

Right
Care,
Right
Place



Getting NHS Help Fast

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A proud partner in the:



**Leicester, Leicestershire
and Rutland**
Health and Wellbeing Partnership

Right Care, Right Place



So that resources are being used in the best way for everyone in Leicester, Leicestershire and Rutland, the NHS aims to match each patient to the right level of care, from the right health professional, in the right part of the NHS, first time.



This is known as Right Care, Right Place



By getting information from every patient about their symptoms, through their GP practice or NHS 111, an appointment will be booked for them with the appropriate service. This will reduce the number of organisations they need to contact and avoid long waits or trips to walk-in services that might not be suitable.



Why change is needed

1. Primary care is under pressure

- GP practices are busier than ever, offering more appointments
- Rising demand and complex health needs strain capacity
- Patients struggle to get through or book appointments, especially later in the day
- Many turn to walk-in services (EDs, UTCs), which can become overwhelmed



Why change is needed

2. The current system is confusing

- There are multiple services with different names, hours, and referral processes
- Patients are unsure where to go or what's available and when to use services
- New options like **Pharmacy First** offer treatment and prescriptions without a GP
 - Accessed via GP, NHS 111, or walk-in



Why change is needed

3. Appointments aren't always used effectively

- Some appointments go unused or misallocated
- Conditions seen in urgent care could be better treated elsewhere
 - Pharmacy, UTC, or routine GP care may be more appropriate



Looking ahead

We want to create a service that's easier to use, fairer for everyone, and makes the best use of NHS resources.

That means:

- A simpler system where people only need to remember two main contact points: their GP practice and NHS 111
- A consistent offer across the city, including evening and weekend GP appointments
- Reducing unnecessary steps so people spend less time navigating the system and more time getting the care they need

How it works now



Available in GP practices, pharmacies (chemists), and urgent treatment centres.



In the city, urgent same-day needs may be seen at a city healthcare hub



Healthcare hub appointments are offered at Belgrave, Saffron, and Westcotes Health Centres.



These are sometimes known as 'extended access' appointments.

What is changing?



Increasing the number of locations across Leicester where same-day GP appointments are available



Making appointment times 5 minutes longer, so people can get the care they need in one visit



Ensuring appointments are with a GP, rather than a mix of different professionals



Appointments will now be face to face






The new service will offer fewer GP appointments but introduce a broader variety of appointments across pharmacies, GP surgeries and health centres, meaning you will be directed to help within your own area where possible across weekdays and weekends.



The plan is to increase Pharmacy First to deliver 210,000 appointments across Leicester, Leicestershire and Rutland.

The key message: 2 simple steps


• Step 1: Try Self Care First

- If your problem is minor, and you haven't been able to treat it yourself at home, try:
-  The NHS App or NHS.uk
-  NHS 111 online
-  Your local pharmacy
- These services are quick, easy, and often all you need.

• Step 2: Need More Help?

- If it's more serious, or Step 1 didn't work:
-  Contact your GP practice
-  Or call NHS 111 (if your GP practice is closed)
- They'll help book the right appointment for you.

The key message: 2 simple steps

-  If you think you have a life or limb-threatening emergency, go straight to the closest emergency department or call 999.
- In a mental health crisis, call NHS 111 and select the mental health option, 24/7.

We are introducing this process so that resources are being used in the best way for everyone in Leicester, Leicestershire and Rutland and so we can match every patient to the right care in the right place and help avoid long waits or trips to walk-in services that might not be suitable.

Targeted Population - city

Funded engagement in the city*:

- Those who live within the 1-mile radius and on main arterial routes into the City
- Families with babies and young children under the age of 10
- People within the age group of 21-30 years (young professionals) and 31-40 years. These groups are also most likely to have children 10 years or under
- Homeless, refugees and asylum seekers
- Eastern European and Black, Asian, and Minority Ethnic communities
- Groups with particular barriers to access healthcare

**Plus literature and education sessions across LLR*



Engagement in the community



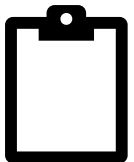
Collaboration with voluntary and community organisations, focusing on groups with protected characteristics (age, race, disability, etc.)



Practical workshops and interactive sessions rather than distributing printed materials - First Aid, CPR/ Self-care



Community groups working consistently and constantly in partnership with local GP's and PCNs to amplify key messages and signposting



Gathering patient feedback on understanding of services, increase in same-day access sites and GP service improvements



For example:

Through 20 local VCSE organisations:

- Interactive face to face educational workshops in places of worship in their own languages across the city
- Punjabi, Urdu, Somali and Polish language self care workshops in Highfields
- Production of bitesize accessible videos
- Outreach activities and events in Beaumont Leys, St Matthews, Belgrave, Spinney Hill, New Parks and Braunstone



For example:

Through Leicester City Council:

- Presentations to housing officers sharing the 2 steps for getting NHS help fast
- Educational workshops with family hubs, children's centres and foster carers (using the reference guide to facilitate
- Educational workshops with reablement services and care technicians

ICB activity:

- University Fresher's events and educational sessions with halls of residence wardens
- Supermarkets and shopping malls
- Staff/service provider engagement and education throughout the ICS

What will we do with the feedback we get?



The feedback gathered from the engagement, the questionnaire, and the patient experiences of the new service from October 2025 will be independently evaluated and analysed.



The findings will be used to make any necessary changes /improvements to the service (before April 2026).



A report of findings will be published early next year setting out the main themes from the feedback and if changes are made, a further report will detail how we have used the information to inform our decisions.

Any other feedback we receive will help inform and influence future services.



How people can have a say

- To help us continue improving these services so they meet the needs of local people, we want people to share their feedback and experiences by completing our questionnaire.

It is split into five sections:

1. Getting the right NHS care in two simple steps
2. Your GP practice
3. Local pharmacies
4. Improvements to appointments in Leicester City (separate questions for Leicestershire County and Rutland)
5. About you

**** *For people aged 16 and over***

How?

- Complete the questionnaire online.
- Email views to: llricb-llr.beinvolved@nhs.net
- Call **0116 295 7572** to receive a paper copy of the questionnaire or information in another format
- Write to us at **Freepost Plus RUEE-ZAUY-BXEG, Same Day Questionnaire, NHS LLR ICB, Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB**
- Follow our social channels: **@NHS_LLRL**
- Further information is available on our website.