbourhood teams across 35 PCNs could produce over £20 million(1) in system benefit by focusing on the top 5 % of frequent service users who drive 57 % of service use.

But as neighbourhood teams form across England, bringing together primary care networks, community services, social care, and voluntary partners, one reality has become clear: integration is as much about information as it is about collaboration.

Aire Innovate understands that reality. Drawing on its experience working alongside NHS organisations, Aire Innovate has developed a digital platform that supports the new neighbourhood model by providing flexible, locally configurable solutions. Rather than imposing a single way of working, the platform gives neighbourhood teams the ability to build their own digital tools, aligning with their workflows, priorities, and partnerships.

In doing so, Aire Innovate helps neighbourhoods overcome the most persistent barriers to integrated care - fragmented systems, unmanageable workloads, and limited visibility across multidisciplinary teams, whilst creating a foundation for truly local innovation.

The Neighbourhood challenge

Neighbourhood health is more than a structural reform; it is a cultural shift toward shared accountability, prevention, and personalised care. Yet many teams are struggling to turn this ambition into everyday reality.

The key challenges are consistent across England:

- **Fragmented systems and data silos.** Primary, community, and social care teams often use different systems that cannot easily share information.
- **Overstretched care coordinators.** A small number of staff manage hundreds of complex cases, with limited automation and few tools to manage workflows.
- **Lack of shared visibility.** Multidisciplinary team members often cannot see the full picture of a person's care, leading to duplication or missed actions.
- **Difficulty prioritising caseloads.** Without robust data tools, teams rely on judgement alone to determine who needs help first.
- **Variable digital maturity.** Some areas have advanced shared care records; others still depend on paper, email, or unlinked systems. As has been reported(3), community providers are "all too often at the back of the queue" when it comes to digital funding and transformation.

Neighbourhood models magnify these challenges because they sit at the intersection of sectors. The diversity that makes neighbourhoods effective also makes coordination complex.





The Opportunity for change

Neighbourhood health offers a profound opportunity to rebuild the system around local needs, shifting towards Local Place-Based models of care and population health that address whole populations at a neighbourhood level, enabling more proactive, personalised care that helps reduce health inequalities and unplanned hospital admissions.

Each place has its own population profile, community assets, and ways of working. A successful model in one area will not automatically succeed elsewhere.

National infrastructure can provide the backbone for integration, but local teams need the tools and flexibility to shape their own approach. This is where Aire Innovate's customisable digital platform, Aire Blocks, comes in.

Where Aire Blocks Makes the Difference

1. Connecting Multidisciplinary Teams

Effective neighbourhood care depends on multidisciplinary collaboration across primary care, community services, social care, the voluntary sector and secondary care. But current digital systems were not built with this in mind.

Aire Blocks provides secure, controlled data sharing between systems, giving teams a shared view of key information while maintaining governance and consent.

This approach has already delivered results in **Leeds Teaching Hospitals NHS Trust** patient discharge, where the platform enables Local Authority, Community, and Acute Discharge Teams to access a shared view of patient information. By integrating data across systems, staff can see updates in real time, improving handovers, reducing duplication, and supporting safer transitions of care. Reported impact: the solution gave discharge teams **20% extra time back every day**.

At neighbourhood level, this creates a shared digital environment; a space where everyone involved in a person's care can access relevant data, record updates, and coordinate activity, without needing to switch systems or rely on manual communication.

2. Prioritising Caseloads with Intelligence

Neighbourhood teams manage large and complex caseloads. Without clear prioritisation, it is difficult to focus on those who will benefit most from intervention.

The Aire Blocks platform enables algorithmic caseload management, using locally defined criteria and data inputs to highlight priority cases. In **Derby and Derbyshire ICS school nursing teams**, demonstrates how co-developed algorithms can help teams triage cases efficiently and accurately. Reported impact: the tool **provides immediate insight and intervention prioritisation across 50,000 children**(3).

This approach doesn't replace clinical judgement, it strengthens it. Teams retain control over how priorities are set and refined, ensuring that technology reflects local priorities and professional expertise.

The outcome is a more proactive and equitable system: care coordinators spend less time searching and sorting, and more time supporting people.





Rather than selling a fixed product, Aire Blocks provides a modular, adaptable system that allows neighbourhood teams to:

- **Improve access to data**, integrating data from multiple sources, vital to improving coordination and care quality.
- **Make primary care more efficient**, automating repetitive coordination tasks and prioritising caseloads intelligently, whilst maintaining safety.
- **Support clinician workflow**, designing digital workflows that mirror local practice.
- **Co-production involving frontline staff, patients, and communities** in designing and driving change.

The platform combines robust technical capability with a facilitation of partnership, enabling neighbourhoods to build digital solutions that evolve as their models of care evolve.



3. Streamlining and Automating Referrals

Referral management is a major source of friction for neighbourhood teams. Each handoff between professionals or services generates administrative work, delays, and potential gaps in communication.

Aire Blocks simplifies this through automated referral workflows. These workflows standardise information exchange, trigger updates, and integrate directly with existing systems.

In **Leeds Community NHS Trust**, Aire Innovate has helped automate referral processes across teams, ensuring that requests move seamlessly between services. This has reduced administrative burden, improved tracking, and shortened response times. Reported impact: **Clinical administration cut by 50% and referral waiting time cut from 12 to 2 weeks**(4).

4. Enabling Local Innovation through Co-production Workshops

Digital transformation is most effective when those delivering care shape the design. Aire Innovate's Collaborative Workshops bring together multidisciplinary teams to co-design process improvements and digital solutions.

These structured sessions combine operational insight with Aire Innovate's technical expertise, creating practical prototypes that address real challenges. The model has already been used with the **NHS Blood and Transplant Service**, where collaborative workshops have mapped workflows and created shared ownership of change.

For neighbourhood teams, these workshops offer a practical entry point; a chance to explore where technology can have the greatest impact, and to start building their own localised solution with Aire Blocks and Aire Innovate's support.





Spotlight on Care Coordinators

The Hidden Backbone of Neighbourhood Health

Care coordinators are the operational core of neighbourhood health teams. They track referrals, manage caseloads, connect professionals, and ensure continuity of care. Yet their workloads are often overwhelming and their tools inadequate.

Aire Innovate directly addresses this challenge by giving coordinators:

- **A unified view** of every person's care plan and status.
- **Automated workflows** for referrals, follow-ups, and documentation.
- **Intelligent prioritisation** to focus effort where it matters most.
- **Secure communication** with all members of the neighbourhood team.

By removing administrative barriers, the platform helps coordinators and clinicians reclaim time for meaningful work - the human side of coordination that builds trust, understanding, and better outcomes.

This support also improves resilience across the team. With fewer manual tasks and clearer data visibility, coordinators can manage larger caseloads without burning out, sustaining the neighbourhood model for the long term.

Conclusion

A Platform Built for Local Change

Neighbourhood working represents the most significant operational shift in NHS community and primary care delivery for a generation. It demands collaboration, adaptability, and locally led innovation.

Technology must enable that transformation, not constrain it. Aire Blocks provides the flexibility, integration, and usability needed to make neighbourhood models work in practice.

By giving teams control over how their digital tools are built and refined, Aire Blocks empowers each neighbourhood to design the system that fits its unique population and partnerships.

This is not technology for technology's sake. It is technology in service of people, enabling clinicians, coordinators, and partners to work as one team, with one view, towards one goal: healthier, more connected communities.

Build Your Neighbourhood's Digital Future

Plan your Co-production Workshop

Aire Innovate invites neighbourhood leaders, PCN managers, and integrated care partners to take part in Neighbourhood Co-production Workshops. These are structured, collaborative sessions that help teams identify opportunities, co-design workflows, and shape their local digital environment.

Through these workshops, neighbourhoods can begin building digital solutions that fit their people, their processes, and their ambitions, step by step, neighbourhood by neighbourhood.

To start your transformation journey, contact Aire Innovate to arrange a Co-production workshop and explore how the platform can help you unlock the full potential of your neighbourhood model.



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